Transfer Policy

The basics

We will support customers to move home to another Leeds Federated home if they meet certain conditions or where it supports Leeds Federated business plan. Housing is in high demand and it can be a very long wait for a transfer. Customers will be prioritised on need basis, and length of time waiting on the list.

Our approach

We will be open and honest about timeframes and advise that If a customer wants or needs to move home, they need to be proactive and help themselves by:

· Registering with the local authority in their chosen area

· Registering for a mutual exchange

· Look at letting agents

· Register with other housing associations

· Explore other housing options

Doing this will improve their chances of finding a move. We don’t have emergency accommodation. Any move with us will take time.

If it is an emergency, customers will be advised to contact the police and their local authority for help.

We will need customers to provide us with evidence to support the reasons for a transfer.

Key points for customers

Generally, we can help with a transfer when:

· We agree that your home is no longer safe and cannot be repaired

· We agree your personal circumstance no longer allow you to remain in your home.

· You continue to look for a new home yourself.

· When we have a property that meets your needs

Key points for colleagues

We will consider putting a customer on our transfer list if:

· Under-occupying a property

· Overcrowded by two or more bedrooms

· Experiencing difficulty accessing toilet and bathing facilities where adaptations cannot be installed, but have been recommended by health care professional

· Experiencing severe incidences of anti-social behaviour or crime

· Racial or other forms of harassment being experienced

· Older tenants already occupying accommodation for older people but needing to move to the ground floor

· Unable to be discharged from hospital due to suitability of current property

· Suffering domestic violence from a member of the household living with them in the property

· Unable to afford the rent and have actively attempted to prevent arrears accruing/ cannot afford the shortfall resulting in constant accrual of arrears

· Experiencing fuel poverty causing disabilities or health problems to be exacerbated

· Residing in a property that needs to be rebuilt or disposed of to enable effective asset management, in line with the Asset Management Strategy.

This list is not exhaustive.

We will be honest about how we can help and clear about waiting times.
We will continue to encourage other routes for customers to go down to find another home.

We will monitor the customers progress on keeping to the agreements made by reviewing the customers case on a regular basis.

Key points for board/committee members and the regulator

We will monitor the number of internal transfers.
We will ensure we continue to adhere to local authority nominations agreements.
We will seek other providers of rehoming schemes to assist customers with moves.

Policy updates

The Neighbourhood Management team is responsible for updating this policy.

Policy updated and approved 8 June 2026. Next review due 8 June 2029.