

Important Information

Rent arrears

If you are in arrears with your rent, or have any other outstanding debts – including recharges, you may be considered for an offer of accommodation only on the condition that the arrears or other outstanding debts are paid in full.

Anti-social behaviour

The Trust reserves the right to defer your transfer application where there is proof of involvement in anti-social behaviour by you, a member of your family or anyone else for whom you are responsible.

Breach of Tenancy Agreement

The Trust reserves the right to defer your transfer application where you are in breach of your tenancy agreement.

Refusal of a reasonable offer

You will be deferred from the Transfer List for 6 months following refusal of two reasonable offers of accommodation.

False or misleading information

You may face prosecution and loss of any tenancy obtained by deliberately giving false information on your application form.

Deliberately worsening housing situation

You may face a 12 month deferral from the transfer list if you deliberately worsen your housing situation to gain advantage.

Removing applicants from the Transfer List

The Trust reserves the right to remove applicants from the Transfer List where there is a failure to respond to correspondence or if the applicant ceases to be eligible.

Our commitment to customer care

We aim to provide an excellent service for people in housing need within the Borough of Maidstone.

We are committed to providing an accessible service, which gives value for money and is responsive to the needs of our customers.

We will treat our customers in a friendly, courteous and professional manner:

In particular we aim to:

- respond to completed Transfer List applications within 10 working days
- advise applicants of number of points awarded when application is registered
- respond to all correspondence within 10 working days of receipt
- answer your telephone calls within 5 rings
- continually seek ways of improving our service



TRANSFER LIST

Guide to our Transfer List Points Scheme

The Trust's Transfer List works on a points scheme. When you apply for a transfer to another property, your application will be assessed according to your present circumstances which you have told us about on your application form.

This leaflet explains how your points are worked out.

ELIGIBILITY CRITERIA

There are 4 categories:

- Your present home
- Tenancy time prior to registration
- Time waiting on the Transfer List
- Medical



Points will be awarded according to your circumstances at your current home. The number of points you are given will depend on:

- whether your home is the right size for your household
- whether your children have access to an individual garden
- whether there is a medical condition affected by your housing situation

Overcrowding

Points may be awarded for every single adult, couple, child and full time carer who lack a separate bedroom. The number of points varies according to the age of the person who is without a bedroom.

Bedroom deficiency	Points
Person of 16 years and more - adult (or cohabiting couple)	20
Child 10-15 years	15
Child up to 10 years	10
Bedroom shared by those of the opposite sex when one is 5 years or more	5
For each bedroom occupied by a person 10 years or over which is less than 70sq.ft	
Unborn child for whom there is no separate bedroom when born 5	

Underoccupation

20 points are awarded for each bedroom you no longer need and are willing to give up by moving to smaller accommodation.

Access to an individual garden

Points are awarded for each child under 16 years of age without access to their own garden. 2 points are awarded for each child.

Medical

If you have a medical condition which is affected by your current housing you should complete a Medical Assessment form.

This will then be considered by an independent medical advisor who will decide whether you should be given any additional points. You can be awarded 5, 10 15 or 20 points. This reflects the degree of potential improvement in the medical condition which could be expected from a move to more suitable accommodation. Only in certain circumstances can a top medical priority be awarded, where an application is dealt with outside the normal points system.

Please note: Social problems, such as difficulties with neighbours, or dislikes of the locality, cannot be considered to be medical problems.

Tenancy Waiting Points

1 point is awarded for every full year of tenancy completed prior to registration on the Transfer List. This is a static number of points awarded and does not change.

A bonus of 5 tenancy points is awarded to tenants who have maintained a clear rent account during the twelve months prior to registration.

2 points will be awarded for every complete year on the Transfer List. Your points will, therefore, increase year on year on the 'anniversary' of registration.

GENERAL INFORMATION

Property offered

You can register for any reasonable sized property but you will be advised of the likely effect on your prospects of a transfer.

The following table is a useful guide:

Household type	Property type
Single person	1 bedroom or bedsit
Couple Cohabiting	1 bedroom
Single/Couple + pregnant	2 bedroom
Single/Couple + 1 child	2 bedroom
2 adults (not couple)	2 bedroom
3 adults (1 couple cohabiting)	2 bedroom
Family with 2 children same sex	2 or 3 bedroom
Family with 2 children different sex	3 bedroom
Family with 3 children same sex	3 bedroom
Family with 3 children different sex	3 or 4 bedroom
Family with 4 children or more	3 or 4 bedroom

Additional family members

Non-dependent adults joining a household must provide evidence of a minimum of six months residence at the property before 'lacking a bedroom' points will be awarded.

Shared responsibility for dependents

You can register for a larger property if you have 'part time' access to children but your application will not attract 'bedroom lacking' points in respect of those children.

Special requirements

If you ask for a particular type of accommodation e.g. ground floor, specially adapted for the disabled, supporting evidence of your need for these special requirements must be provided.

Dogs

Dogs are not allowed in some of our sheltered housing schemes and designated flats. A list of designated properties where dogs are not allowed is available at your Area Housing office or from the Homesearch Department.