

**Lettings and Transfer Policy**  
**SHS Internal Transfer Procedure**

- 1 Any SHS tenant, whether in SHS housing for older people or general needs properties, may make an application to transfer within SHS stock for all our older people accommodation, by ~~may~~ phoning/visiting our head office/asking their Community Housing Services Officer (CHSO), for a transfer form. Providing they have been in occupation for a minimum of one year they are eligible under the Lettings and Transfer policy to apply.
- 2 A transfer application form and questionnaire (H:Drive/Housing Department/Lettings/Templates) will be issued to ascertain requirements from the tenant. The tenant can collect the forms from their CHSO.
- 3 The transfer application is reviewed for registration and banding, (H:Drive/Housing Department/Lettings/Templates) which is carried out by the CSHO with approval of the Community Housing Services Manager (CHSM). In the case where a decision cannot be reached it will be referred to the Operations Director.
- 4 Once the transfer application has been approved the Community Housing Assistant (CHA) adds the tenant to the waiting and transfer list database on the SHS QL system, dates it, puts their banding priority on and confirms in writing to the tenant their transfer registration and banding.
- 5 If the tenant's circumstances change, written evidence must be supplied. Approval for re-banding is considered by the CHSO and CHSM (re-banding form H:Drive/Housing Department/Lettings/Templates).
- 6 In accordance with the lettings and transfer policy, properties are let based on the highest need according to the banding system and then date order, and where Waiting List (W.L.) applicants take priority over Transfer List (T.L.) applicants in each banding. If urgent bandings refuse, priority bandings are offered and lastly routine bandings. All refusals are recorded on the database and followed up with a letter to the tenant, letter 1 for the first refusal and letter 2 for the second refusal; the case is then suspended for 1 year, the tenant is informed and the database updated, all by the CHSO (letters H:Drive/Housing Department/Lettings/Templates).
- 7 When a property becomes available from the SHS housing lists, the CHA will generate a shortlist of all suitable W.L. and T.L. applicants via the QL system and add the details to an Excel spreadsheet

- which is then saved in (H:Drive/Housing Department/Lettings/shortlist folder). The CHSO will check the list and to authorise it, will then save this as a PDF. These actions are then automatically recorded on the document properties for the person who generated it and the person who authorised it.
- 8 When a transfer applicant is identified at the top of the shortlist, the CHSO will contact the tenant (as set out in number 6 above) and offer them a viewing. An approve to offer form (H:Drive/Housing Department/Lettings/Templates) is completed and signed by the CHSO. If a decision cannot be reached it is referred to the CHSM for discussion and decision. At the viewing the CHSO will show them the property, the tenant needs to advise the CHSO within 24hours if they are going to accept or refuse the transfer offer.
  - 9 Where the tenant has accepted, an appointment is made to carry out the sign up with the relevant CHSO/CHA.
  - 10 The CHA will make up the sign up pack with the relevant paperwork, tenancy agreement and supporting people agreement if relevant.
  - 11 All records are updated and amended by the CHSO/CHA.
  - 12 The transfer list will be reviewed at least annually by the CHSM.
  - 13 If the tenant does not respond to the review letter within one calendar month a reminder will be issued. If still no response, their name will be removed from the list and stored on the SHS QL system for 1 year.
  - 14 An annual report will be produced by the CHSM for the OD and HOC for monitoring and reporting purposes.

**Relevant documents saved under H:Drive/Housing Department/Lettings/Templates**

- Internal Transfer Form and Questionnaire
- Approval of Banding Form
- Banding letter to applicant
- Approval of Re-banding Form
- Offer letter
- Refusal of offer letter 1
- Refusal of offer letter 2
- Case suspended for 1 year letter
- Review letter