

Transferring to another home

July 2015

Introduction

If you would like a transfer, please contact the Service Centre for an application form.

You will need to give as much information as possible about why you want to move. We may also ask for evidence to back up your reason.

Do I have priority to move?

When we offer our empty properties to residents on our transfer list, we prioritise people who:

- Need to move to take up a job
- Have someone in their household with a medical need for a move.
- Are either overcrowded or need somewhere smaller
- Are victims of harassment or domestic violence
- Need to move because we are going to demolish or carry out major repairs to their home.

How long will I have to wait?

Most of our empty homes have to be offered to people put forward by the Local Authority. Only some of our vacancies can be offered to residents on our waiting list.

How long you wait will depend on the sort of property you need and the areas you want to move to. If no suitable homes become available, we may never be able to make you an offer of a new home.

If we don't own suitable accommodation in the area you have selected, we will reject your application automatically

However, we will tell you where we do have available homes so that you can amend your application. We can also advise you about the other options available.

How else can I move?

There are a number of other ways you can request a transfer;

- You can swap your home with another resident (see our Quick Guide 'Swapping your home'), or;
- You can transfer to another landlord by contacting the Local Authority direct.

What restrictions are there?

We will not normally offer you a transfer if you owe us rent or if you have broken the terms of your tenancy agreement in some other way.

Equal Opportunity

We aim to treat all applicants equally and fairly. No person or group of people will be treated less favourably because of, for example, their age, disability, family circumstances, gender, marital

or civil partnership status, race, ethnic or national origin, religion, sexual orientation or HIV status. Where appropriate, local strategy statements set out how we aim to balance lettings across the different ways that we offer housing to internal and external applicants.

Further information

If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website www.shgroup.org.uk. Contact details can be found on our webpage, on our Information Card or in Open Door- your residents' newsletter.

Feedback and Complaints

If you have something to say about the Group's policies and procedures or the information we provide on them then let us know. Please address this feedback to Policy Services Team

c/o PO Box 643, Horsham RH12 1XJ or email to servicecentre@shgroup.org.uk marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

All complaints are dealt with in strict confidence. Our commitment to fairness means that you will not be treated differently if you make a complaint about our service.

For help with translations, or if a large type, Braille or taped summary would be useful, contact the Service Centre.

Arabic	لتلقي المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة Service Centre .
Bengali	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
French	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
Somali	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xirii Xarunta Adeegga.
Spanish	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
Turkish	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.