

## HELP SHEET: TRANSFERS

If you already live in a Hanover property and would like to move to a different rented property, then you may find it useful to chat through the options with your Estate Manager or Retirement Housing Manager. There are a number of ways to move to another property, these include:

- Transferring within Hanover
- A mutually agreed exchange with a tenant of another housing association or local authority landlord
- A move to more supported accommodation

If you are finding it difficult to manage in your property, we can work with you to explore the options available to improve your situation. Our primary aim is to help you to remain independent within your own home.

### To transfer within Hanover

- Complete a new application form
- Talk with your Estate Manager for advice
- Contact the Lettings & Enquiries team for advice (if you wish they can complete an application form with you over the phone)
- Find another tenant (in similar accommodation) to exchange your property with

Once you have submitted your application form offers of properties will be made on the basis of who has been on the waiting list the longest.

Exceptions to this rule apply when;

- The property available has been adapted for a disabled person
- The size of the property means preference should be given to a larger household
- The person seeking re-housing has been given a priority status

Requests for a transfer can be to another property on your current estate, or to an estate in another location. Details of Hanover properties can be found on our website, or by contacting your Estate Manager or the Lettings & Enquiries team.

If you feel you should have a medical/support priority then you will need to complete an additional form – more details about this can be obtained from your Estate Manager or the Lettings & Enquiries team.

If you decide to transfer within Hanover you will need to provide us with two weeks' written notice.

### **Mutually agreed exchange**

To carry out a mutually agreed exchange you need to;

- Apply in writing to the Lettings & Enquiries team – we can give you details of the criteria that apply
- Obtain our written permission for the move
- Arrange to exchange with a person who qualifies for our retirement accommodation

Agreeing to swap your home may result in you having a different type of tenancy with your new landlord, as you have to legally assign tenancies to each other.

### **Other options to move home**

- Contact other housing associations
- Contact local authorities
- Speak with the citizens advice bureau
- Contact 'Homeswapper' an on-line scheme that helps those wishing to move to get in touch with each other

You may have to join Waiting lists with these organisations. They will be able to advise you of Nomination Rights (usually where a Council can put people forward to Housing Associations for a number of their vacancies), and your chances of being re-housed with them.

If you decide to move outside of Hanover you will need to provide us with one calendar months' notice in writing.

### **Contact details**

For more information about transferring homes visit our website, speak with your Estate Manager or contact the Lettings & Enquiries team:

0800 280 2575  
lettings&enquiries@hanover.org.uk  
www.hanover.org.uk

Other advice about moving to another home can be obtained from;

- Citizens Advice Bureau
- Local authorities
- Other housing associations
- Homeswapper ([www.homeswapper.co.uk](http://www.homeswapper.co.uk))