

Management Transfer Policy

Code: LET 6.0

Version: 2.1

Created: August 2026

Review: August 2029

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1. Our policy statement

- 1.1. Sage Homes endeavours to ensure the safety of its customers. In exceptional circumstances, a management transfer will be considered where an urgent managed move outside of our usual Lettings and Allocations Policy or Emergency and Temporary Moves Policy is required. These typically involve significant risk, vulnerability, or unmet housing needs, where a move is essential to protect the customer's safety or wellbeing.
- 1.2. A management transfer is the allocation of an alternative home due to exceptional personal or household circumstances, not resolved through routine housing management. It is typically considered where:
 - The current home is unsafe
 - The customer is at serious risk of harm
 - Staying in the current location would lead to ongoing or worsening vulnerability or risks to health and wellbeing.
 - A significant personal tragedy has taken place where it is unreasonable for the household to remain in the home
- 1.3. We are committed to following all relevant standards and legislation to ensure we treat you fairly and provide appropriate support.
- 1.4. Sage Homes will assess each case and any supporting evidence to determine if a management transfer priority will be granted for a customer to move to an alternative home.
- 1.5. In cases where a management transfer is awarded, only one offer of an alternative property will be made. The alternative property will be the same size and type as currently occupied unless there are exceptional circumstances. We will offer a tenancy with no less security of tenure than the customers' existing tenancy. Customers should be given the opportunity to choose their preferred areas and within reason, exclude certain areas where they might feel threatened
- 1.6. If a management transfer has been granted by Sage Homes, but there is limited stock in the borough, the customer will need to approach the Local Authority for assistance in rehousing. Sage Homes will work with the Local Authority to demonstrate the need for a management transfer for the customer.
- 1.7. Where the Local Authority has 100% nomination rights of Sage Homes properties, the customer will have to approach the council for help with rehousing. Sage Homes will also explore options set out in section 8 of this policy.
- 1.8. We will review any feedback from customers who have been through the management transfer process to improve our support and ensure this policy addresses the real challenges faced by residents in exceptional circumstances.

2. The scope of this policy

- 2.1. This policy applies to all rented customers of Sage Homes.

- 2.2. This policy does not cover people who are not named on the tenancy agreement.
- 2.3. This policy has been developed in line with the following acts and standards:
 - 2.4. Consumer Standards set by the Regulator of Social Housing
 - 2.5. Social Housing (Regulation) Act 2023
 - 2.6. Domestic Abuse Act 2021
 - 2.7. Equality Act 2010
 - 2.8. Housing Act 1996

3. Management Transfers

- 3.1. We will consider management transfers in situations including (but not limited to):

Risk and Safety

- Domestic abuse, honour-based violence, or stalking (in line with our Domestic Abuse Policy)
- Hate crime or harassment because of who you are
- Threats or violence from neighbours or others in the local community
- If you need to escape gang involvement, exploitation, or modern slavery
- Significant fire or flood damage or damp and mould or structural defects that we are unable to rectify or leads to a permanent loss of home.
- Escalating incidents suggesting a serious assault is likely.

Medical and Welfare Needs

- Where your current home is seriously affecting a physical or mental health condition, and a move would help this
- Where the home is no longer suitable due to disability, and adaptation is not possible
- To help arrange a move closer to support networks for care needs or recovery.

Safeguarding and Child Protection

- Following concerns raised by adult or children's safeguarding services
- To support families under protection orders or children on a child protection plan.

- 3.2. We will assess each case on its individual circumstances, in line with safeguarding, vulnerability, and equality requirements.

4. Assessment Process

- 4.1. Each request will be reviewed by our Management Transfer Panel or a Head of Service in emergency cases, and assessed based on:
 - Level of risk or harm if the customer remains in the property
 - Evidence provided, which may include reports from police, social care, healthcare, or support agencies
 - Availability of alternative accommodation within our stock.

- 4.2. Customers will not be required to report incidents to the police unless legally required or unless it is necessary to prevent further harm to the individual or local community.
- 4.3. Once a management transfer has been agreed, the tenant will be required to submit a Notice to Quit (NTQ) (four weeks' notice) which closes the tenancy of their previous home.
- 4.4. All live management transfer cases are reviewed fortnightly by the Management Transfer Panel.
- 4.5. Customers will normally be prioritised in date order based on the date their Managed Move application was approved. Where there is evidence of an immediate or significant risk, the Panel may agree to prioritise a customer above others on the list.
- 4.6. All Managed Move cases will be considered for closure at six months from the date of approval. Where there is evidence of an ongoing risk that cannot reasonably be managed through other interventions, the Panel may agree to extend a customer's place on the register. We will let customers know in writing if they are removed from the register.
- 4.7. If, after six months, no suitable property has been identified, the Panel will review the case and determine whether the customer should remain on the register. The Panel may decide to remove the customer from the Managed Move register where it is no longer considered appropriate to continue the application.
- 4.8. Decisions made by the Panel following a six-month review are final and there is no right of appeal. Customers who remain dissatisfied with the outcome may raise a complaint through Sage Homes' Complaints Policy.

5. Communication

- 5.1. We are committed to clear, transparent, and respectful communication throughout the transfer process. This includes:
 - Listening to your experiences and preferences
 - Clearly explaining the assessment process, options, and likely timescales
 - Providing updates and realistic expectations
 - Advising you of your rights, appeal routes, and sources of independent support.
- 5.2. We will ensure accessible and inclusive engagement.

6. Reasonable Adjustments

- 6.1. We recognise that customers who request a management transfer may be experiencing trauma, distress, or disadvantage. We will:
 - Identify and record vulnerabilities at the earliest opportunity
 - Make reasonable adjustments in line with the Equality Act 2010, including:
 - Offering longer appointment times or home visits
 - Providing information in alternative formats or languages
 - Ensuring trauma-informed and sensitive communication

- Work with relevant professionals to support health, disability, or mental health-related needs.
- 6.2. If we are unable to offer a suitable alternative home within our own stock, we will:
- Work with local authority housing options teams to explore nominations or emergency moves under the Housing Act 1996 (as amended)
 - Work with:
 - Domestic abuse services and refuges
 - Safeguarding boards or adult/children's services
 - Other housing associations
 - Provide supporting letters or documentation to assist with external applications
 - Continue to provide tenancy management support until a solution is found.

7. Offers, Refusals, Appeals & Feedback

- 7.1. Where a suitable alternative home is identified, we will offer the property with consideration to location, safety, access needs, and household composition.
- 7.2. You will not lose your tenancy or support as a result of refusing an unsuitable property.
- 7.3. You can appeal decisions in writing within 10 working days of a refusal or outcome, which will be reviewed by a Head of Service or Director not involved in the original decision. The outcome of the appeal will be communicated in writing within 10 working days of the appeal decision being made.
- 7.4. We also welcome feedback to improve our service and will use data to monitor trends and service improvements.

8. Equality and diversity

- 8.1. Sage is committed to making sure all services are accessible to all our customers. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information and access to translation services to ensure they fully understand you.
- 8.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the [Equality Act 2010](#).
- 8.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

9. Delivery of this policy

9.1. This policy should be read alongside other policies which can be found on our website ([Useful documents and policies | Sage Homes](#)):

- Lettings and Allocations Policy
- Safeguarding Policy (Adults)
- 9.1.1. Helping You Access Our Services Policy
- Emergency Accommodation, Permanent and Temporary
- Moves Policy
- Accessible Homes Policy
- Antisocial Behaviour Policy
- Hate Crime Policy
- Domestic Abuse Policy.

9.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Customer Service, Homes and Communities, Community Safety and Lettings Teams.

10. Policy review

10.1. We will review this policy at least once every three years to make sure it remains relevant and accurate unless:

- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
- We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
1.0	Nominations and Insight Manager	Introduction of Policy	Lettings and Home Ownership Director	Aug 23	Office Management	Aug 26
2.1	Head of Housing	Awaab's Law compliance	Head of Housing	Aug 26		Aug 29