

Emergency transfers

Fact Sheet 8



In Peterborough we have a common housing register and a joint allocations policy, which both form the Peterborough Homes Partnership. The Peterborough Homes Partnership includes ten housing associations in Peterborough and Peterborough City Council who manage and maintain the housing register. Therefore, there is one single point of contact for people seeking social housing accommodation in Peterborough.

If you are already a tenant of a housing association, there may be some circumstances in which you need to be moved outside of the standard allocation process.

Cross Keys Homes are permitted to move a small number of households each year outside of the standard allocation process. This is usually when households are in emergency need. This process is called an **emergency transfer**.

When can I apply for an emergency transfer?

Each case is assessed on its merits but as a guide, households we deem to be in need of emergency re-housing are those which are at risk of significant harm because they:

- Have been the victim of a hate crime/ hate incidents
- There has been domestic abuse
- There has been a violent crime committed against someone in the household
- There has been sexual violence against someone in the household
- There is serious and ongoing anti-social behaviour against someone in the household

In all cases, it must be agreed that there is no other solution to the problem and that it is

reasonable to expect that moving the household within Peterborough would be sufficient to secure the safety of the household in their new home.

Applications for the above reasons also require supporting evidence from the police. This is explained further below.

How do I apply for an emergency transfer?

If you believe that you meet the above criteria for an emergency transfer or there are other extenuating circumstances you wish Cross Keys Homes to consider, you can contact Cross Keys Homes' anti-social behaviour team on:

Tel : 01733 385065

Email: antisocialbehaviour@crosskeyshomes.co.uk

Or write to: Cross Keys Homes, Shrewsbury Avenue, Peterborough, PE2 7BZ

Your neighbourhood manager (anti-social behaviour) will assess your circumstances and arrange to meet with you. Should they assess that you may meet the criteria for an emergency transfer, they will complete a form with you. They will also arrange with you to re-register with Peterborough housing needs.

To support your application, your neighbourhood manager (anti-social behaviour) will agree with you what supporting evidence you will need to obtain and what supporting evidence they will obtain.

What supporting evidence will I need?

In all cases involving criminal behaviour against someone in your household, Cross Keys Homes will ask the **police** to complete a 'pro forma' detailing the circumstances of your case and why, based on the evidence they have, it is not reasonable for you to remain in your property (but safe for you to stay in Peterborough).

If, based on the evidence the police have, they inform us that you are not in emergency need; your application cannot be progressed.

You may be asked to obtain supporting evidence of the impact that the crime/ anti-social behaviour has had on your household from:

- Your child/children's school
- Social worker
- Health visitor
- GP
- Mental health professional

What happens when my application and supporting evidence is complete?

Initial assessment

Your application will be initially assessed by a manager in the neighbourhood management team. This manager will already be aware of your case and based on your application and supporting evidence will make an assessment as to whether:

- All action that could have reasonably been taken to enable you to remain in your home has been done
- There are extenuating circumstances that mean your household will be at significant risk of harm should you remain in your property, **and that**
- It would be safe to move your household within Peterborough

If the manager has assessed that you meet the above criteria, your application will be submitted to the **emergency transfer panel** with their comments and recommendations.

Emergency transfer panel

The emergency transfer panel is a panel of two managers in the neighbourhood management team who have not been involved in your case.

The emergency transfer panel will assess your application, supporting evidence and the comments by the manager who has completed the initial assessment. They will decide whether or not to support the application and make further recommendations.

My application has been supported, what happens next?

Your neighbourhood manager will inform you of this and also instruct housing needs to give you priority banding. They will then support you to move into another property according to any recommendations that have been made.

My application hasn't been supported, what happens next?

Your application may not be supported at the **initial assessment** stage or by the **emergency transfer panel**. In both cases you will be informed of the reasons why in writing and be informed of any further recommendations such as installing CCTV, security lights or seeking support to move out of the area.

If your application hasn't been supported at the initial assessment stage, you can ask for the decision to be reviewed. You should contact your neighbourhood manager who can advise you further.

If the emergency transfer panel have not supported your application, you can appeal this decision. You will need to do this in writing within 21 days of receiving your letter. You should set out the reasons why you are requesting a review of the decision. The director of neighbourhood management will review your case and write to you with their decision.

What else do I need to know?

Temporary accommodation

In very serious circumstances where you cannot return to your home, temporary emergency accommodation may be required. Your neighbourhood manager will advise you on what to do next to seek temporary accommodation in Peterborough or in another area.

Rent account

All offers of re-housing are subject to a clear rent account, unless otherwise agreed by the emergency transfer panel. A short financial assessment will be completed with your application.

If you need any further advice on how to pay your rent, please speak to your neighbourhood manager.

Moving home

You will be responsible for all moving costs.

Once you have the keys for your new property, please be aware that you will need to hand your old keys back to us by 12 noon on the following Monday, otherwise you will be charged the rent for that week (which will not be covered by housing benefit if you claim this).

If you claim housing benefit, you will need to inform them of your change in circumstances and complete an application for your new home.