



how to move home

If you need a bigger or smaller home, would like to live in a different neighbourhood, or if your current home is no longer suitable for your needs, then you may be eligible to move to another one of our properties.

If you have lived in your current home for 12 months or more, hold an assured tenancy and have not breached your tenancy, you will be able to apply for an internal housing transfer. This is where you swap homes with another Irwell Valley Homes customer who is also looking to move, or move into one of our homes when they become available.

how to apply

We are here to help! Applying online is easy, you can complete an application form on our website www.irwellvalley.co.uk or contact the lettings team for an application form on **0300 561 1111** or lettings@irwellvalley.co.uk

what happens next?

Before we offer you a transfer, we will do a final visit of your home to re-confirm that you meet the criteria and will then send you an offer.

how we process your application

1. When we receive your application, we will check your tenancy to ensure you are eligible. If you have breached your tenancy, your application may not be processed, if so you will receive a letter to explain why.
2. We will arrange to visit you at home, normally within two weeks of us receiving your application.
3. During the visit we will discuss your application. We will also discuss the availability of the areas and homes you are looking to transfer to, and how suitable they are for your needs. We will also check that your home is in an acceptable condition.
4. Following the visit, we will confirm in writing whether your application has been accepted. If we are unable to accept your application, we will explain why you haven't met the criteria and what steps you can take to meet it.
5. If you have not quite met the criteria due to minor things such as damage to your current home that you are responsible for, your application may be accepted, but an offer will not be made until any work has been completed.
6. Once your application is processed, we will provide you with a breakdown of the points you have been awarded and confirm the waiting lists you have been accepted onto.
7. We review the waiting lists every six months and will write to you to confirm your details and check that you still wish to transfer. If you do not reply, your details may be removed from the waiting list.





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understanding the points system

We allocate homes based on need and use a points system for this. Your points will be based on your personal circumstances, so it is important that you provide us with as much detail as possible when completing the application.

The number of points you are given will determine the priority you are given. The more points you have, the greater the priority you will be given over other applicants.

In certain areas, where demand for homes is very high, but the number of homes that become available is very low, we have set thresholds. These thresholds avoid accepting people onto a waiting list where there is little or no chance of them receiving an offer of a home. If this applies to an area where you are wanting to move to, your application must get a higher number of points than the threshold for you to be accepted onto the waiting list. If your application fails to meet the thresholds of the areas you have requested, we will support you by offering you alternative areas where your points will be enough to be accepted onto the waiting list.

The categories of housing need and points available are detailed in the tables below.

Category A

Homeless or threatened with homelessness for reasons other than applicant's unreasonable acts or omissions	50 points
Under-occupying by 2 bedrooms or more	45 points
Severe overcrowding (lacking 2 bedrooms or more) or unsanitary conditions	35 points
Under threat of physical violence (including domestic and racial harassment)	35 points
Pregnant and requiring suitable accommodation	35 points
Significant medical needs (which is made worse by your current property)	35 points
Relationship breakdown	35 points
Under-occupying by 1 bedroom	35 points
Overcrowding (lacking 1 bedroom)	35 points
Families with dependant children (aged 16 and under)	35 points





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Category B

Mortgage arrears due to ill health, redundancy etc	25 points
Those living in B&B, temporary accommodation or houses of multiple occupation	25 points
Reunion of families currently separated due to work location or overcrowding	25 points
Children in flats above ground floor or requiring ground floor due to medical condition	25 points
Daily support required or provided	25 points
Leaving the armed forces or left within the last 5 years	25 points
To remain in existing employment, or if you have received an offer of work	25 points
Currently an assured shorthold tenant (privately renting)	25 points
Need to move to enable the fostering or adoption of children	25 points

Category C

Poor property condition	15 points
Currently experiencing neighbour problems	15 points
Need low level support (regular but not daily assistance)	15 points
Desire to move closer to family or local connection	15 points
Owner occupier preference to rent	15 points

*Before points can be awarded for some of the above circumstances, written proof will need to be provided

how long will I have to wait?

As our homes are allocated on a points system and some of our customers' needs are more urgent than others, we are unable to say exactly how long you may be waiting for a suitable home.

How long you wait will also depend on how often the homes you are looking for become available in your chosen areas.

We will provide you with an estimate of how long you may have to wait before an offer is made.

To improve your chances of securing a home, you can widen your choice of areas and the types of homes you want. We would also recommend that you apply to other housing providers and Local Authorities to increase your chances of securing a new home quicker.





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our tenancies

We use 'starter' and 'assured tenancies'.

New customers moving into one of our homes from a local authority or another housing association home, with a tenancy that started before 1st April 2012 will immediately sign up to an assured tenancy.

All other new customers will sign up on a starter tenancy. A starter tenancy is initially for a twelve-month period. If the customer successfully maintains their tenancy, their tenancy is converted into an assured tenancy.

We want people to thrive in their homes and support customers to maintain their tenancies. Any customer who is unable to sustain their tenancy with our support, will not be converted to a full assured tenancy. If the customer fails to keep to the terms of tenancy agreement it may result in us ending their tenancy.

equality, diversity and inclusion

We believe everyone should be treated fairly with dignity and respect. We have an equality, diversity and inclusion **framework**, which aims to eliminate discrimination and promote equality. Please contact us on **0300 561 1111** if you would like a copy.

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