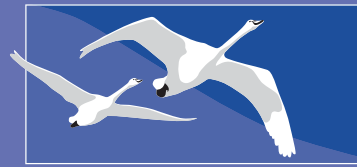


Transfer List Priority

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Guidance notes

Q. How is transfer list priority awarded?

Transfer applications are placed in one of four bands based on the circumstances of the household.

In exceptional circumstances priority can be awarded to a transfer list application through a management decision. If an application is awarded management priority status because of the circumstances of the household they will be placed in band one.

Q. What type of circumstances can be considered for a management priority transfer?

Households who are experiencing harassment that is racial, sexual, homophobic or religious can be considered, as can households that are unable to live safely in their home due to domestic violence.

Other circumstances may include being a victim of a serious crime or having experienced a personal tragedy. Each case will be considered on how seriously the location of the home is having a detrimental effect on the occupant's quality of life.

Q. What would not be considered?

Circumstances which are not normally considered for a management priority transfer include:

- Overcrowding
- Victims of non-personal anti-social behaviour (e.g. noisy neighbours, youth nuisance)
- Wanting to move nearer to family or friends (without any support needs)
- Having support of a local councillor or MP
- Medical conditions – these are considered under different criteria
- Repair issues (though we may move you out temporarily while the repairs are carried out)

Q. How can I apply for a management priority transfer?

First you should speak to your Housing Officer who can advise you on whether you could be considered. If you can, they will complete an application form detailing your circumstances and gather evidence to support your request. This information will then be considered by their Manager and the Head of Allocations and Lettings.

Q. What sort of questions will they ask?

Your Housing Officer will need to obtain information about why you need to move and why it has not been possible to resolve the issues surrounding your request by any other means. They will need to know what actions you have already taken to avoid the need to move.

They will also need to take the details of any professionals who they can contact to support your application. These professionals can include (but are not limited to) Police, Social Services and/or Health Workers.

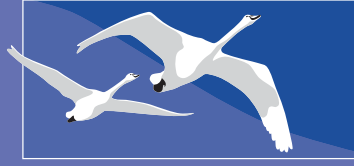
Q. How long will it take for a decision to be made?

We will aim to process your application within 10 working days. If we have to obtain further supporting evidence which may mean it will take longer, we will write and advise you.

Q. What happens when you have considered my request?

Once a decision has been made we will advise you if you have been awarded priority status. If you have you will be placed in band one on the transfer list. This status will be limited to one reasonable offer of accommodation. If you are made and refuse an offer without good reason your priority status will be removed and you will return to your previous banding priority.

If you have any queries regarding these guidance notes please do not hesitate to contact a member of the Lettings Team.



Guidance notes

If you would like a copy of this Guidance Note in large print, braille, CD or in your language please contact your nearest office.

Haddaad jeclaan lahayd nuqul kamid ah buugyarahan oo ku qoran qoraal waaweyn, qoraal indhoole, cajal ama luqaddaada fadlan kala xiriir xafiiskaaga kuugu dhow.

যদি বড় অক্ষর, ব্রেইল, টেপ অথবা আপনার নিজের ভাষাতে এই লিফলেট দরকার হয় তাহলে আপনার কাছের অফিসে যোগাযোগ করুন।

Nếu quý vị muốn một tờ thông tin này bằng chữ to, chữ dành cho người mù (Braille), thu băng hoặc bằng ngôn ngữ của quý vị, xin liên lạc văn phòng gần nhất.

若想索取此小冊子的大字體版，盲文版，錄音帶或翻譯成你的語言，請聯絡最近的辦事處。

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