

Moving from your Home



Transfers

You should only apply for a transfer if your circumstances have changed and your present accommodation is no longer suitable.

Exchanges

The Association will consider and normally agree to mutual exchanges between tenants of the Association and other Housing Agencies.

Other Mobility Options

In addition to transfers and exchanges other options are available.

Moving Out

This leaflet provides advice if you have found alternative accommodation and are moving out of your property.

Transfers

Arcon operates a transfer scheme for existing tenants who have occupied their home for 1 year or more and who wish to move from their present accommodation because of a change in their circumstances.

The Association receives a large number of transfer requests and tries to assist as many people as possible. However, Arcon has other obligations to consider when a property becomes available for letting which means that priority is given to those who are in the most urgent need for rehousing.

How do I apply for a transfer?

Contact Arcon's office or local surgery, where you will be able to speak to the Housing Officer who is responsible for the management of your area or development.

A Transfer Application Pack will be sent to you, and will be assessed in accordance with Arcon's policy.

Transfer requests are considered in conjunction with applicants on the Waiting List and Local Authority nominations when shortlisting for suitable vacancies.

How will my application be assessed?

Your transfer application will be assessed and placed in date order in a priority group dependant on your housing need. When your application has been assessed you will be notified in writing of your Priority Group and your position on the waiting list for your chosen schemes.

Priority 1 (time limited for 3 months) *

- Harassment that can be confirmed by police or other agency.
- Serious medical condition which makes current accommodation unusable or very unsuitable without major adaptation.*
- Tenants requiring major repair ie. dpc works. In cases where a tenant is required to decant for major repairs they are to remain in priority 1 until a decant property has been secured.

* The Housing Director has the discretion to extend the time limit that an applicant can remain in Priority 1 on medical grounds if the condition is permanent or likely to deteriorate over a period of time.

Priority 2

- Other medical problems affected by housing circumstances.
- Overcrowding
- Relationship breakdown
- Parents with children/elderly living in upper floor flats without a lift.
- Support/care needs
- Need to relocate for work
- Need to relocate for medical reasons
- Family living apart
- Where applicants can demonstrate a useful contribution to the community such as involvement in local voluntary work or community based activities, creating employment or providing a useful service to the community.

Priority 3

- Need to move closer to friends, family, amenities.
- Property is too large or expensive to maintain
- Non urgent medical needs.

Applications for transfers and those originating through HOMES are assessed using the same criteria as all other applications.

Transfers and Arrears

An offer to transfer to alternative accommodation will generally not be given where the rent account is in arrears unless:

- there are urgent medical, social or property condition grounds for a transfer
- the arrears are caused by delays outside the tenant's control, eg delayed payment of housing benefit
- the Housing Director has agreed a move to a lower rented property
- the arrears are under control, ie the tenant has regularly reduced their arrears under a formal written agreement for the last six months. In situations where the arrears are not under control, the Association should normally be taking legal action to recover possession of the dwelling and a transfer should not be considered.

Where the transfer of a tenant in arrears is agreed, it will be a condition of the transfer that the tenant signs an appropriation agreement as part of their new tenancy agreement. This agreement allows Arcon to use payments of current rent or charges to reduce/clear arrears outstanding on former Arcon tenancies. Once the tenant has signed the agreement it should be inserted into their new tenancy agreement.

Property Condition

In cases where the property is not in an acceptable condition for the tenant to be considered for a transfer because of poor decoration, property defects caused by the tenant or non-standard fittings, the tenant will not be able to go onto the transfer list until the works have been completed.

Number of Offers

Two reasonable offers of accommodation will be made. A reasonable offer will meet the essential needs of the household eg. in terms of size or floor level. Tenants have the right of appeal if they consider a property offered to be unsuitable. The appeals procedure is outlined in the separate leaflet on Complaints and Appeals.

How long would I have to wait for a transfer?

- It is Arcon's policy to allocate 10% of new lets or relets in one year to transfer requests.
- It depends on the size of the property and area you require, eg Arcon has a shortage of 3 bedroom houses. Therefore you may have to wait quite a while before a property becomes available for a transfer request.

Exchanges

Your right to exchange

Arcon does not operate an exchange list and exchanges are usually conducted at the request of tenants. This means that you will have to find someone to exchange properties with.

You have the right to exchange with:

- Another Arcon tenant.
- Another Housing Association tenant.
- A Local Authority tenant.

What do I do if I want an exchange?

- You must find another suitable tenant to exchange with.
- Once you have found someone to exchange with, you must write to the Association with a request for an Application Form for consent to a mutual exchange.

How are exchanges dealt with?

- An application form will be sent to you and the request for an exchange is confirmed when the Form is returned to Arcon.
- Arcon will then write to the exchange partner's landlord for a tenancy report.
- Arcon's Maintenance department will carry out a full inspection of the property.

Reasons for refusal of an exchange

The Association would only refuse an exchange if:

- There were rent arrears on yours or your exchange partner's rent account.
- There is going to be over-crowding or under occupancy of the property.
- Your exchange partner's tenancy report is not satisfactory.
- If your property is in need of repair due to tenant's negligence.

Your exchange partner will be given every opportunity to carry out a full inspection of the property and confirm in writing that the property's condition, fixtures and fittings are suitable for their requirements.

Other Mobility Options

Many tenants find it difficult to move because they do not have sufficient priority for a transfer. Tenants may wish to contact their Housing Officer to discuss any other options available.

- Homeswap Exchange Scheme
- HOMES Mobility Scheme
- Low Cost Home Ownership
- Home Buy Scheme

Moving Out

Ending your Tenancy

If you have found alternative accommodation and are moving out of your property you should give four weeks notice in writing stating the actual date you intend to move and a forwarding address.

Keys

Keys and duplicate sets must be handed in on the day you move out. Arcon realize that this may not always be possible, with removals, etc and we can arrange to pick keys up if this is more convenient. Rent will continue to be charged on your account until keys are returned to Arcon.

Before you move out you must ensure:

- That your rent is paid up to date.
- That your property is left in a clean and tidy condition. One of our staff will inspect the property. The property should be in good decorative order and in a good state of repair.
- You should notify all service agencies such as Gas and Electricity Board, British Telecom and also the Local Authority that you are moving too, otherwise you may be liable for charges after you have left. It is also a good idea to get your post redirected.
- During the four week notice period the Association would appreciate your co-operation in allowing prospective tenants to view the property.

