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Policy:	Comprehensive Tenement Improvement Scheme (CTI) Moves Policy
Legal Requirements:	There are no legal requirements applicable to this policy
Regulatory Standards:	<p>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.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>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.</p>
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:	<p>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.</p> <p>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.</p>
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

The Association will ensure that all residents involved in works of improvement or major repairs carried out on its behalf, are treated equally in accordance with its Equality and Diversity Policy and their status as noted in the Policy Details.

Policy Details

Tenants within a Comprehensive Tenement Improvement Scheme (CTI) will be given a choice between making a direct move to an improved property or being decanted and returning to the property or an alternative within the same contract. Applications for a direct move will be dealt with in accordance with the Association's Letting Policy.

Decants will not normally be arranged until the contract is programmed. Moves in advance of this will only be given priority in the following circumstances:

- an urgent move on health grounds is required; or
- the physical condition of the flat makes it unreasonable for the individual to continue to stay there; or
- the level of occupancy is below the acceptable minimum of three occupied flats.

Home Loss and Disturbance

Eligibility for home loss, disturbance and rent phasing will be dependent on tenure type, tenancy type, length of residency and permanent home address. Applications will be processed in accordance with the relevant statutory entitlement.