



This document is available in other languages or formats.
Please contact the office for details.



Policy:	Tenant Mobility Policy
Legal Requirements:	Housing (Scotland) Act 2014 Housing (Scotland) Act 2001 Scottish Social Housing Charter (SSHC)
Regulatory Standards:	The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management. This policy evidences that the following Regulatory Standards are being met: Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy. In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of August.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 24th of June 2021.



Statement of Policy Aims and Principles

This aim of this Policy is to ensure that tenants are given all the relevant housing options information in order to assist and maximise their chances of re-housing as a result of either a change in circumstances or a change in their aspirations.

The Association will comply with the relevant legislation, guidance and good practice and has taken consideration of the outcomes and standards within the Scottish Social Housing Charter (SSHC). The Charter outcomes and standards that cover this policy are:

Housing Options – Social landlords work together to ensure that:

- People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.
- Tenants and people on housing lists can review their housing options.

Housing Options – Social landlords ensure that:

- People at risk of losing their homes get advice on preventing homelessness.

Access to Social Housing – Social landlords ensure that:

- People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed.

Policy Details

In order to assist tenants who wish to move home, the Association will provide them with appropriate information relating to the following options:

- a) Internal transfers;
- b) Mutual exchanges with tenants of the Association;
- c) Mutual exchanges with tenants of other Registered Social Landlords;
- d) Direct applications to other Registered Social Landlords;
- e) Participation in the homeswapper scheme;
- f) A reciprocal agreement with another landlord;
- g) Nomination by the Association to another landlord;
- h) Referral to the Local Authority's homelessness casework teams;
- i) Referral or applications to specialist housing providers;
- j) Purchasing a home through Improvement for Sale;
- k) Landlords who offer shared ownership;
- l) Landlords who offer mid-market rents.