

MANAGED MOVE POLICY



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1. SCOPE OF POLICY

This policy sets out the approach of Cornwall Housing Ltd to managed moves, designed to facilitate the relocation of customers from one property to another within CHL's managed housing stock. The aim is to address exceptionally urgent housing need by enabling customers to move to more suitable accommodation.

It is aligned with CHL's Allocations and Lettings Policy and sets out CHL's adopted approach when asked to consider a managed move across both general needs and specialist housing accommodation.

This policy does not replace Cornwall Council's statutory duty to provide temporary accommodation to individuals at immediate risk of harm. Where such risk is identified, referrals will be made in line with the Council's homelessness responsibilities.

This policy is not designed to support moves linked to property condition as this is covered in the CHL Decant Policy.

2. POLICY STATEMENT

CHL recognises that there may be circumstances where the only and most effective and timely way an **exceptionally urgent housing need** can be resolved for an existing customer, is using a managed move.

In the interests of fairness to all applicants seeking a housing move, managed moves will only be considered when **all other options have been explored** including action against offenders and supporting the work of appropriate agencies, including the Police, the Local Authority and Health Service.

3. WHEN IS A MANAGED MOVE CONSIDERED

CHL considers that a managed move will reduce the risk of harm or respond to specific households in certain exceptional circumstances. We will review each scenario for a direct match move on a case-by-case basis. Requests regarding property condition are dealt with under the Decant Policy.

Examples of exceptional circumstances include, but are not limited to:

- Domestic Abuse and Sexual Violence

Situations involving harm, risk of harm, or associated violence. Cases should form part of a risk reduction plan with MARAC involvement and be recommended by the Police or another relevant agency. In line with our domestic abuse approach, we will also encourage all victims to register with Cornwall Home Choice, giving them greater choice and an increased opportunity to be rehoused appropriately. We will advise anyone in immediate risk to make a homeless application to the council.

- Acting to Safeguard a Resident(s)

Situations involving harm, risk of harm, or associated violence. A safeguarding referral should have taken place, and management should include a risk reduction plan, with support from the Police or another relevant agency. This also applies to circumstances involving hate crime, stalking, harassment, or exploitation, where proactive steps are required to protect the individual's safety and wellbeing.

- Medical and Health-related Issues

The resident has had a professional assessment which supports the need to move based on a severe health issue or disability and a Band A has been awarded through Cornwall Home Choice. The property requirements must align to any professional assessment.

- Community Impact

Where there is a breakdown in community relations, giving rise to significant safeguarding concerns for a victim of anti-social behaviour. Where a victim has experienced anti-social behaviour or threats and has been assessed as high-risk, with concerns regarding suicidality, the move will form part of a coordinated multi-agency response.

- Legal Outcomes

Where court orders, injunctions, or regulatory mandates state CHL must complete a move.

- Psychological or Emotional Harm

Where a tenant or household member has experienced psychological or emotional harm following events such as suicide or sudden death, and a move is recommended by a supporting professional.

- Succession

Where a person has succeeded to a tenancy and is under-occupying the property, they may be required to move to a smaller, more suitable home. If they refuse to move voluntarily, CHL will make one reasonable offer of suitable alternative accommodation before commencing legal proceedings.

4. MANAGED MOVE DECISION

CHL recognises that no set formula or assessment criteria can be adopted for managed moves. Each customer or household is individual, and their circumstances are unique to them. In order to ensure the decision-making process is fair and transparent, moves will be considered on a case-by-case basis by a panel of senior managers from CHL.

In the event of an immediate need for a move, it may be necessary for CHL to advise the tenant to approach Cornwall Council as they have a statutory duty to consider households that are unable to remain in their current home and to consider the provision of temporary accommodation.

WHO CAN REQUEST A MANAGED MOVE

Managed moves are requested by the housing management officer who is responsible for the management of the tenancy, even where the original request comes from a professional referral or direct by a tenant. This responsible officer will work with other partners to ensure that the request for the move is proportionate and increases the likelihood of a successful tenancy outcome and will not be requested without the discussion and agreement from the tenant.

Proposals for a managed move must:

- Consider tenancy breaches (e.g., rent arrears, ASB, property condition).
- Assess the tenant's housing circumstances and support needs, detailing actions required before the move to support long-term success.
- Set out the evidence used in decision-making to ensure a fair and transparent allocations process.
- Acknowledge that managed moves take time and outline any necessary interim measures.

This Policy does not replace Cornwall Council's statutory duty under Section 177 of the Housing Act 1996 (Part VII), to provide temporary accommodation where an individual cannot reasonably remain in their home due to the risk of violence or domestic abuse to themselves, anyone who normally lives with them, or anyone who could reasonably be expected to live with them. In such cases, referrals will be made in line with the Council's homelessness duties.

Tenants are also expected to register with Cornwall Council's Homechoice Housing Register to maximise opportunities for securing alternative accommodation, including in areas where CHL or Cornwall Council have limited or no stock.

MANAGED MOVE OFFER

A tenant will be made one offer of suitable accommodation, the offer will be made considering location, accessibility, household size, and the household's support need identified in the application when approved by the panel.

When a property has been successfully identified, the customer is expected to follow the CHL termination process and give notice on their current home. If there is any overlap from the existing tenancy to the new tenancy, the customer is liable for payment of both rents with exceptions agreed as part of the panel decision making process.

Customers are prioritised in date order, based on the date the managed move was approved by the Panel. If it is identified that a customer should be prioritised above others due to evidenced risk, this must be agreed by panel members to ensure fairness and transparency.

Managed move cases will be reviewed every three months.

RIGHT OF APPEAL

In the following circumstances the tenant will have a right to appeal: -

- If a managed move is declined by the panel
- If the urgency and circumstances around the move have changed

They will be notified in writing and have to the right to appeal.

Any appeal must be in writing and received by us within 10 days of the notification of the decision, setting out the reasons for appeal. The written appeal should include any additional information, not previously considered by the Panel.

The appeal will be reviewed by a more senior manager at CHL who was not involved in the original decision making and the outcome of the appeal will be notified within 10 working days.

If a customer refuses one offer of suitable accommodation and the Panel decision is to remove from the register, the customer has no further right of appeal.

SECURITY OF TENURE

Customers who are moved following a managed move request, will retain their tenancy status. Security of tenure will not be removed or reduced.

A customer's 'Right to Buy' may be impacted if they move into a CHL owned property or into supported accommodation.

REPORTING AND MONITORING

The managed move register will record details of the managed move requests and outcomes and will be reviewed quarterly. The register will also record the reason(s) for the managed move request to monitor trends that may need further action by the CHL. The reason(s) for managed moves and outcomes will be reported annually to ensure fairness and transparency of the lettings process as well as tenancy sustainment.

5. ASSOCIATED DOCUMENTS

List of documents - associated policies, procedures and publications:

- CHL Allocations and Lettings Policy
- CHL Tenancy Policy
- CHL Decants Policy
- CHL ASB Policy
- CHL Domestic Abuse and Sexual Violence Policy
- CHL Mutual Exchange Policy
- Cornwall Homechoice Policy
- Relevant Housing Acts as amended by the Localism Act 2011
- The Regulator of Social Housing's Consumer Standards
- The Domestic Abuse Act 2021
- The Equality Act 2010
- Social Housing Act 2023
- Rehabilitation of offenders Act 1974
- The Prevention of Social Housing Fraud Act 2013

6. DIVERSITY AND INCLUSION

CHL are committed to treating all people with fairness and respect. CHL aim to create an inclusive environment where people are treated with dignity, inequalities are challenged, and CHL anticipate and respond positively to different needs and circumstances to enable individuals to achieve their potential and foster good relations within the communities CHL serve. CHL want to be recognised as an organisation delivering fair, inclusive, accessible services and an employer and partner of choice.

When applying this policy, CHL act sensitively towards the diverse needs of individuals and to reduce discrimination and harassment by making reasonable adjustments such as:

- Eliminating Discrimination – by providing support to those who need it and information in accessible formats and languages on request.

- Tailoring the policy to meet both the specific needs of the individual, including those with additional support needs, and the diverse needs of the wider community
- Advancing equality of opportunity – treating all tenants fairly
- Fostering Good Relationships – listening to customers and responding appropriately
- Compliant with all aspects of Equality & Diversity legislation, and specifically the Equality Act 2010.

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Alternative formats:

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