

# Management Move Policy



Directorate: Property Services  
Issue Date: December 2021  
Revision Date: December 2023  
Version: 4

## Document Information

### Scope:

The main aim and objectives of this policy is to ensure that customers who are unable to remain in their current property due to exceptional circumstances can access alternative accommodation

Salix Homes will make every effort to help its customers remain in their home. However, we understand that in some circumstances, the imminent risk is too great. Where no other housing solution is possible, Salix Homes would consider a management move.

### Service Standards / Performance Measures / Corporate Strategy:

- Management move requests will be considered on a weekly basis by the management move panel.
- The management move panel will consider all evidence put forward to support each case and decisions will be made on the day.
- Management move panel may request further information before approval

### Managers from Customer Services and Communities teams will be responsible for Risk Management

**Risk Factor 1:** Overuse of the policy: this could have a negative effect on the way customers wish to move. This may become common practice as customers may view this as a route to move without following the Salford Home Search process

#### Mitigation:

Each case will be considered on its own merits and thoroughly investigated by the management move panel to ensure that customer safety remain of the utmost importance.

**Risk Factor 2:** Lack of available stock to facilitate appropriate management move

#### Mitigation:

Communicate with customers to ensure they are aware that they will receive one suitable offer of accommodation within the Salix area but not in their current Neighbourhood.

## Document Information

### Risk Factor 3

Increase in void costs ultimately culminating in increased cost to the business

### Mitigation

Thorough property inspections completed before management move approved, to identify any remedial works which are required before the management move will take place (recharges will apply).

### Related Policy/Procedure & Documents:

- Empty Properties Policy & Procedure
- SCC Allocations Policy
- Salix Homes Lettings Policy
- Empty Properties Lettable standard
- Tenancy Management Policy
- ASB Policy

### Related Legislation / Relevant Regulation:

Salix Homes is required to comply with statutory requirements and rules and guidance issued by the Government.

Whilst the following list is not exhaustive, the requirements laid out have been taken into account when formulating this policy and all staff will refer to the documents listed for further clarification or seek legal advice where necessary:

- Landlord and Tenant Act 1975
- Criminal Law Act 1977
- Protection from Eviction Act 1977
- Housing Act 1985
- Housing Act 1988
- Housing Act 1996
- Human Rights Act 1998
- Data Protection Act 1998 (as amended by statutory instrument 2002 No. 2905)
- Localism act 2011
- Defective premises act 1972
- Landlord & tenant act 1985

### Retention & Legal Basis for Storage:

Information captured will be kept for the length of the tenancy plus 10 years as per the Data Retention Schedule.

Salix Homes processes personal information in relation to the lettings process to provide housing, which is processed using the purpose "Necessary for Contract".

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Owner:	Voids & Allocations Manager	Approval status:	Final
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## Document Information

### **Stakeholders:**

The review of this policy resulted in minor changes; therefore, Stakeholder consultation was not required.

### **Data Protection Impact Assessment (DPIA)**

A DPIA was completed and determined that no changes to processing activities were required.

### **Equality Impact Assessment (EIA)**

An EIA was completed and determined that no changes to processing activities were required.

## Introduction

1. Salix Homes will make every effort to help its customers remain in their current home. However, we understand that in some circumstances, the imminent risk is too great. Where no other housing solution is possible, Salix Homes would consider a management move.
2. Salix Homes will ensure that customers who are unable to remain in their current property due to exceptional circumstances can access alternative accommodation.

## Reasons for Management moves

- severe harassment
  - severe violence
  - urgent social reasons (threat or harm to life)
  - urgent medical reasons
3. Where the request was for “urgent medical reasons” the following criteria will apply:
    - Where there is an immediate high risk of injury or death if the family / person remained in their current home;
    - Where there is an immediate high risk of family breakdown or mental illness if the family / person remains in their current home; and
    - All medical request cases must be supported by the appropriate agencies.
  4. A move on management grounds must be supported by written evidence. This may include supporting statements from social workers, police or other support agencies.
  5. All evidence will be reviewed, and a decision will be made by the Salix Homes management move panel. The panel consists of:
    - Environmental Services Manager
    - Voids & Allocations Manager
    - Allocations & Tenancy Specialist Manager
    - Tenancy Sustainment & Partnership Development Manager
    - Community Safety Manager
    - Partnership Co-ordinator

## Offer of Rehousing

6. If approved, the customer will be made one suitable offer of accommodation based on their housing need. Any arrears from the current tenancy will be written into the new tenancy agreement.
7. If the management move has been approved and the customer would like to be moved to another Landlord, then the request must be agreed by the Allocation Review Panel. This panel comprises of Salix Homes, For Housing and Salford City Council. The

process for dealing with these requests has been agreed between the partners of the Salford Home Search system.

8. Any customers that need to move due to domestic violence / abuse must attend SHOP, as temporary accommodation may be required.
9. Any customers referred by Greater Manchester Police where there is a threat to life, will be advised to attend SHOP who can offer temporary accommodation.

## Appendix

Approval Letter

Refusal Letter