

## Applying for a transfer

Transfer applications will be accepted if:

- You have been in your present accommodation for a minimum of 12 months
- Your rent account has been without arrears for a continuous 3 month period
- You have kept your accommodation in good condition and there is no damage or repair for which you are responsible.
- There are no outstanding breaches in your tenancy agreement.

Transfers will not be authorised where:

- The applicant does not fall into any housing need category
- Has failed to make good damage to existing property
- Has committed a substantiated breach of tenancy
- Has received a Notice of Seeking Possession
- Has breached the terms of a suspended Possession Order

All applicants refused a request for transfer will have the right of appeal which should be directed to the Director of Housing Services. **Applying**

## Mutual Exchange

All residents who are eligible to apply for consent to exchange their dwelling for another dwelling held by another eligible resident of Cosmopolitan Housing Association, another Housing Association, or any other Registered Social landlord such as a Local Authority.. All parties however must agree to the exchange and will use criteria individual to their own policies and procedures to agree to exchanges taking place.

If you are interested in this type of re-housing please contact our Tenancy Management Team directly on 0151 224 0203

# NUMBER SIXTEEN

a guide  
to allocations, transfers and exchanges

This is number sixteen in a series of information leaflets published by Cosmopolitan Housing Association. If you require any further information about this or other services please contact: **0151 227 3716**

This document is also available translated into your own language please see the "Guide to our service leaflets" publication, available from this office, for details.

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुस्तिकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖੋ ਪ੍ਰਕਾਸ਼ਨ "ਸੇਵਾ ਸੇਵਾ ਲੀਡਰਲੈਂਟੋ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "ہماری خدمات" (گائیڈ تو اور سروس لیفلٹس) دیکھیں۔

هذا المستند متوفر أيضا برجتنا إلى لغتكم ،  
للمزيد من التفتيل برجاء لإطلاع على نشرة " دليل خدماتنا "  
المتوفر من هذا المكتب

এই ডকুমেন্টটি /লেখটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে , 'গাইড টু আওয়ার সার্ভিস লিফলেটস' (আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, বিনামূল্যে বিকল্পের জন্য, যা এই অফিসে পাওয়া যাবে।

這份資料冊已有中文譯本，請參閱《我們的服務介紹資料冊指引》，請向我們 辦公室詢問這份指引之詳情。

Waxaad ka loo heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaaliyaha xaashida adeegyadana" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.

This document is also available in large print, braille and audio tape on request.



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.



NUMBER  
**16**  
in a series of  
information  
leaflets

**A GUIDE**  
to allocations,  
transfers and  
exchanges



We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.

# ALLOCATIONS, TRANSFERS AND EXCHANGES

This booklet is intended to provide information about Cosmopolitan Housing Associations Allocations Policy. It also gives further information if you proceed with an enquiry and advises you of your rights throughout our application processes.

Our lettings service will continue to evolve through consultation and changing communities. Should you have any comments, please forward them to the Director of Housing Services at:

Cosmopolitan Housing Association  
Cosmopolitan House  
2 Marybone  
Liverpool, L2 3BY

## How to apply...

You can contact our Allocations Team directly on 0151 224 0354 to discuss your circumstances, where you will be advised on appropriate and relevant options relating to your individual circumstances

### Applications will be accepted from:

- Direct applicants (Runcorn/Knowsley/West Lancashire)
- Local Authority Nominations
- Choice Based Lettings systems
- Transfer applications
- Management allocations (decants, harassment/domestic violence /fire/flood)

Assistance will be offered to any applicants who require assistance with completing application forms.

### What Happens Next?

If the Association is able to assist with re-housing, the applicant will be invited to attend an interview to complete an application and provide proof documentation. You will be advised on the type of proofs at enquiry stage. Interviews will take place within 5 working days. Where an applicant is unable to attend the Association office, consideration will be given to a home visit or telephone application.

Where a completed application together with proof documentation has been received, the Association will aim to inform the applicant of the outcome within 2 working days.

### False Information

Cosmopolitan Housing Association will seek possession through the courts where an applicant has deliberately and willfully supplied false information to obtain accommodation.

### How soon will I be re-housed?

This will depend on a number of different factors. Where Choice Based lettings are applicable, this will depend on whether you are successful with your bid.

As a general rule, the type, size and geographical area you have chosen will determine the length of time you may wait.

### Is anyone excluded from applying?

The Association has a number of groups of persons whom it would normally restrict from being eligible to

receive an association tenancy. Applications from the following groups are examples of those who would be refused:

Applicants who have breached the conditions of a previous or current tenancy which has given rise to statutory grounds for possession, e.g.

- Anti social behavior
- Harassment
- Domestic violence
- Hate crime
- Rent arrears (Where no agreement is in place)
- Abandonment
- Those who have convictions for arrestable offences
- Applicants or members of their family subject to ASBOs (Anti-social behaviour orders)
- Applicants from abroad who are subject to immigration control as consistent with Asylum and Immigration Act 1996
- Applicants who have committed or threatened violence against members of association staff
- Subject to certain immigration or support stipulations, all exclusions will be for a period of 12 months.

All applicants who are excluded from re-housing will have the right of appeal, which should be forwarded to the Director of Housing Services.

### Who has priority

The Association has developed a priority system and sets targets in relation to each group it houses. These are:

#### Priority List

- Severe Overcrowding
- People living in unsuitable conditions where the property
- Has bed problems with rising damp
- Is not structurally stable
- Has no adequate ventilation
- Has no fresh water supply
- Has no indoor toilet
- Has no satisfactory cooking facilities
- Does not have an adequate entrance
- Decants who
- Have received a declaration of demolition or clearance
- Have received a notice
- Persons under threat of violence (physical or verbal including harassment or hate crime)
- Persons requiring re-housing due to specific medical needs, which may include
- Disabled persons requiring adapted accommodation
- People needing to move closer to hospitals or clinics where they receive medical treatment.

#### General List

All other applicants that are eligible for re-housing will be placed on the general waiting list where applicable. **What**