

# Housing Options

Applying  
for a transfer

This leaflet provides a summary of our Transfer policy. It should be read together with our leaflet called A guide to our choice-based lettings system.

### **Customer care email**



[ccteam@familymosaic.co.uk](mailto:ccteam@familymosaic.co.uk)

### **Customer care line**



0845 600 4436

### **Who can apply for a transfer?**

Any Family Mosaic tenant can apply to join the Transfer list provided that your rent account is not in arrears and you have lived in your current home for at least one year. We may allow you to join the Transfer list despite owing rent only if you are approved for a move on the most urgent grounds. These are Band A or Urgent Health grounds in Band B. See below for more details regarding the Banding system we have introduced. We may refuse to register you if you are in breach of any term of your tenancy agreement.

### **Who can I include in my application?**

We only take into account people who are already living with you on a permanent and full-time basis. You will need to provide proof of residence for any new members of your household you wish to add. We do not take account of unborn children or children of separated parents whose main home is elsewhere. We generally disregard other adults who join your household.

### **What documents do I need to provide?**

You do not need to provide any supporting documents when you first apply. If you are approved for Bands A or B, we will ask you to supply documents to prove who is living with you. If you are approved for Band C you will only be asked to provide proof of your household composition if you are selected for an offer.

### **How do I apply on Health grounds?**

If you have significant health problems in your current home which you think would be improved by a move, please contact us to provide further information. If there is sufficient evidence we will ask you to complete a Health and Disability form and refer this to our independent Assessor. They will make an assessment of whether your rehousing need is urgent or not and if you have any special requirements.

## What priority will I get?

All Transfer applications are placed into one of three Bands A,B and C. Band A is the highest priority and Band C the lowest. .

### Band A

#### **Decants**

where we need to move a tenant due to the poor condition of the property

#### **Beneficial moves**

tenants giving up a home which is wheelchair-accessible, in a housing scheme for older people or moving to a smaller home

#### **Non-qualifying successors**

where a tenant has died and a member of their household is approved for rehousing to a smaller or more suitable property

#### **Management transfers**

these are exceptional and only approved by the Association's Regional Housing Directors when either all avenues have been explored and failed in harassment anti-social behaviour or domestic violence cases or where there are over-riding reasons.

### Band B

#### **Direct Applicants**

where we split a household approved in Band A and agree to offer separate rehousing to an adult son or daughter

#### **Health and Disability**

Urgent need as assessed by our independent Assessor

#### **Severe Overcrowding**

household lacks 2 or more bedrooms

#### **Special Project Move-On**

referrals from our supported housing

#### **Next Generation scheme**

adult sons and daughters approved for separate rehousing into 1 bedroomed flats.

### Band C

All other applications

## What date will be used to determine my priority within the Band?

Within each Band, applications are ranked by date order. Applicants in Bands A and B are ranked according to the date they were approved for this Band or the date their need arose. Applicants in Band C are ranked according to their Registration date.

## How many bedrooms will I be offered?

We use the following guidelines to assess how many bedrooms you need:

- The main applicant and any partner is entitled to one bedroom.
- A child is considered able to share a bedroom with a same sex child but becomes eligible for his/her own bedroom if the age gap between them is 10 years or more.
- A child is considered able to share a bedroom with an opposite sex child until he/she reaches the age of 7, at which point he/she becomes eligible for his/her own bedroom.
- Children reaching the age of 18 and other unpaired adults, if we agree they can be included, are entitled to their own bedroom.

- One extra bedroom may be agreed on health grounds or to provide for a full-time permanent carer only if recommended by a Health assessment.
- Under-occupiers releasing two or more surplus bedrooms may be eligible for one more bedroom than they would otherwise qualify for.

Tenants eligible for three bedrooms or more are able to bid for properties with one fewer bedroom using our choice-based lettings system.

## How can I apply for older people's housing?

Some vacancies in housing schemes for older people (sheltered housing) are available for existing tenants and will be advertised in our choice-based lettings system. Applications will be prioritised according to the Band and date as explained above.

All offers of such properties are subject to a housing needs assessment carried out at the time of offer to ensure that the applicant is suitable and qualifies for this type of housing.

### **How many offers will I receive?**

Generally there is no limit on the number of offers we make to Transfer applicants following bids to our choice-based lettings scheme. However, in exceptionally urgent circumstances we may make one direct offer or place a time limit on how long an application remains in Band A. Direct Applicants, Non-qualifying Successors and Next Generation applicants will receive one offer only.

### **What should I do if my circumstances change?**

If there is any change in your circumstances that might affect your Transfer application, please let us know. This includes anyone leaving or joining your household. If you do not tell us and you are selected for an offer, the offer may be withdrawn. We will review applications in Bands A and B periodically but not Band C. Please tell us if you no longer wish to move.

### **How can I find out more about applying for a transfer?**

Further information is available on our web site [www.familymosaic.co.uk/tenant-zone](http://www.familymosaic.co.uk/tenant-zone). Alternatively please contact our Customer Care line on 0845 600 4436.

**Our choice-based lettings scheme can be found at**  
**[www.ellcchoicehomes.org.uk](http://www.ellcchoicehomes.org.uk)**

# How to contact us - All Regions

**Email:** [ccteam@familymosaic.co.uk](mailto:ccteam@familymosaic.co.uk)

**Phone:** Call our Customer Care Line team on 0845 600 4436

**Post:** Housing Options Team  
Albion House  
20 Queen Elizabeth Street  
London SE1 2RJ

# Talking your language

## Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مترجماً بلغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

## Farsi

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده یا حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خواننده هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

## Kurdish

Heke hewceya we ji bo vê belgeyê bi herf û tîpên mezin, bi alfabeya koran, li ser CDyê, li ser kasetê an jî bi zimanê we bi xwe hebin; ji kerema xwe digel jimara jêr va têkîlî û munasebetê bi me ra daynin.

## Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

## Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার বিচেষ্টা ভাষাতে ডেপ, সিডি, অডিও টেপ-এ সেতে চান তবে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

## French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

## Polish

Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

## Turkish

Bu bölginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numaralarından bize ulaşınız.

## Chinese

本文档提供关于公共场所方面的信息。如果您需要将这些信息的任何部分以盲文形式，或通过 CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

## Gujarati

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજાય તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

## Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

## Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about applying for a transfer. If you need any part of this document in large print, Braille, on CD or explained in your own language please contact us on 0845 600 4436.

## Family Mosaic

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[www.familymosaic.co.uk](http://www.familymosaic.co.uk)