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यदि आपनि এই तथ्य अन्य भाषा में चाहते हैं, तो कृपया नंबर 0151 510 5000 पर फोन करें।

यह सूचना यदि आपको किसी अन्य भाषा में चाहिये तो कृपया नंबर 0151 510 5000 पर फोन करें।

یہ معلومات اگر آپ کو کسی دیگر زبان میں چاہیے تو براۓ مہربانی نمبر 0151 510 5000 پر فون کریں۔

如果你需要其他語文版本的本資訊，請致電 0151 510 5000

Jeśli chcieliby Państwo otrzymać powyższe informacje w innym języku prosimy zadzwonić pod numer 0151 510 5000



How to contact us

Halton Housing Trust, Daresbury Point, Green Wood Drive, Manor Park, Runcorn, Cheshire WA7 1UG
Telephone: 0151 510 5000 Fax: 0151 510 5100
email: info@haltonhousing.org website: www.haltonhousing.org

Company registration number: 5099862 Registered charity number: 1111346 Housing Corporation Registration: L4456

To report a repair call freephone 0800 195 3172

21



Transferring your home



All you need to know about moving to another Halton Housing Trust property →

What is a transfer?

This is where you want us to move you to another Trust property because your circumstances have changed. It would normally be to one of a different size or type than your present home.

Who can apply for a transfer?

Any customer can apply for a transfer. You would need to fill in a housing application form and be accepted onto the Trust's waiting list. Application forms are available from your local housing office, or can be sent out to you by a member of the Lettings Section.

Once you have been accepted onto the waiting list, you can receive up to three 'reasonable offers' of accommodation. A 'reasonable offer' is one which meets both of the following criteria:

- It is adequate in terms of size and type of accommodation to meet your needs.
- It is in your chosen area(s).

How will I be notified of an offer?

First of all, you would receive a 'pre-offer' letter from the Lettings Section asking you if you would be interested in a property. If you are interested, this would be noted by the lettings officer, who will arrange for your housing officer to inspect your home. Providing there are no serious problems, arrangements would be made for you to view the new property. Once the property is ready to let you will be given the formal offer letter and invited to sign a tenancy agreement.

Can I get any help with re-decorating?

When you have received an offer you are happy with, you may be able to get a decoration allowance. Decoration allowances can be given to customers moving in as part of the re-let process. All empty properties are inspected by the Trust and the decorative condition is assessed. Such payments will usually be in the form of vouchers which can be exchanged for decorating materials. There is a Trust policy which covers the award of decoration allowances. You will be fully informed of this policy and how it may affect you by the local housing officer as you are being shown around the property you have been offered.

The Trust will not normally offer a transfer to customers who are in rent arrears. However, the circumstances of the case will be considered carefully before the decision not to allow a transfer is taken.

If you refuse all three offers, your application may be suspended for six months. This is to stop someone continually refusing offers and creating a 'bottleneck' which could adversely affect other applicants and delay properties being re-let.

Can my application to transfer be refused?

A request to transfer can be refused from customers who have a history of unacceptable behaviour. This is generally taken to be behaviour that would result in an immediate Possession Order.

Examples of this include:

- Significant rent arrears (in excess of 12 months' rent owing – although each case would be considered on its merits.)
- Serious anti-social behaviour which has affected or could affect the community as a whole.
- The customer, a member of their household or a visitor to their home:
 - has been convicted of an offence under the Misuse of Drugs Act 1971; or
 - has been convicted of a criminal offence involving the use of the home for illegal or immoral purposes; or
 - has neglected or seriously damaged their home.

If you applied for a transfer and were refused, but you feel that there are special reasons why you should be allowed to transfer, there is an appeals process. Full details of how the appeals process works is available from the Lettings Team.

Is there any other way I can transfer?

It may be possible for you to carry out a mutual exchange with a customer from either the Trust or another social landlord. Further information is available in the mutual exchange leaflet.

If you have any queries on the transfer system in general, please contact the lettings officer for your area.



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Grange House
930 Grangeway
Runcorn WA7 5LT
Tel: 0151 510 5013

Widnes East
Simms Cross
120-124 Widnes Road
Widnes WA8 6AX
Tel: 0151 510 5011

Widnes West
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