

INTERNAL TRANSFERS

The Association has an obligation to ensure that our tenants are adequately housed and the Internal Transfer system assists tenants in moving to more suitable Association property. We aim to allocate up to 10% of our void houses each year to existing tenants who are in housing need, e.g. medical grounds or overcrowding. Up to a further 5% will be allocated to tenants who wish to move due to choice/aspirational grounds, e.g. they wish to move to the same size of house in a different street, district or perhaps from a flat to a house, but are not defined as currently being in housing need.

WHEN CAN I APPLY FOR A MOVE?

Tenants of the Association can apply for a move 1 year after taking up a tenancy. In all cases, your current tenancy must have been carried out to the satisfaction of the Association, with a clear rent account being held for the previous 12 months and no rechargeable repair accounts or legal expenses outstanding.

WHAT IF I DON'T LIKE THE HOUSE I'M IN?

The Association consider a small quota of tenants each year for a move on aspirational grounds(5%). We would expect you to have carried out your current tenancy to the satisfaction of the Association, held a clear rent account for the previous 12 months with no rechargeable repair accounts or legal expenses outstanding. The applicant must qualify for the size of house applied for or

detail clear evidence of the need for a larger property.

WHAT IF I NEED A BIGGER HOUSE?

If your family has increased since you moved to your present house, you must apply for a transfer and will be awarded points depending on the level of overcrowding within your home.

WHAT IF I WANT SOMEONE TO MOVE IN WITH ME, BUT MY HOUSE ISN'T BIG ENOUGH?

It's important that you do not allow anyone to move in with you without the Association's consent. We will not allow permission to reside where overcrowding would occur.

WHAT IF I HAVE TWO CHILDREN SHARING A BEDROOM ?

Our policy states that two children of the same sex may share a bedroom until they reach the age of 16 and children of opposite sex may share until the age of 10, otherwise you will qualify for overcrowding points.

WHAT IF I NEED A SMALLER HOUSE?

You will qualify for under-occupation points and should discuss your requirements with a Housing Officer. We will try to find you something suitable within our own stock, or discuss other options with you.

WHAT IF I HAVE A MEDICAL CONDITION?

We will ask you to complete a medical questionnaire to establish how your current housing affects your condition. We may be able to adapt

your current home to suit your requirements, or look at a move to a more suitable house within our own housing stock or with another landlord.

WHAT IF I DON'T GET ON WITH MY NEIGHBOURS?

If your neighbours are causing a nuisance or acting in an anti-social way, you should let us know immediately and report any incidents to the police where necessary. We will take appropriate action against any tenants in breach of their tenancy agreement. If your tenancy has not been carried out in accordance with the Tenancy Agreement we may not be able to consider you for a move until the situation has been resolved.

WHAT IF I WANT TO MOVE FROM A FLAT TO A HOUSE WITH A GARDEN?

Tenants of the Association may apply for a transfer to any type of house in any of the Association's areas. We do not have a very high turnover in our stock, so you may have to wait a while before being considered for a move.

WHAT IF I WANT TO MOVE TO ANOTHER AREA?

We have details of Housing Associations all over Britain, and may be able to nominate you under the **Homes Scheme**

if you are moving to take up work or to give or receive support from family, or fleeing harassment.

WHAT IF I NEED SPECIALIST HOUSING

The Association does not have any Sheltered Housing, but we may be able to nominate you to another Housing Association who can provide this. The same applies to housing for disabled applicants. We have a few houses which have had the bathrooms adapted to suit people with mobility problems, and if your disability is severe, we may be able to refer you to a specialist Housing Association.

WHAT IF I DO NOT HAVE ENOUGH POINTS?

If you do not have enough points, it may be because we consider you to be adequately housed. We will write telling you of your total number of points and advising you of other housing options. We will however keep your application on the waiting list or deferred list with the Association.

CAN I APPEAL AGAINST THE DECISION?

Yes, you can request a review of your application, if you feel that you have not been treated fairly. Following a reply from the Housing Assistant you should contact a Senior Housing Officer and thereafter a further right of appeal is available to the Association's Housing Management Sub Committee.

CAN I RE-APPLY?

You can re-apply at any time, but unless there has been a change to your circumstances, it is

unlikely that we will be able to reconsider our original assessment.

CONFIDENTIALITY

Information provided in the application form is treated as strictly confidential and will not be passed to any other party without the applicant's consent.

FALSE/MISLEADING INFORMATION

If it is established that false or misleading information has been provided or relevant information withheld, this may lead to any application being suspended. The Association will make enquiries to verify all information provided and if a tenancy has been offered the offer will be withdrawn.

WHAT SHOULD I DO NOW?

Contact one of the Housing Management staff to discuss your needs, we will do our best to assist you or put you in touch with other agencies who may be able to help.

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