



Cassiltoun

Housing Association

INTERNAL TRANSFER POLICY & PROCEDURES

Date Approved	Proposed Review Date
September 2009	September 2012
Chair Person/Office Bearers Signature:	

CASSILTOUN HOUSING ASSOCIATION LIMITED
70 Machrie Road, Castlemilk, Glasgow G45 0AS

INTERNAL TRANSFER POLICY AND PROCEDURE

1. Policy

Existing tenants may apply for an internal transfer if they feel their current house is no longer suitable to their needs, due to individual circumstances.

Any tenant who is in breach of their tenancy agreement will not normally be considered for an internal transfer.

Offers of re-housing will not normally be made to transfer applicants who are in arrears of rent of more than one month, unless they have entered into and complied with an arrears repayment agreement.

2. Procedures

Existing tenants wishing to transfer within Association property should obtain the appropriate internal application form from the Association's offices. This should be completed and returned after being stamped to the Operations Team.

Staff should monitor requests for applications forms and use the log form to state whether the request was by telephone or in person. (**Appendix 1**)

When the Association receives an application form for re-housing into the office, staff should follow application checklist form. (**Appendix 2**)

Application should be acknowledged. (**Appendix 3**).

Staff should check all completed forms to ensure that residency qualifications have been met and that all sections of the application form have been completed satisfactorily. Staff should also ensure that the criteria for overcrowding/under occupation, marital breakdown or medical reasons are applicable.

An assessment of each application will be carried out. This may include obtaining tenancy check, medical confirmation etc. depending on information provided by the applicant (**Appendix 4**). Applications should be pointed under the same points system within the Allocation Policy.

The completed assessment of each application will result in one of the following decisions being taken:

- a) the application will be pointed in accordance with the Allocation Policy and placed on the Housing List.
- b) the application will be suspended.
- c) the application will be excluded.

Exclusion or suspension of application forms from the Waiting List will only happen in specific circumstances and after full assessment of the application has been carried out.

Exclusion is less likely to occur than suspension however, Staff should ensure thorough assessment and confirmation of details provided through tenancy checks is obtained prior to any decision being taken to exclude or suspend an application.

On receipt of information requested during the assessment of an application, staff should discuss any matter of concern with the Head of Operations. Housing Applications will be assessed on a daily basis by the Housing Services Team and test sampling will take place on a monthly basis by the Head of Operations to confirm timescales are being adhered to, relevant information is being collated and accuracy of points. In the event that the Head of Operations is not available, the Deputy Chief Executive Officer will fulfil this role.

Staff should send appropriate letter to applicant with relevant details/information on their application to be re-housed. (**Appendix 5, 5a, 5b, 5c, 5d**). This letter will be referenced and details recorded through computer system.

Applications should then be placed in appropriate folders.

All relevant monitoring information to be collated for reporting to the Board of Management on a quarterly basis. This includes: race, gender, disability etc. In addition details of applications received/cancelled, suspended or excluded should be collated in order to keep running total of number of applicants on each list. Details of this can be found in the Association's Operations Sub Committee papers.

Prior to any offer of alternative accommodation being made, staff should inspect the flat to ensure the property is of a lettable standard.

- Tenants should be informed of all outstanding repairs which must be carried out in order for the tenancy to be re-let.

As soon as an offer has been made and accepted, staff should complete appropriate tenancy forms etc. through computer and where applicable advise Housing Benefit Section to ensure benefit is maximised.

Appendix 1

Name	Address	Phone Enquiry Please tick	Office Enquiry Please tick	Date of Enquiry
		<input type="checkbox"/>	<input type="checkbox"/>	

Name	Address	Phone Enquiry Please tick	Office Enquiry Please tick	Date of Enquiry
		<input type="checkbox"/>	<input type="checkbox"/>	

Name	Address	Phone Enquiry Please tick	Office Enquiry Please tick	Date of Enquiry
		<input type="checkbox"/>	<input type="checkbox"/>	

Name	Address	Phone Enquiry Please tick	Office Enquiry Please tick	Date of Enquiry
		<input type="checkbox"/>	<input type="checkbox"/>	

Name	Address	Phone Enquiry Please tick	Office Enquiry Please tick	Date of Enquiry
		<input type="checkbox"/>	<input type="checkbox"/>	

Appendix 2

		DATE
Housing Application date stamped	<input type="checkbox"/>	
Application photocopied to other landlords within one day of receipt	<input type="checkbox"/>	
Acknowledgement Letter within 2 days	<input type="checkbox"/>	
Application logged onto computer	<input type="checkbox"/>	
Information requested	<input type="checkbox"/>	
Information received	<input type="checkbox"/>	
Application pointed	<input type="checkbox"/>	
Application placed on Waiting List. Points sent.	<input type="checkbox"/>	
Transfer details logged on Progress Report	<input type="checkbox"/>	
Application suspended	<input type="checkbox"/>	
Application excluded	<input type="checkbox"/>	
Application dealt with within the 10 working days as in Allocation Policy	<input type="checkbox"/>	
OR if information required – 28 days	<input type="checkbox"/>	
Satisfaction Questionnaire sent to Applicant	<input type="checkbox"/>	
Monitoring Information Collated	<input type="checkbox"/>	
Application Test Sampled:	<input type="checkbox"/>	
Any Comments:		

Appendix 3

Date

Name
Flat
Close
Area
PCode

Dear Name

Thank you for returning your completed housing application to this Association.

Your application has now been noted on our records and an assessment has commenced.

We will write to you again shortly to update you on the progress of your application, it may be that we will require additional information and if so we will detail exactly what information we require.

In the meantime if you have a change of circumstances we should know about, please let us know by providing details in writing as soon as possible.

If you wish a further explanation of the details contained in this letter or require a copy on large print, Braille, audio format or an alternative language please let me know and I will arrange to have this done.

Yours sincerely

Appendix 4

Name
Flat
Close
Area
PCode

Dear Name

Further to your application to be re-housed by this Association, I now require the information listed below in order to complete the assessment of your application:

- 1.
- 2.

Please provide this information within twenty-one days. If you have any difficulties in obtaining this information, please let me know.

If you wish a further explanation of the details contained in this letter, or require a copy in large print, Braille, audio format or an alternative language, please let me know and I will arrange to have this done.

Yours sincerely

Appendix 5

Date

«fullname»

«flat»

«close»

«area»

«pcode»

REF:	CWLA «cwlaref»	Please Quote this Reference Number In All Correspondence
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Dear «name»

Further to your application to be re-housed by Cassiltoun Housing Association, I now write to advise you that we have completed the assessment of your application. You have been awarded ...**amount of points** ... points and your application has been placed on our waiting list for a ...**property size** ... property.

You were awarded points for the following reason (s):

- 1.
- 2.
- 3.
- 4.
- 5.

I am afraid I cannot say how long it will be until we are in a position to make you an offer of housing as we only have a limited amount of housing stock with very little turnover. If your circumstances change or you are offered accommodation from another housing agency, please contact us with details.

If you are unsatisfied with the amount of points you have been awarded and wish to appeal against this decision you can in the first instance contact the Housing Manager regarding this. If you are still dis-satisfied after this, you should appeal, in writing, to the Chief Executive Officer.

If the matter is not resolved by this stage, you may appeal in writing to the Board of Management. Where after following the above procedures you still disagree with the decision taken, you may appeal to **Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS.**

If you wish a further explanation of the details contained in this letter or require a copy in large print, Braille, or an alternative language please let me know and I will arrange to have this done.

I trust all of the above is of assistance to you.

Yours sincerely

Name
Flat
Close
Town, PCode

Dear Name

Further to your application to be re-housed by Cassiltoun Housing Association. I write to confirm that we have now completed the assessment of your application and have had to suspend your application for re-housing for a period of six months.

The reason (s) for this is:

- 1.
- 2.
- 3.

Your application will be re-activated on ...**date of reactivation**... when we will contact you to discuss your housing requirements and whether any changes have occurred during this time. ***If you feel your circumstances have changed prior to this date which would merit a review of this decision you should contact me to discuss this.***

If you do not agree with this decision you can in the first instance contact myself. If you are still dissatisfied after this, you should appeal, in writing, to the Director. If the matter is not resolved by this stage, you may appeal in writing to the Management Committee. Where after following the above procedures you still disagree with the decision taken, you may appeal to the **Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS.**

If you wish a further explanation of the details contained in this letter or require a copy on large print, Braille, audio format or an alternative language please let me know and I will arrange to have this done.

I trust all of the above is of assistance to you.

Yours sincerely

Fiona McGowan
Head of Operations

Date

Name

Flat

Close

Town, PCode

Dear Name

Further to your application to be re-housed by Cassiltoun Housing Association. I write to confirm that we have now completed the assessment of your application and have had to exclude your application.

The reason (s) for this is:

- 1.
- 2.
- 3.

If you do not agree with this decision you can in the first instance contact myself. If you are still dissatisfied after this, you should appeal, in writing, to the Director. If the matter is not resolved by this stage, you may appeal in writing to the Management Committee. Where after following the above procedures you still disagree with the decision taken, you may appeal to **Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS.**

If you wish a further explanation of the details contained in this letter or require a copy in large print, Braille, or an alternative language please let me know and I will arrange to have this done.

I trust all of the above is of assistance to you.

Yours sincerely

Fiona McGowan
Head of Operations

Date

«fullname»

«flat»

«close»

«area»

«pcode»

REF:	CWLA «cwlaref»	Please Quote this Reference Number In All Correspondence
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Dear «name»

Further to your application to be re-housed by Cassiltoun Housing Association, I have to inform you that as we did not receive the information requested on **date info requested** you have been awarded ...**amount of points**... points and place on our waiting list for ...**property size**...property.

However, applicants who have been awarded ...**amount of points**... points or less are highly unlikely to be made an offer of alternative accommodation in the foreseeable future. Therefore, if at a future date you provide this information, we will amend your points total.

If you wish to appeal against this decision, you can in the first instance contact the Housing Services Manager regarding this. If you are still dissatisfied after this, you should appeal in writing to the Director.

If the matter is not resolved by this stage, you may appeal in writing to the Management Committee. Where after following the above procedures, you still disagree with the decision taken, you may appeal to the **Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS.**

If you wish a further explanation of the details contained in this letter or require a copy in large print, Braille, audio format or an alternative language, please let me know and I will arrange to have this done.

Yours sincerely