



PA Housing Managed Move Policy

April 2025

Owning manager

Head of Tenancy Sustainment

Department

Customer Services Directorate

Approved by

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Next review date

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Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

1. Introduction

PA Housing provides housing and support services to a diverse range of individuals, including those who may be vulnerable or at risk of harm. This policy outlines PA Housing's commitment to safeguarding children, young people, and adults at risk, if a move may significantly reduce or remove the risk of harm.

We do not maintain our own internal waiting list, and most residents who wish to transfer to another property must either register with their local authority or apply for a mutual exchange.

PA Housing understands that, in certain situations, such as where there is an immediate or ongoing risk of harm, residents may need to move outside of the standard choice-based lettings agreements.

A managed move should only be considered as part of an action plan to support residents and eliminate the risk of harm.

To ensure there is clarity these processes are the methods through which residents can be considered for a property transfer, ensuring that their housing needs are addressed in a fair and transparent manner.

2. Aims and Overview

The purpose of this policy is to provide a clear framework for how PA Housing will support the transfer of residents to alternative accommodation in urgent and emergency situations.

The aim is to ensure these transfers are handled in a consistent, fair and transparent manner, while minimising the need for managed moves.

PA Housing is committed to encouraging residents to explore all available options for rehousing, including using mutual exchange platforms like Homeswapper, as potential solutions.

3. Scope

This policy applies to PA Housing residents excluding shared owners or leaseholders.

3.1 Definition

Managed Move – A move which sits outside of the normal choice-based lettings agreements due to it is no longer safe for a resident to remain in their home and they are assessed as being at significant risk of harm.

Examples include:

- Domestic Abuse
- Stalking and Harassment

- Residents who may be at risk in their homes or community of violence, intimidation or threats of violence
- Protected Witnesses who have agreed to go to court to give evidence on matters of anti-social behaviour
- Tenants wanting to move to sheltered accommodation – older residents requiring more suitable accommodation, for example, severe medical needs may be allowed to move to another property where it is a harder to let unit or where nomination rights allow for some flexibility. The move must benefit the applicant's health. For example – moving from a first floor flat to a ground floor unit in the same scheme where there is no lift.
- Under-occupiers who have succeeded to a tenancy but need to move to a more suitable property who have failed to exercise choice by bidding for properties
- Under-occupation – where the move to a smaller property would reduce household expenditure and potentially stop a resident from losing their home through legal action on arrears
- Tenants willing to transfer to a suitable non-adapted property to release an adapted property. For example, a “lifetime home” property which is no longer required

Managed moves on health grounds would not normally fall under the remit of this policy. All older persons needing to move on health ground will be expected to register with their local choice-based lettings provider.

If a property is unfit for habitation, for example following fire, flood or where, for example, extensive structural works are identified, these residents may need decanting and will be dealt with under the Decant policy and procedures. (Link to be attached)

4. Roles and Responsibilities

- The case officer will be responsible for assessing the risk of any resident and making a referral for a managed move by completing the appropriate form ensuring that they provide a comprehensive report.
- All referrals for a managed move will be presented before a panel which will include the Head of Safeguarding and Head of Home Moves.
- Case officers will work with both residents and partner/stakeholders to ensure that the move will reduce the risk of harm and ensure that it satisfies any safeguarding requirements.
- The panel will make an evidence-based assessment and will ensure that their decision making is documented.
- All residents who are accepted for a managed move will agree to a transfer inspection and any damage to the property would result in a recharge or the opportunity for the resident to repair that damage. Residents approved for a

managed move must agree to a transfer inspection. Any property damage will either require repair by the resident or result in a recharge. Recharges must be paid in full before the move or a payment agreement must be in place.

- Residents will also be required to apply through their/a local authority for rehousing to ensure that they are maximizing their opportunities to move.
- One reasonable offer will be made, which will be dependent on the size of the property required and area. Case officers will work with residents, partners and stakeholders to ensure that the area offered will be suitable to reduce the risk of harm and the needs of each household.
- The Homes Moves team will actively manage the managed move register ensuring that they review this list when we receive notice of a property.
- All approved managed moves will be reviewed every six months by the Home Moves team to ensure that there is still a risk of harm, and we have actively tried to find suitable property for them. If this harm has been removed or suitably reduced, and we have followed our internal processes, we may remove that person from the register and inform them of this decision.
- Residents will be responsible for the cost of removals and any refurbishing.
- If the resident is a PA colleague, the panel will ensure that the probity policy is adhered to.

5. Our Commitment to you

- This policy only applies to residents of PA Housing and not shared owners or leaseholders, therefore the policy is set out to ensure that no resident receives less favourable treatment from the organisation on the grounds of age, disability, gender reassignment, marriage, civil partnership, pregnancy, religion or belief, race, sex or sexual orientation
- To ensure that we have taken consideration for equalities this policy will undergo the Equality Impact Assessment under the Policy Framework (2024)
- One of our promises is that we will treat each other with dignity, respect, as individuals, and as you'd expect to be treated
- We will offer tailored support to individuals at risk, including signposting to specialist services and providing housing options that ensure safety and security
- Our staff will take a clear and transparent approach when discussing managed moves with our residents
- We will actively engage with stakeholders and partners which will include attending multi-agency meetings to ensure that we are part of a holistic resolution for our residents
- We will handle all managed moved referrals with discretion and sensitivity while adhering to data protection laws

- We will work in partnership with local authorities and our stakeholders to explore all avenues of rehousing for our residents
- We will ensure that residents are made aware of the outcome of the managed moved referral and offered the opportunity to appeal a decision if they are unhappy with the outcome
- We will promote and signpost residents (where appropriate) to the Tenancy Sustainment team to ensure that they have access to advice and support services.
- We will carry out a full financial assessment before a property is offered to ensure that the tenancy will be sustainable
- If a resident is in arrears when a managed move is agreed, we will offer a suitable repayment plan, which will be underpinned by our residents' financial circumstances while ensuring that there is a balance of 'reasonableness' and business needs.
- Panel hearings will take place bi-monthly
- Agreements will be underpinned by an Income and expenditure to ensure that the president's personal circumstances have been taken in in to account before a property offer is made

6. Appeals

Regulatory Standards and Resident Empowerment:

PA Housing adheres to the Transparency, Influence, and Accountability Standard, which empowers residents to challenge decisions that impact them. Our regulatory framework ensures that social landlords are held accountable, promoting fairness, transparency, and resident engagement in decision-making processes.

Appeals Process and Oversight:

- Appeals will be reviewed by a senior Director, ensuring impartiality and a high level of scrutiny.
- Appeals will be heard within 14 days of it being received
- Resident will receive the outcome of the appeal in writing
- PA Housing will maintain a comprehensive Appeals Register, which will be subject to quarterly reviews to monitor trends, improve processes, and ensure accountability.

How to Submit an Appeal:

Residents can submit an appeal through any of our standard contact methods, including phone, email, online forms, or in writing. Appeals may be lodged for the following reasons:

- An unreasonable property offer
- Lack of consideration
- Procedural error

PA Housing is committed to ensuring all appeals are handled fairly, transparently, and in line with regulatory consumer standards, reinforcing our commitment to resident rights and accountability

7. Accountability

- We recognise that all local authorities have long waiting lists and so we will keep accurate records of managed moves to demonstrate that we are meeting our nomination agreements with local authorities and moving people who are at risk of harm in line with this policy.
- We will seek to engage residents to promote good landlord/resident relationships and sustainable, vibrant communities.

8. Performance and Risk

- Compliance with this policy will be monitored by the Head of Tenancy Sustainment, Head of Home Moves and Director of Tenancy Management.
- The outcomes and performance of this policy will be shared by quarterly reports and the risk register if necessary.
- The policy will be reviewed where there is a fundamental change in legislation or every three years.

9. Training

- PA Housing staff operating to this policy will be provided with training when joining the business and will receive additional refresher training as required, to remain updated with changes to any internal and external policies
- Training will be tracked during one to one's, appraisal spot checks and will be recorded by our learning and development systems.

10. Data Protection, Information Sharing and Confidentiality

In accordance with data protection laws, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, we are committed to ensuring that your personal data is handled with the utmost care and confidentiality.

Where information needs to be shared, we will ensure that this is:

- Justified
- Adequate
- Proportionate
- Accurate
- Necessary

Information sharing will only occur when it is:

- With appropriate consent when appropriate

- Where legally required to safeguard individuals or protect children

11. Legislative

- Housing Acts 1985 and 1988 as amended.
- Human Rights Act 1998
- Domestic Abuse Act 2021
- Children Act 1989 and 2004
- Equality Act 2010
- Modern Day Slavery Act 2015
- Welfare Reform Act 2012
- Data Protection Act 2018

Regulatory

Regulator of Social Housing Regulatory (RSH) Standard April 2024).

- Neighbourhood and Community Standard.
- Tenancy Standard.
- Consumer standards Code of Practice.
- Transparency, Influence and Accountability (including Tenant Satisfaction Measures).

12. Related documents

Allocations Policy (Link to be attached)

Financial and welfare support | PA Housing (Link to be attached)

Adult and Children's Safeguarding Policy (Link to be attached)

Data Protection Policy (Link to be attached)

Decant Policy (Link to be attached)

If you have any questions about this policy, please contact

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