

Sunbeam House Services Policy Document	Title: Transfer Policy (Tenants)
	Effective Date: 01 September 2014



Document Control

Policy Title	Transfer Policy (Tenants)
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Policy No.: 008	Revision: 1
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1.0 PURPOSE:

To ensure all tenants of Sunbeam House Services (SHS) properties, whether rented, leased or owned by Sunbeam House Services, are facilitated to transfer between locations depending on changing needs and circumstances.

To provide clear guidance on how applications to transfer will be managed by Sunbeam House Services.

To ensure that all applications to transfer are dealt with in a fair and transparent way.

2.0 SCOPE:

All tenants of Sunbeam House Services properties whether rented, owned or leased by Sunbeam House Services, where a tenancy agreement is in place. *It should be noted that where Licence Agreements are in place the policy on "Moving Clients" should be adhered to.*

3.0 ROLES & RESPONSIBILITIES:

Client Service Managers (CSM) / appropriate identified staff should ensure that all tenants of a property owned or leased by Sunbeam House Service are aware of this policy and put in measures to ensure that this policy is adhered to at all times.

4.0 PROCEDURES:

- Tenants must request a transfer in writing.
- All requests should be submitted to the Housing, Development & Transport Senior Manager.
- On receipt of letter, the tenant will be issued a transfer application form for completion. It should be noted that the date of application to transfer will be the dates that this form is returned completed.
- On receipt of the completed application form the tenant will be invited for interview to discuss their Housing option.
- A point system is used to determine priority on the transfer waiting list.

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- When suitable accommodation becomes available the tenant will be informed by letter.
- Refusal of two offers of accommodation, without reasonable justification will result in a deferral on the Housing Transfer List for a period of 12 months.
- All rents and monies due must be paid in full before any transfer application will be approved. The rent account must be clear for a minimum period of six months
- A Surrender of Tenancy must be signed for the existing tenancy before a new Tenancy Agreement can be signed.
- The applicant(s) must have a minimum of twelve month tenancy of present accommodation.
- The applicant(s), or any residents in the house, must not have engaged in any anti-social behaviour.
- An inspection of the house will be carried out by Sunbeam House Services staff as part of the application process. If a house/ apartment is found to be in bad repair the tenant will be liable for the costs of the repairs.
- The applicant must specify the areas of choices to which transfer is desired.
- All transfers are subject to approval by the Senior Management Team.
- All applicants must attend for interview as part of the application process.
- Good estate management will be considered when reviewing any application to transfer.

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