

PORTWAY HOUSING ASSOCIATION

FACT SHEET

Tenant transfer

Portway Housing is mindful of the changing needs of tenants over time and is willing to assist tenants to move to more appropriate accommodation if the request is for genuine and verifiable reasons.

Before you make a formal transfer request you should have a discussion with your property manager who can discuss your needs and guide you through the process.

Tenant transfer

A transfer is an application to move out of your current home and into another vacant home managed by Portway Housing. You may want to transfer because of:

- a change in employment
- a change in the number of family members
- a relationship breakdown
- the need to be near specific services, such as a hospital
- the need for different type of accommodation, e.g. single storey
- family or social problems

Conditions that apply to a tenant transfer

You will need to say how you or your circumstances have changed and specify why your present housing may be unsuitable for your current needs. A transfer will not be approved unless the following conditions are met:

- You have lived in your current accommodation for at least two years
- Your rent payments are up to date
- You do not owe any money to Portway Housing
- You have maintained your current property in good condition

Please note: These conditions may be varied if you have an urgent need to transfer.

Applications for transfer from tenants on a short-term lease are normally not accepted. However, if you believe your need is urgent you may apply - such applications will be considered on merit and may be approved.

Please note: The introduction of fixed term leases from October 1, 2011 may affect some transfers. If you are currently on a Periodic Tenancy Agreement and move to another property, the new Tenancy Agreement will be for a fixed term.

How Portway deals with your application for a transfer

- Portway Housing will send you a letter to let you know if your application is approved.
- If your application is approved your name is placed on the waiting list for a housing transfer.
- Your application will be considered each time that a vacancy arises that closely matches your expressed requirements, but we give no guarantees as to how long it may take.

Intervention orders

If a tenant has been excluded from a Portway Housing property under the terms of an Interim Intervention Order, any existing or new transfer application will not be processed.

Other fact sheets you may find useful:

Customer complaints, appeals and feedback.