

# 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, shared owners and those people living in supported or sheltered accommodation.

# Allocations, Transfers and Exchanges

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

Our allocations service will continue to evolve through consultation and changing communities. Should you have any comments, please forward them to the Income Management Team Leader at:

**Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L2 3BY or telephone 0151 224 0326**

## How to Apply

You can contact our Income Management Team directly on **0151 224 0202**, attend the Head Office, email: [incomemanagement@cosmopolitanhousing.co.uk](mailto:incomemanagement@cosmopolitanhousing.co.uk) or request a home visit 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 (Liverpool, Sefton, Wirral, St Helens, Warrington)
- Transfer applications
- Management allocations (decants, harassment/domestic violence, fire/flood).

Assistance will be offered to any applicants who require help 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 of a property becoming available. 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 of property 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 behaviour
- Harassment
- 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 suspensions will be for a period of 12 months.

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

### 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 including where the property;
  - Has bad problems with rising or penetrating 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 and Tenants who
  - Have received a declaration of demolition or clearance
  - Have been served 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.

### Applying for a transfer

Transfer applications will only 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 their 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 Operations Director.

### **Applying for a Mutual Exchange**

Any tenant of a Local Authority or Registered Social Landlord is eligible to apply for consent to exchange their dwelling.

All landlords must agree to the exchange and will use criteria from their own policies and procedures to assess if the exchange should take place.

Under no circumstances should you exchange without the consent of all landlords.

If you are interested in this type of re-housing please contact our Tenancy Management Team directly on: **0151 224 0203**, call into Head Office or email: **[incomemanagement@cosmopolitanhousing.co.uk](mailto:incomemanagement@cosmopolitanhousing.co.uk)**





If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

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

إذا لديك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو أن تضع علامة على الصندوق وترجعه إلى هيئة إسكان كوسمبوليتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Simplified)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Traditional)

ئەگەر تەن دەستەت ئەم نۆکیومنتەت بۆ سەر زامانی خۆت بۆ وەرگێڕدێت ئەوا تکایە نیشانی ✓ لە چوارگۆشە بەدەر بێگەڕێنەوه بۆ (کۆمەڵەی کوسمۆپۆلیتان بۆ خانووبەره) بۆ ئەم ناوینشانە:

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Kurdish)

Jeśli chciałby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriiyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Somali)

Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.

(Turkish)

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,  
Telephone: 0151 227 3716 Fax: 0151 227 4991  
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

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