

Transfer list information

swan



Guidance notes

Q. What is Swan's transfer list?

Swan's transfer list is made up by existing tenants or qualifying household members who wish to move. All those wishing to register on the transfer list must first complete an application form and are then placed in one of four priority bands depending on their circumstances. Swan's Allocation Policy provides more details on eligibility and priority.

There are currently around 450 people on the transfer list (April 08). Each year a full review of the transfer list is carried out. This is to ensure we have the correct and most up to date information on the circumstances of all those waiting for a transfer.

Q. How are the bands prioritised?

Band one is made up of those with the highest level of housing need and who have an urgent need to move or are under occupying their current home by at least 2 bedrooms.

Band two is for those with a high level of housing need, band three for those with a moderate level of housing need and band four for those with a lower level or no housing need to move.

Most people are in band three and the least number of people are in band one. Bands operate on a time waiting basis, those who have waited the longest will be higher up the list.

You must inform us of any changes in your circumstances so we can ensure you are in the right band. If someone moves into a new band then their waiting time starts again. Children can only be counted as being part of a household if child benefit payments are made to an adult living within the property.

Q. Why aren't all Swan properties let to people waiting on Swan's transfer list?

100% of all newly built homes and up to 75% of homes becoming available for relet are let to people nominated by local councils. This is because of nomination agreements made at the time Swan acquired the properties – either by conditions of a stock transfer or by funding arrangements for new developments.

Councils have a statutory duty to assist people in housing need and housing associations have a duty to assist councils to fulfil this duty. Housing associations do this by allowing councils to nominate people into their empty homes.

Different councils operate different ways of doing this, some have a Common Housing Register (CHR). In these boroughs all Swan homes in that borough will be allocated to people registered on the CHR.

Q. How are people selected for transfer offers?

Once a property has been identified as available for letting to someone on the transfer list the Lettings Team will shortlist for people who are waiting for a property of that type and bedroom size and in that location. The property will then be offered first to whoever has been waiting the longest in band one, then band two, band three and finally band four.

Q. How many properties do you let each year?

Our letting year records run from 1st April to 31st March, in the last two years we have let:-

	2006-07	2007-08
New built homes	316	245
Relets	269	199
Let to Council Nominations	215	199
Let to Swan Transfer List	65	50
Total number of lettings	585	446
% of total lets made to Swan tenants	11%	11%

As you can see there are not many properties available for letting to existing Swan tenants and we will always advise people to register on their local council housing register as well. This is the list that councils use when they nominate people to us. Sometimes a council will nominate an existing Swan tenant to an empty Swan property.

Q. How long will I have to wait for a transfer?

This is very difficult for us to predict. There is a very high demand for larger properties, so if you are waiting for a new home with 3 or more bedrooms you may have to wait longer. Houses are in much greater demand than flats, so if you only want a house, your wait will be longer. Likewise some areas are much more popular than others and in some areas Swan does not own many properties. In such areas the wait for a transfer with Swan could be many years.

We publish information on where we own properties and on how long people have had to wait for a transfer. This information will include what band people were in, how long they waited and the property type and size they were offered.

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Q. Is there anyway I can speed up my application?

You can increase your chances of moving by ticking as many areas and property types as you can. You can always tick an area and ask not to be considered for some places within that area.

Because Swan properties are all over Essex and East London we have had to be quite general in our definition of areas. You may tick for any area where Swan have properties and don't forget to register on www.homeswapper.co.uk for a mutual exchange if you have not already done so, as this can often be the first way of moving.

Q. How can I get extra priority?

Priority is given for a number of reasons; they include (but are not limited to):

Medical priority, this is based on how your home is affecting your condition. It is not based on the seriousness of your condition but on how your home is making your condition worse or if your condition would be improved if you moved.

Management priority, priority will be given to those who are experiencing serious harassment, violence (including threats of and domestic) or those who have been a victim of a serious crime. Cases are considered on how much where you are living is having a detrimental effect on your quality of life.

Under occupying, if you are able to move into a smaller property (without becoming overcrowded) you will be given priority and could also qualify for a cash payment.

Priority is also given to those living in properties which are due to be demolished, disposed or extensively converted or refurbished and to those who may qualify to succeed on the death of a tenant to a property that is unsuitable for their needs.

Q. What if I don't agree with which band I have been placed in?

If you think we have not assessed your application correctly you should contact a member of the Lettings Team explaining why you think you have been wrongly assessed.

If you are unhappy with the response you are given you may wish to make a complaint. This will be considered by the Head of Allocations and Lettings, then if you are still unhappy a Housing Director and finally Swan's Board.

Q. Are there any reasons why I would not be offered a transfer?

You will not be offered a transfer if you have a starter or an assured shorthold tenancy, if you have one of these types of tenancy you can only register on the transfer list to enable you to gain some time waited priority.

You will not be offered a transfer if you are in rent arrears or have committed any acts of anti-social behaviour within the six last months.

If you are shortlisted for a transfer, an inspection of your current home will need to be carried out before the offer is confirmed. If during this inspection your home is found to be in an unsatisfactory condition the offer will be withdrawn and you will not be considered for a transfer again until the property has been brought up to an acceptable condition.

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

Contact us

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