



St Luke's Housing Society Limited – Useful Information

Transfers

Can I move to another flat in McMaster House?

Tenants may request a transfer when they have been resident for at least 2 years. Ask us for a form if you are interested. In exceptional circumstances a transfer request may be approved before this time, for example if your home:

- is not suitable for essential medical equipment or adaptations
- is in need of extensive repair/refurbishment or will be affected by building works.

Are there other rules?

To be eligible to transfer you must also:

- have maintained a good rent record
- have conducted your tenancy well
- be willing and able to pay the standard refurbishment charge for your new home
- be financially able to meet any increased costs as well as moving costs
- pay any additional refurbishment costs for the property being vacated caused by factors other than fair wear and tear.

However, if the transfer arises out of exceptional circumstances (see above) the eligibility requirements may be reduced or waived. Staff and Board Members will review your individual circumstances and make a decision which will take these into account.

Are all flats available for transfer?

No more than 50% of flats which are available because somebody has left McMaster House completely will be set aside for internal transfer. 1-bedroom and studio flats will be counted separately. This means that if a flat becomes vacant because somebody has transferred out of it, it will not count.

How do you decide who to offer a flat to?

The most important factor that we take into account when making offers is 'housing need' and we assess this for both new applicants and transfer requests. Part of this is looking at whether a particular flat meets somebody's needs, or whether it can be adapted to do so. Once we have considered 'housing need' we prioritise in order of when people registered to move here or transfer internally.

Can I refuse an offer?

You can, but if you refuse 3 reasonable offers you will lose your priority on the list. Effectively you will be back at the end of the queue.

Are there any other ways to move?

If you find somebody who would like to 'swap' with you, then it is possible to do a 'mutual exchange'. This applies to all social housing providers – so in theory you could swap with a tenant of Newcastle Council or a housing association in Cornwall! If you do find somebody you would like to swap with, both landlords have to carry out certain checks, so please make sure you speak to us as early on in the process as possible so that we can explain what happens and what the implications might be for you.

You can also apply to any Council or housing association directly. However, they all have their own rules about who is eligible to apply for housing with them, and may not accept your application.

There is also the private sector. However, if you are renting from a private landlord, you don't have the security that you have in social housing, so it is not a decision to be taken lightly. If you are in the position to buy something, this gives you security and control, but also means that you are responsible for repairs and maintenance.

What about adapting my flat to my needs?

This is another option for some people. We can do simple works such as installing extra grab rails in the bathroom. If your needs have increased a lot Adult Social Services may be able to arrange to adapt your property so that you can continue to live there safely. Talk to us about a referral.

What if I need a care home?

We can help you to get appropriate help from Social Services to assess your needs, and talk to you about financing care.

It all sounds a bit confusing

There are a lot of potential options covered in this helpsheet. If you would like more information, please do ask us. We can give more detailed explanations and information on most options.

