

# Management Move Policy



Directorate: Communities  
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## 1. Introduction

- 1.1. The purpose of this policy is to issue guidance in relation to the allocation of Salix Homes rented housing stock where the application is from a current Salix Homes tenant seeking to move to a new home.
- 1.2. The aim and objective 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.
- 1.3. This policy outlines the circumstances in which Salix Homes will consider a management move and the process where a move is requested.

## 2. Policy Statement

- 2.1. Salix Homes will make every effort to help its customers remain in their homes. However, we understand that in some circumstances, the imminent risk is too great.
- 2.2. Where no other housing solution is possible, Salix Homes would consider a management move.
- 2.3. The management move panel will consider all the evidence put forward to support each case and may request further information before approval.
- 2.4. Salix Homes will ensure properties are allocated to those applicants most in need in line with statutory and legal requirements.

## 3. Circumstances for a management move

- 3.1 Salix Homes will consider a management move in the following circumstances:
  - Severe harassment
  - Severe violence or domestic abuse
  - Urgent social reasons (threat or harm to life)
  - Urgent medical reasons
  - Requests from other landlords
- 3.2 Where the request is for "urgent medical reasons" the following will apply:
  - Where there is an immediate high risk of injury or death if the family/person remained in their current home.

- In case of mental health/learning disability or other health related concern where current accommodation is severely detrimental to health.

## 4. Evidence

- 4.1. All management move requests must be supported by evidence.
- 4.2. All medical request cases must be supported by the appropriate agencies. For medical moves related to physical reasons, the evidence would be supported by a consultant, occupational therapist, specialist.
- 4.3. For mental health applications, the application should be supported by a specialist mental health service.
- 4.4. For management moves due to harassment or violence, including hate crime, supporting evidence should be provided by the Police and a professional third party, advising how the move would solve/alleviate the issue.
- 4.5. Any applicants referred by Greater Manchester Police where there is a threat to life, will be advised to attend SHOP who can offer temporary accommodation.
- 4.6. Any customers that need to move due to domestic violence / abuse must attend SHOP, as temporary accommodation may be required.
- 4.7. For any cases of overcrowding, we will signpost to Salford Home Search and promote mutual exchange. Should we be aware of any severe cases of overcrowding, we will assess using the HHSRS and where it is determined that this is causing a Category 1 hazard, we will consider a management move application.

## 5. Request for move

- 5.1. A management move can only be considered for properties and areas where Salix Homes or members of the Allocation Review Panel has properties. If the applicant requires a different area, they need to apply to the local authority or direct to landlords that have properties in the area(s) they require.
- 5.2. Preference can only be expressed for an area and not specified property or street e.g. Kersal, Broughton. They may be offered any suitable property in that area.
- 5.3. Where the applicant is at risk from threats in the locality of their current home, they will not be offered properties within the same locality. We will liaise closely with the Police to identify suitable locations to reduce the risk of harm to these individuals.

## 6. Offers

- 6.1 Any accommodation offered will be suitable for the need identified in the management move request. Any arrears from the current tenancy will be written into the new tenancy agreement.
- 6.2 Offers may be made to suitable properties in any appropriate area, even if it is not an area that the applicant has requested.
- 6.3 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.
- 6.4 Only one suitable offer will be made. If it is refused the Housing Manager North Salford will review if the offer was reasonable and whether they will be removed from the management move list. This will be based on the urgency of the move and the suitability of the property.
- 6.5 If an offer is made and accepted, the applicant must move as soon as the property being ready to let.

## 7. Management move panel

- 7.1 The management move panel will meet within two weeks of a case being submitted for approval.
- 7.2 The panel is made up of:
  - Housing Manager North Salford
  - Housing Manager South Salford
  - Housing Manager Highrise and Sheltered
  - Community Safety Manager
- 7.3 At least three members must attend a panel for it to be quorate.
- 7.4 The panel will make one of the following decisions:
  - Approve the move request for the type/areas requested.
  - Approve the move request for alternative appropriate type/areas.
  - Refuse the move request.
  - Request additional information to allow further consideration of the application.
- 7.5 The officer referring the request is responsible for updating the applicant on the decision of the panel.
- 7.6 If an application is refused, clear reasons for the refusal will be provided.

## 8. Administration of the move list

- 8.1 Administration of the management move list is the responsibility of the Housing Manager North Salford and they will ensure it is checked weekly for suitable applicants when the newly available properties are known.
- 8.2 Applications will be reviewed every four months to see if they still qualify for a management move and, if what they are being considered for, is still appropriate.

## 9. Monitoring / Performance / Targets

- 9.1. 100% management move requests are considered by the panel within two weeks of being submitted.
- 9.2. All applications are reviewed every four months or sooner if there is a change in circumstances to ensure that they are still required and any new information in relation to moving requirements is considered.

## 10. Roles / Responsibility

- 10.1. The Housing Management Team is responsible for the day-to-day operational delivery of the service and for providing customers with support and advice around the practical application of the policy. Specific responsibilities are outlined below:

**Housing Managers** - Ensure operational implementation of this policy. They are responsible for reviewing the policy and amending it accordingly. Attend management move panel meetings and keep accurate records.

**Community Safety Manager** – Attend management move panel meetings.

**Senior Housing Officers** - Are responsible for supporting the housing officers and provide training on the management move process.

**Housing Officers** - Are responsible for receiving requests for management move and identifying where management move is appropriate. Completing and submitting applications to the management move panel. Updating customers on application status/decisions/offers.

**Customer Contact Centre** - Responsible for receiving and dealing with general enquiries regarding management move process.

**Director Communities** – Responsible for escalating any 'critical' management move requests.

## 11. Legal / Regulatory Links

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

11.2. 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 2018  
GDPR regulations  
Localism Act 2011  
Defective Premises Act 1972  
Landlord & Tenant Act 1985  
Equality Act 2010

## 12. Equality, Diversity and Inclusion

12.1. Salix Homes is committed to promoting and embedding a culture of equality, diversity and inclusion (EDI) within our workplaces and the communities we serve.

- Equality is about ensuring that every individual has an opportunity to make the most of their lives and talents;
- Diversity is recognising difference and responding positively to those differences;
- Inclusion is about creating an environment where our services and employment opportunities are accessible to all.

12.2. We are committed to meeting our obligations and duties under the Equality Act 2010 and to promoting equal opportunities both in the provision of services and in our employment practices. We will consider all the protected characteristics of the Act which are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Race
- Religion or belief
- Sex
- Sexual orientation

- Pregnancy and maternity

12.3. We also recognise that Socio-economic background is an area where inequalities exist and commit to addressing this disadvantage and inequality in our communities where able to do so.

12.4. We are also mindful of our duties under the Public Sector Equality Duty, which is to:

- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by or under the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

12.5. Where reasonable to do so, Salix Homes will make any reasonable adjustment to ensure compliance with the Act.

## 13. Related Documents

- Empty properties policy and procedure
- Salix Homes allocations policy
- Salford City Council allocations policy
- Empty properties lettable standard
- Anti-social behaviour policy
- Income collection procedure
- Tenancy management policy
- Management move application form
- Manage move approval / refusal letter