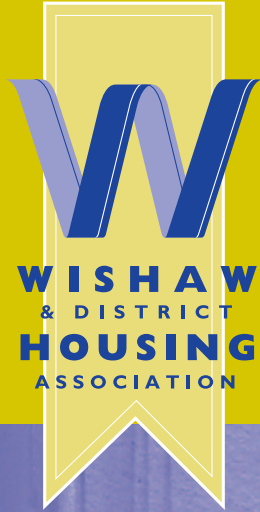


# Applying for an Internal Transfer

with Wishaw & District Housing  
Association





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## What is an Internal Transfer?

An internal transfer is where an existing tenant of the Association moves to another property belonging to the Association that better meets their housing needs.

## Who can apply to transfer to another property?

Although every tenant is entitled to be considered for re-housing by the Association, the internal transfer process is intended to help tenants of the Association that are experiencing problems within their existing house. These problems may have arisen for a variety of reasons such as:

- A medical condition or deteriorating health of the tenant or a member of their household.
- Overcrowding.
- A need to move closer to family or community support services.

Tenants of the Association that do not have any housing need as defined in the policy will not qualify for an internal transfer. However, they will be placed on the general housing list.

Where there is a joint tenancy an application for an internal transfer will be accepted from either tenant, so long as the Association is satisfied that the joint tenancy was not created simply as a way of bypassing the general allocation process.

Applications will also be considered under the Internal Transfer Policy from the spouse or partner (including same sex partners) of tenants where there has been a breakdown in the relationship. However, where the couple are not married or are not civil partners, the application will, generally, only be

accepted from the partner that is not the tenant where s/he is likely to be granted occupancy rights by the court. (The court would normally only grant occupancy rights if it is convinced that the couple had lived as 'man and wife' and were regarded as such by other people).

**N.B. For more information on occupancy rights and the rights of a spouse/partner that is not the tenant please ask for the Association's information leaflet on 'Relationship Breakdown'.**

## **How do I apply for an Internal Transfer?**

An application pack is available from the Association's office for you to complete and return to the office. The form is quite simple but if you need any assistance please do not hesitate to contact the office.

When you are applying to the Association there are certain basic requirements you are expected to meet. You will be asked to:

- Complete all parts of the application form that are relevant to you and your circumstances.
- Complete the form truthfully.
- Not withhold any information that is relevant to your application.
- Sign the application form to confirm that the information you have given is a true record of your circumstances.
- Respond to any letters from the Association as quickly as possible, especially requests for more information.
- Immediately inform the Association of any changes in your circumstances that may affect your application.
- Conduct yourself correctly when dealing with members of staff. The Association will not accept or tolerate threatening, violent or abusive behaviour towards staff and, if required, will take legal action against you if you persistently display such behaviour.

## What happens after I submit an internal transfer application?

The Association will acknowledge receipt of your application within two working days of your completed form being received at the office. If you do not receive an acknowledgement you should contact the office.

Your application will then be assessed in accordance with the Association's Internal Transfer Policy which is based on housing need. Once your application has been assessed and checked your details will be added to the appropriate transfer waiting list. We will then advise you in writing of:

- Your application reference number – you should quote this any time you contact the office regarding your application.
- The number of points you have been awarded and the categories of housing need you have been awarded points for.
- The transfer list you have been placed on.
- The areas you will be considered for (this will simply be confirmation of the choices you indicated in your application form).

We will endeavour to send you this information within 2 weeks of your completed application being received at the office but there may occasionally be delays due to holidays etc or if we have had to ask you for more information.

## Which transfer list will I placed on?

You will be placed on the transfer list for the type of house required to meet your housing needs (e.g. ground floor accommodation) and/or the size of house required to adequately accommodate your household. The size of house you need will be determined by the number of bedrooms required and in accordance with the following criteria:

- 1 DOUBLE bedroom for you or you and your spouse/partner.
- 1 DOUBLE bedroom for every two children under the age of 10 years of age.
- 1 DOUBLE bedroom for every two children of the same sex between 10 and 16 years of age (where the children are of different gender they will be assessed as requiring a bedroom of their own).

- 1 SINGLE bedroom (minimum) for every household member over 16 years of age.

Only the existing and permanent resident members of your household and those using the house as their only or principal home will be taken into consideration in determining the size of house required unless:

- A member of the household is more than 20 weeks pregnant.
- You can provide us with documentary evidence that you have overnight access to children.
- You have been officially accepted to provide fostering services.
- There is official approval for adoption.
- Someone on the application who might normally be expected to share requires a bedroom of their own for medical reasons.

If you wish to apply for an extra bedroom for any of the above reasons you must submit the appropriate supporting evidence such as a medical certificate or legal documentation along with your application form.

**Will I automatically go to the bottom of the list I am placed on?**

Not necessarily. Where you are placed on the list will depend on the number of points you have been awarded as all applications are placed on the appropriate list in numerical order. Where there are a number of applicants with the same number of points, your application will be placed in that group according to date of application.

**Please remember** – Just as your application did not automatically go to the bottom of the list, new applications will also be added to the list according to their number of points. A new applicant may, therefore, be placed above you on the list. As a result, your position on the list may go up or down as new applicants are added and others are removed.

## How are points awarded?

The Association's Internal Transfer Policy is based on housing need and identifies a number of categories of need. As a means of prioritising these, a number of points have been attributed to each category to reflect its perceived severity.

You will be awarded the appropriate number of points for each category of housing need that applies to your particular current housing circumstances.

## How can I check that my application has been assessed correctly?

When you receive your letter advising you of your points, there will be an explanatory booklet enclosed which will detail the categories of housing need for which points are awarded.

You should check that you have been awarded points for every category that applies to your specific set of housing circumstances. If you believe you qualify for a category of points that you have not been awarded or if there are other issues you feel we need to know about that are relevant to your application, you should contact us immediately.

## When will I be made an offer of another house?

Being added to the transfer list is no guarantee that you will be made an offer of housing by the Association as a number of factors will affect your chances of re-housing including:

- The number of houses that become available to let because existing tenants are giving up their tenancy (**please note – the Association has a very low turnover of houses**).
- The availability of funding for the Association to build new houses for let.
- The number of points you have compared to other people on the list.
- The type of house you require and how many of that type we have.
- The areas you wish to be considered for.
- New applicants coming on the list above you.
- Applicants above you being rehoused elsewhere.
- Changes in your circumstances that affect your position on the list.

As such, it is impossible to determine how long it will take before a suitable house in the area you want becomes available. However, to help give you a realistic idea of the timescales that could be involved and allow you to make an informed decision about your re-housing options, you will be provided with information on:

- The number of people on the internal transfer list
- The number of houses that have become available for internal transfers over the last couple of years
- The number of points that internal applicants that have been re-housed achieved
- The length of time internal applicants that have been re-housed were on the waiting list

If you want to discuss your housing options we are always willing to help.

### **Will I have to carry out any work to my present house before I am made an offer?**

Once your application has been added to the waiting list your current home will be inspected by a member of the Association's Technical Services Department. This is required to establish if there are any repairs that are your responsibility and you will be provided with a written list of any such repairs that need to be carried out before you leave the property.

The Association will not normally make an offer of transfer where the Association's property is found to be in an unacceptable condition due to serious damage or neglect. However, you will be given the opportunity to make good the damage at your own expense and thereafter be reconsidered for re-housing.

### **What if I have arrears on my rent account?**

Rent arrears equivalent to less than one month's rent will not be taken into account when you are being considered for re-housing. However, where you owe more than the equivalent of one month's rent you will be given the opportunity to either clear the account or reduce the arrears to the equivalent of one month's rent. You will also be given the opportunity to enter into a repayment arrangement with the Association but you will

normally be required to demonstrate your commitment to the arrangement for at least three months before any offer will be made.

### **If I have been served with a Notice of Proceedings can I still move?**

A tenant will not normally be considered for an internal transfer where the Association has served a legal notice warning that action to repossess the property may be instigated. The reason for the action being raised may be any of the grounds given in the Housing (Scotland) Act 2001 and includes rent arrears, anti-social behaviour and other breaches of the tenancy agreement.

Where the Association has applied to the court for an order of repossession or where court action is ongoing against you, no offer of re-housing will be made.

If you have been served with a Notice of Proceedings and want more information on how this affects your internal transfer application please contact the office.

### **What if I have an Anti Social Behaviour Order (ASBO) against me?**

If you have had an ASBO made against you or a member of your household, the Association will consider the terms of the ASBO, the nature of the behaviour concerned and the best interest of you, your neighbours and the Association before making a formal offer of a transfer.

### **Suspending your application**

If, after you have submitted an internal application, you decide for any reason that you do not wish to be considered for re-housing by the Association for a period of time you can ask for your application to be suspended. This simply means that your application is put 'on hold'.

When you want the Association to start considering you for re-housing again, you must let us know. It is your responsibility to inform the office that you wish your application to be re-activated. You will not need to fill in a new application form provided that your circumstances have remained the same. However, your date of application will be taken to be the date on which you instruct the Association to re-activate your application.

## What sort of tenancy will I be offered if I transfer?

If you accept an offer of a transfer from the Association you will be asked to sign a new Scottish Secure Tenancy Agreement which is the same as the tenancy agreement you currently have.

However, if you currently have the 'original' Right to Buy (i.e. you had the right to buy before the introduction of the Housing (Scotland) Act 2001) you will lose this if you transfer to another property, even within the Association's own stock. When you move you will automatically have the 'modernised' right to buy which requires a longer qualifying period and offers less discount on the market value.

If you are planning on buying your house through the right to buy scheme, it is very important that you fully understand how transferring to another house will affect your rights. The Officer will explain the implications of transferring to you but if you are unclear on what type of right to buy you currently have or you want to further discuss how transferring will affect your right to buy please do not hesitate to contact the office. Alternatively, you can seek advice from other sources such as a solicitor or the Citizen's Advice Bureau.

## Review of the waiting list

At least once a year the Association contacts applicants on the internal transfer list asking them to confirm that their circumstances are the same and that they wish to remain on the transfer list. We do this to ensure that the list remains correct and up to date.

It is very important that you return your review forms by the date given as your application will be cancelled and your name removed from the waiting list if you don't.

## **Confidentiality**

The Association will treat all information you provide in your application as strictly confidential. Your personal details will only be disclosed to other statutory agencies with your express permission. However you will be asked to sign a mandate authorising the Association to pass on or collect information required to assess or verify your application. In sharing information the Association will at all times seek to comply with the legislation on Data Protection and Access to Information.

## **Other housing options**

All applicants for an internal transfer are strongly advised to consider all their housing options including other social landlords such as North Lanarkshire Council and other Housing Associations and Co-operatives in the area. Information and advice on other housing options in the North Lanarkshire is included in the application pack and is also available from the Association's office.

You may also wish to consider a Mutual Exchange whereby you and another tenant of the Association or another landlord agree to 'swop' houses. An information leaflet on Mutual Exchanges is also available at the Association's office.

## **English not your first language? Visually impaired?**

This information leaflet and all other public information, application forms and documents produced by the Association can be made available in alternative languages and formats upon request.



**Further  
information**

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**Tel: 01698 377200/372776 • Fax: 01698 358712**  
**E-mail: [assoc@wishawdha.org.uk](mailto:assoc@wishawdha.org.uk)**  
**Web: [wishawdha.org.uk](http://wishawdha.org.uk)**

Open: Monday – Thursday: 9.00am – 4.30pm and  
Friday: 9.00am – 4.00pm  
Closed for lunch: 12.30pm – 1.30pm

