



Management Move Policy

Introduction

This policy outlines the guidelines and procedures for managing management moves through IVH's properties. It aims to ensure transparency, fairness, and consistency in the process of relocating customers.

The Management Move Policy is in place to enable IVH to move existing customers outside of the usual allocations policy where a move is needed urgently and IVH will facilitate but our usual allocations policy would not facilitate a move in the timescales required.

This policy applies to general needs customers only. However, requests would be considered for customers in our supported accommodation if both the criteria for a general let property was met by the customer and if there was a business need.

Aims and Objectives

- To provide a clear framework for customer relocation.
- To ensure all moves are handled fairly and equitably.
- To support customers through relocation process.
- Make best use of IVH stock, ensuring customer needs are matched with appropriate properties.
- Work closely with local authorities to meet urgent housing need of IVH customers.
- Provide reasonable choice to those customers in urgent need.
- Contribute to the creation of sustainable communities and deliver sustainable tenancies by offering customers choice.

Policy

This policy applies to all customers of IVH who are required to move due to the reasons included below. Management Transfers are required due to exceptional circumstances outside of those prioritised/ recognised by Choice Based Lettings or our internal transfer list where the move is needed more urgently than a move through Choice Based Lettings or our own transfer list would allow. Below is the list where circumstance would apply:

- Permanent decant required due to major repairs or redevelopment.
- Discharge from hospital where the existing home has been confirmed as unsuitable by an OT assessment and it cannot be adapted to meet the customer's needs.

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- An urgent need for supported or adapted accommodation, where confirmation has been received in writing from an OT and the required adaptations cannot be fitted within the current home.
- Severe medical needs where IVH will assess on a case-by-case basis and review the impact the medical need has on the current housing situation.
- A serious fire/flood causing significant structural damage, where major repairs are needed, and the customer is unable to return to the property for an extended period of time (3 months or more) and this has been confirmed by Asset Management/Repairs.
- Where there is a business need e.g., significant cost saving to facilitate a move.
- Significant health and safety concerns in current property e.g., structural work required, damp/mould.

In addition to the above criteria, IVH will also consider the circumstances below for a management move, however customers must present to the local authority for a homelessness assessment. If the local authority accepts priority duty over the customer, then this will allow customers to bid for properties with the relevant Choice Based Lettings platform in priority banding. IVH will require confirmation the customer has completed this assessment with the local authority before considering a managed move.

- Domestic Abuse.
- Exceptional cases of ASB and Harassment, including serious or target hate crimes and serious racial harassment.
- Cuckooing.
- Where Police, illegal money lending teams, or any other partner agency raise risk alerts.

All applications above must evidence target hardening and appropriate injunctions or other remedies have been put in place and any recommended moves by the Police must be confirmed in writing. Supporting evidence and a risk assessment detailing the actual risk of harm will be required by the Local Authority, Police, or other relevant support agencies.

Adaptations

Confirmation of any adaptations or level access requirements will need to be provided by a medical professional in order for them to be taken into consideration. In these cases, applications will be placed on hold, until written confirmations are received. If customers fail to provide the written confirmations within 1 month, they will no longer be eligible for a management move and the application will be removed.

The Local Authority has a statutory duty to help prevent households becoming homeless, and if IVH customers become unintentionally homeless, the local authority has a duty to help them secure accommodation for the short term, therefore for any urgent moves must be dealt with in coordination with the local authority.

All offers will be made in date order of receipt while also considering the needs of customers that best suits the property and Neighbourhood. In order to help as many customers as possible within realistic timescales, IVH will only make one offer of suitable alternative accommodation to

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households accepted onto the management move waiting list, so it is important to keep household information correct and up to date, as it will be used to identify a property that meets customers needs. IVH will review the management move list every month to ensure customers circumstances have not changed and this will involve the Home Move Team Leader and Neighbourhood Managers.

IVH may consult with other services to determine the safety of an offer of alternative accommodation, e.g., in instances such as DA where assurances may be sought regarding distance from the perpetrator and similar.

If the offer is refused, the customer will be removed from the waiting list and must find alternative accommodation themselves. Where a Management Transfer is required due to a business need, we will consult with the customer prior to any formal offer of a property.

Customers will be placed on a waiting list for an appropriate property to become available. As the number of available vacant properties can be hard to determine, IVH have no way of knowing when this may be. It is important that IVH ensure all customer details are correct which include:

- Household details (gender, age, disability etc)
- Number of bedrooms required
- Adaptations required
- If level access is required
- Preferred area - first & second choices

IVH cannot accommodate requests for a specific street or estate and this information will be used to identify a property that meets customer needs. All customers will be expected to register on Choice Based Lettings, Home Swapper and will actively seek alternative accommodation via these channels.

Procedure

Identification

If a customer requires a move as a matter of urgency and the circumstances are exceptional enough to exceed what the normal internal transfer procedure can accommodate, a Management Transfer Request form can be submitted by either the Tenancy Sustainment Coach, Community Safety Officer, or Neighbourhood Officer. The Management Transfer request will be reviewed by the Management Move Panel which comprises of Neighbourhood Managers, Tenancy Sustainment Manager and Home Move Team Leader.

Assessment

The decision to grant a management transfer will be made by the Management Transfer Panel. The Panel will meet regularly to review new and existing cases. At the point an application has been submitted to panel, a meeting will be arranged within 5 working days. The officer who submitted the request will be required to attend the panel meeting to provide further information about the customer

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and/or their circumstances. The Officer will be made aware of the decision within 24 hours and should contact the customer and relevant agencies where appropriate.

Approval

If a request is approved, the requesting officer will inform the customer with details of the approval, the process in writing. For cases which are sensitive or there is a serious threat, the requesting officer will decide if a letter would be appropriate, or they may choose to provide the outcome by a different method. A copy of the approval letter will still need to be retained for IVH records and saved onto Rubix under the customers filing cabinet. The customer will receive one offer of a suitably sized property, in an area which is at least 3 miles outside of their “at risk” area. IVH will not consider requests for certain areas unless there is a significant risk factor and there must be evidence to support this.

Offers will be made on a like for like basis in terms of number of bedrooms, however where possible IVH will accommodate a request for change of property size if there is a need and sufficient turnover of properties.

If the property identified is still with the void repairs team, the Neighbourhood Officer will work with the voids team to complete an initial viewing with the customer so can start planning their move i.e., take measurements of rooms, get a feel for the Neighbourhood or anything else that will cause no further delay.

Notification

The Home Move Team Leader will monitor approved transfers and identify a suitable property based on the information on the original request form. The Home Move Team Leader will liaise with the requesting officer to ensure an offer is suitable and that the risk would be reduced or managed. Further discussions may be required with other colleagues in the Neighbourhoods Team to determine what support would be needed, should the offer be accepted.

At the point of offer, The Neighbourhood Officer will complete a Management Move Pro Forma and share this with the Home Move Team, Rents Team TSST so all relevant teams are aware of the move and on hand to offer support to the customer. An addendum for arrears may also be required to be signed by the customer when they sign for the new tenancy.

Once a property has been offered to a customer, the Neighbourhood officer must ensure a termination form has been completed by the customer. At this point, the Neighbourhood Officer must also complete a home visit and complete a property inspection to ensure there are no concerns around property condition. If any concerns are raised by the Neighbourhood Officer, then this need to be referred to the Neighbourhood Manager to agree what steps needs to be taken with the customer prior to them moving home.

It is the responsibility of the requesting officer to also provide the customer with advice and information on other options available to the customer to move. Due to low turnover of properties, customers cannot solely rely on IVH having a suitable property available at the time they may need it. Customers will need to register for housing with their local authority and may need to pursue other options such as private rented accommodation or mutual exchange.

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Support and Assistance

All customers approved for a Management Move will be offered support by our Tenancy Sustainment Team during the process. Customers will be expected to remove all belongings from their property and this involves arranging removals. IVH will support customers to access a removal's company and other charities who can support with accessing furniture. At times, IVH may offer financial support when moving but this will be on a case-by-case basis.

Refusals

A management transfer may be refused for the following reasons:

- When the risk is deemed to be low and/or not immediate
- Where the risk would not be diminished by moving
- When the supporting information from partner agencies is not sufficient/strong enough, in which case further information will be requested
- When the normal transfer procedure would accommodate the situation

The panel will provide the requesting officer with the reasons why the request has been refused and guidance on how the colleague may support the customer in other ways to assist them with a move.

Appeal Process

All customers have the right to appeal the decision not to accept them on the Management Move list. Appeals must be submitted in writing within 14 days of receiving notification of the outcome. Appeals will be reviewed by the Neighbourhood Manager. In the event that the customer remains dissatisfied with the outcome of the appeal, they may follow the IVH internal complaints procedure.

Monitoring and Review

The Neighbourhood Manager and Home Move Team Leader will monitor performance monthly.

The Neighbourhood Manager and Head of Operations are responsible for identifying remedial action where performance is deteriorating.

This policy will be reviewed ever 3 years to ensure it remains effective and responsive to the needs of IVH customers. Feedback from IVH staff and IVH Resident Scrutiny Panel will be considered in the review process.

We will monitor the effectiveness of Management Move Policy by using existing performance measures, such as:

- Number of Management Moves completed
- Number of Management Moves accepted
- Reasons for a Management Move

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- Number of refusals

Roles and Responsibilities

The Executive Director of Customer Services is responsible for the effective implementation of this policy.

The Neighbourhood Manager is responsible for the training of new colleagues in the Neighbourhoods Team and to continue reviewing the policy and procedure.

Associated Documents and Good Practice

Refresher training will also be provided to any colleagues who are deemed not to be following the procedure.

- IVH Voids Procedure
- IVH Lettable Standard
- IVH Allocations & Empty Homes Policy

The Home and Tenancy Standards in the current Regulatory Framework have been considered in this policy.

This policy also ensures that IVH complies with the following legislation: –

- Landlord and Tenant Act 1985,
- Housing Act 1995 as amended by the Homelessness Act 2002
- Localism Act 2012

Version Control

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Policy Author:	Shaban Talib – Neighbourhoods
Policy Owner:	Ross Powell (Head of Customer and Communities)
Frequency of Review	Every 3 years
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EIA (Equality Impact Assessment) Date and Link to EIA	29/05/2024
Safeguarding Impact	N/A
Lead Team	Neighbourhoods

The latest version of this policy should be viewed online from The Hub area of the IVH intranet, and any printed version cannot be relied on as the most current version.

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