

Incentives to move Policy



Reference:	HS_POL_HOU_INC_1	Author:	Housing Services Manager
Scope:	Housing Solutions	Approved by:	Executive Team
Legislation:	Housing Act 1985 Housing Act 1988 Housing Act 1996 Localism Act 2011 Welfare Reform Act 2012 Prevention of Social Housing Fraud Act 2013 Data Protection Act 2018 UK General Data Protection Regulations	Date of approval:	October 2023
Regulatory/ Governance:	Tenancy Standard	Date of next review:	October 2026
Related Policies:	Tenancy Policy Allocations Transfers policy		

1. Policy Statement

- 1.1 Housing Solutions operates in areas of extremely high demand where housing supply is limited. Housing Solutions is also bound by obligations to offer accommodation to our local authority partners in the first instance. Both these factors greatly impact on our ability to offer alternative accommodation to those tenants seeking a new home for any reason.
- 1.2 Housing Solutions will proactively promote the incentives to move policy through a range of sources and will actively seek to develop stock and use the existing stock in ways which will maximise the number of moves each year.
- 1.3 This policy sets out how Housing Solutions will manage and support our tenants to find smaller properties which are suitable to their needs to ensure we are making best use of our stock, bearing in mind the restrictions identified at 1.1 above.
- 1.4 This policy aims to deliver:
 - A clear approach to maximise opportunities for residents who wish to downsize to a suitably sized property.
 - An increase in the supply of larger dwellings available for tenants and waiting list

applicants.

- To make best use of available stock through promoting our incentives to move policy.
- To increase accessibility to the scheme
- Explain the financial incentives available.
- Set out the qualification criteria.
- Contribute to our corporate strategy of being safe, satisfied, and sustainable.
- Comply with all relevant legislation.

1.5 The roles and responsibilities relevant to this policy are:

Executive Team	Responsible for approving this policy and any amendments from time to time.
AD Housing & Resident Services	Responsible for recommending the strategic direction of the policy that feeds into the operational delivery for residents.
Housing Services Manager	Responsible for overseeing the operational delivery and service quality of housing services and compliance with this policy
Lettings team leader / Housing Team Leader	Responsible for overseeing operational delivery of this policy
All Staff	All staff are responsible for promoting this policy, and assisting where possible with identifying tenants who are under occupying

2. Our approach

2.1 We will provide advice on housing options to tenants who are under-occupying. Tenants identified as under-occupying their homes will be contacted to advise them of housing options available and our incentives.

2.2 To qualify for payment through our incentives to move policy you must meet the following criteria:

- Be a housing solutions tenant with an assured tenancy agreement.
- Be a housing solutions tenant with a fixed term tenancy agreement.
- Qualify to join Housing Solutions transfer waiting list.
- Ensure you are adhering to all terms and conditions of your tenancy agreement including maintaining your home to a satisfactory standard.
- Be under-occupying a property by one bedroom or more.
- Be able to move to a more suitably sized property in accordance with our allocations policy.

2.3 The following tenants are excluded from the incentives to move initiative:

- Tenants moving via mutual exchange to a property that is not within our

stock.

- Tenants on starter tenancies
 - Successors or assignees who are required to move to a smaller property by us as part of a succession or assignment.
 - Tenants subject to an injunction, possession order or those who have been served a notice of seeking possession for a breach of tenancy.
- 2.4 The incentive payment is based on the number of bedrooms released by a move. The current payment is set at £500 per bedroom released. (*Appendix A*)
- 2.5 An additional £500 payment will be made if the move is to sheltered accommodation.
- 2.6 We will pay up to £750 for removals.
- 2.7 We will aim to make the payment within 28 days of the start of the new tenancy minus any deductions detailed below.
- 2.8 We will deduct any of the following from incentive payments:
- Outstanding rent arrears
 - Outstanding recharges owed for example utility charges, missed appointments.
 - Rechargeable costs where any costs are incurred to rectify damage to your home.

3. Legislation

- Housing Solutions will ensure that we comply with the legislation and guidance set out on page 1 of this policy. We will also remain up to date with any changes in legislation, guidance, and best practice.

4. Consumer Standards

- By publishing and adhering to this policy, Housing Solutions is upholding the requirements set out in the Consumer Standards published by the Regulator of Social Housing.

5. Equality and Diversity

- Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality, Diversity & Inclusion Strategy and Policy, the Human Rights Act 1998, and Equalities Act 2010 to ensure that all tenants and prospective tenants are treated fairly and equally in making decisions under this policy. Housing Solutions works closely with its partners to ensure it clearly understands its resident community with clear regularly updated service user profiles. Housing Solutions will record, analyse, and monitor information on ethnicity, vulnerability, and disability to support the fair application of this policy.

6. Confidentiality

6.1 Under the Data Protection Act 2018 and UK General Data Protection Regulation (UKGDPR), all personal and sensitive information, however received, is treated as confidential. This includes:

- Anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff, or board member.
- Sensitive organisational information.

6.2 Housing Solutions' employees will only involve other agencies and share information allowed either by statute or by an agreed Information Sharing Protocol relevant to this Policy.

7. Review

7.1 This policy will usually be reviewed on a three-yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice, or changes in other relevant Housing Solutions' policy.

Appendix A

Current size	Downsizing to				Additional
	4 Bed	3 Bed	2 Bed	1 Bed	
5 Bed	£500	£1000	£1500	£2000	Up to £750 towards moving costs + Decoration vouchers Additional £500 payment if the move is to sheltered accommodation.
4 Bed		£500	£1000	£1500	
3 Bed			£500	£1000	
2 Bed				£500	