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### Transfers: Residents that wish to transfer

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 Housing Manager. There are a number of ways to move to another property, these include:

- Transferring to another rented Hanover Retirement property
- By Mutual Exchange with another Hanover tenant or from another landlord
- To a more supported accommodation such as Extra Care

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 to another rented Hanover Retirement property

- Complete a new application form
- Talk with your Estate Manager or a member of the Lettings and Enquiries team for advice
- You could also consider a mutual agreed exchange (see below)

You can request a new application form from either the Lettings and Enquiries Team or your Estate Manager. Alternatively you can download one from our website [here](#). Once completed, send to the Lettings and Enquiries team at the St Neots Office using the freepost address provided. The team will let you know if you have been accepted or if we need more information. If your application is accepted your name will be added to the list at the date your application was received. Applications are all held in date order and you will then work your way up the list in due course.

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 and Enquiries team.

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

Should your request for priority be accepted then an additional flag is placed onto your application which will move it to the top of the waiting list. In the event that more than one transfer application is awarded priority then the applicant waiting the longest for rehousing will take preference.

When a suitable vacancy occurs and you are at the top of the waiting list, either the Estate Manager or a Lettings Officer will contact you via telephone to invite you to view. We would expect that you accept the invitation and view within a limited period. However, we do understand that sometimes this is not possible; therefore we will keep a record of times when you have declined to view and the reason. If this is more than 3 times we may contact you again to discuss whether or not you wish to remain on the list.

If you are successful and decide to transfer within Hanover you will need to give one month's written notice on your existing property in accordance with your tenancy agreement.

## **Mutually agreed exchange**

To carry out a mutually agreed exchange you need to:

- Apply in writing to the Lettings and Enquiries team – who will forward you an application form

- Obtain written permission for the move from your Housing Manager
- 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. It is important that you are aware of all the clauses in the agreement you are adopting.

For more information about mutual exchange and advice on how to find someone to swap homes with, please see our [Mutual Exchange Helpsheet 63](#).

## **Extra Care**

You may decide that you need to move to more supported accommodation. If this is the case please discuss this with your Estate Manager who will be able to advise on what estates are available. Alternatively you can call Lettings and Enquiries or look on our website. Each estate has its own allocations policy so it is best to discuss this with the Estate Manager on the estate of choice so you can be certain that you would match the criteria. You will also need to have a care needs assessment to determine what care needs you require.

## **Other options to move home**

- Contact other housing associations
- Contact local authorities
- Speak with the Citizens Advice Bureau

Other organisations will be able to advise you of their own criteria and allocations procedures.

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

## **Useful Contact Details**

Telephone: Lettings and Enquiries Team - 0800 280 2575

Email: [lettings&enquiries@hanover.org.uk](mailto:lettings&enquiries@hanover.org.uk)

Website: [www.hanover.org.uk](http://www.hanover.org.uk)