

**TRANSFER AND EXCHANGE POLICY****1.0 INTRODUCTION**

- 1.1** Tenants' housing needs or circumstances may change over time. There are occasions when tenants may find that where they live no longer meets their needs; this may be due to lifestyle changes, changes in their household, the need to access a service or for other reasons.
- 1.2** Tenants can refer to this policy to understand how a request for a transfer or exchange will be processed. This policy makes clear the rights and responsibilities of tenants and AHA.

**2.0 POLICY DESCRIPTION**

- 2.1** This policy applies to existing tenants and aims to address a tenant's changing needs and to make best use of social housing stock.
- 2.2** This policy describes the process by which AHA manage transfers and exchanges.
- 2.3** The transfer and exchange processes are overseen by AHA and apply to properties owned and managed by AHA.
- 2.4** This policy enables AHA to separate tenants who meet the eligibility criteria into two categories:
- 2.4.1 Transfers: Tenant(s) who need to move because they are inadequately housed, (e.g. under/over occupying, medical needs not met)
- 2.4.2 Exchanges: Tenant(s) who want to move, even though they are considered to be adequately housed.
- 2.5** AHA will consider all applications for transfer or exchange unless there is:
- 2.5.1 A breach of tenancy in the preceding 18 months or an ongoing investigation of the tenant or a member of the household for alleged breaches of tenancy;
- 2.5.2 A credible reason to believe that:
- a) The tenancy may soon be terminated;
  - b) The tenant struggled or will struggle to manage a tenancy elsewhere;
  - c) A move would put the tenant or their prospective neighbours at risk;
- 2.5.3 Where tenants have outstanding arrears or debts owing, they will be excluded from applying for a transfer/exchange unless there are exceptional circumstances.
- 2.6** Any rejections for a transfer or exchange will be fair, consistent and carefully considered. If any of the reasons in 2.5 apply as grounds to reject, AHA will inform the individual tenant of the reasons and record on the applicable tenant's record.

### **3.0 TRANSFERS**

- 3.1** AHA tenants can apply for a transfer if they continue to meet the eligibility criteria for social housing (see Allocations and Eligibility Policy) and if they have complied with their tenancy agreement/licence to occupy.
- 3.2** A tenant wishing to apply for a transfer is required to complete a Social Housing Application and Eligibility Form. Transfer applications are assessed in line with the Allocation and Eligibility Policy.
- 3.3** If an applicant (or anyone on whose behalf they are applying) have any medical or special needs that may have a bearing on the type of property they require, they will be asked to complete a Health Needs Assessment Questionnaire with the application. Should the applicant require assistance with completing the form they can be given assistance by contacting AHA.
- 3.4** Where a 'recognised assistance dog' is required for tenants to live independently and the property is unsuitable, priority for re-housing will be assessed in accordance with the Allocations and Eligibility Policy.
- 3.5** If AHA consider the tenant to be inadequately housed, either as part of a routine review of tenancy or as a result of a transfer application, the tenant's details are added to the waiting list in accordance with the criteria as stated in the Allocations and Eligibility Policy.
- 3.6** Every applicant will be informed in writing of the outcome of their application within 28 days of receipt of the application form, unless additional supporting information has been requested. If the decision is that they are adequately housed the tenant may opt to utilise the exchange process.
- 3.7** Tenants awaiting a transfer are obliged to bring any changes in their circumstances to AHA's immediate attention in accordance with this policy and their tenancy agreement/licence to occupy.
- 3.8** Tenants are encouraged to register for an exchange at the same time as being on the waiting list for a transfer.

### **4.0 EXCHANGES**

- 4.1** AHA tenants can request an exchange if they continue to meet the eligibility criteria for social housing and if both parties have complied with their tenancy agreement/licence to occupy. Any exchange requests must ensure both households will be adequately housed for their needs.
- 4.2** Tenants must complete and sign the Exchange Information Form (Appendix One).
- 4.3** Tenants will be made aware of their obligations under the exchange programme e.g. Tenants may be charged for electrical and gas safety checks prior to an exchange.
- 4.4** AHA will maintain an up to date list of all tenants who have been accepted.
- 4.5** Once a tenant has identified a suitable household to exchange with, they will need to complete, sign and return a Property Exchange Request Form (Appendix Two).
- 4.6** Both properties will be subject to inspection by AHA to assess whether the properties are in an appropriate condition for exchange.
- 4.7** AHA will advise all tenants of the decision in writing within 28 days of the inspection of both properties confirming whether they will approve or reject the exchange.

- 4.8** Both parties will be accepting the properties in their current condition at the time of any approved exchange.
- 4.9** Tenants are required to pay an exchange fee of £250 to cover utility safety checks
- 4.10** Tenants must not move until an exchange has been approved by AHA and both exchange tenants have each signed a new tenancy agreement.
- 4.11** If an application is rejected, the reasons for rejection will be given in full unless such disclosure will breach data protection principles or compromise AHA's abilities to discharge its duties. Unsuccessful tenants will be told whether a reapplication would be considered, and, if so, when and under what circumstances.

## **5.0 FALSE INFORMATION**

- 5.1** Tenants who knowingly give false information or who withhold information which would have a material effect on their application, will have their application rejected and will be removed from the waiting list or the exchange register. They may be prosecuted.
- 5.2** Tenants who are rejected on these grounds will not be allowed to reapply for 12 months. By exception, AHA may decide to accept a new transfer or exchange application if the tenant's circumstances have changed significantly.

## **6.0 RIGHT OF REVIEW AND APPEALS**

- 6.1** If an applicant is dissatisfied with a decision, they may ask to have an internal review to be carried out. Any request to have a decision reviewed should be made in writing within 28 days of the date of the letter communicating the original decision.

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<b>Date Approved :</b> March 2023	<b>Date for Review :</b> March 2025
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## APPENDIX ONE

### Exchange Information

The information you provide will be at the Alderney Housing Association (AHA).

#### Contact Details

<b>Name</b>	
<b>Tel</b>	
<b>Email address</b>	

<b>Current Property Address</b>	
<b>Postcode</b>	

<b>Please write brief description of your current property</b>			
<b>No of bedrooms</b>		<b>Property Type</b> (house, bungalow, flat and what floor)	
<b>Living Room</b>		<b>Dining Room</b>	
<b>Type of heating</b>		<b>Garden</b>	

<b>Desired Property Criteria &amp; Area</b>
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I/We agree to the information on this form being used as stated above. I/We confirm that I/we meet the Transfer and Exchange Policy requirements and the Exchange Criteria as detailed overleaf.

All Tenants as noted on your Tenancy Agreement must sign and date this form.

Tenant Signature \_\_\_\_\_

Print Name \_\_\_\_\_

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

## APPENDIX TWO

### Property Exchange Request

#### Household 1

#### Household 2

<b>Name of Tenant(s)</b>	<b>Name of Tenant(s)</b>
<b>Tel</b>	<b>Tel</b>
<b>Email</b>	<b>Email</b>
<b>Address</b>	<b>Address</b>
<b>Postcode</b>	<b>Postcode</b>

<b>Please provide any additional information to support your request to exchange properties</b>	<b>Please provide any additional information to support your request to exchange properties</b>
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We agree the information on this form is true and accurate. We confirm that we meet the Transfer and Exchange Policy requirements and the Exchange Criteria as detailed overleaf.

All Tenants as noted on each Tenancy Agreement must sign and date this form.

#### Household 1

#### Household 2

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Tenant Signature / Print Name

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Tenant Signature / Print Name

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Tenant Signature / Print Name

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Tenant Signature / Print Name

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Date

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Date