

# MAYOR OF LONDON

## Housing Moves domestic abuse referrals

This guide explains how to refer a tenant who needs to move due to domestic abuse.

Housing Moves was refocused in July 2022 and since this time the scheme has been open to two groups of Londoners, one of which is victims/survivors of domestic abuse who are current social or registered provider tenants.

Tenants can no longer apply directly to Housing Moves. If your tenant needs to move due to domestic abuse, you will need to make a referral on their behalf.

To be eligible for a Housing Moves domestic abuse referral a tenant must be:

- a victim/ survivor of domestic abuse who needs to move due to an identified risk **and**
- a tenant of a participating London borough, housing association or registered provider.

Additionally, the tenant must:

- live in London
- hold a secure, assured or assured shorthold fixed-term tenancy
- be the sole or joint tenant
- not be going through possession proceedings or being evicted\*.

\*unless in exceptional circumstances, contact the Housing Moves team to discuss the case.

### How to make a referral

Referrals can be submitted by landlords, supporting agencies, or other professionals providing support for a tenant. To refer a tenant to the scheme please complete a referral using the following link

<https://unity2.homeconnections.org.uk/GLAschemesOLR/QuestionnaireStart.aspx?qid=858&preview=1>

This referral form requires a password which you will need to request from the Housing Moves team by emailing us at [housingmoves@saferlondon.org.uk](mailto:housingmoves@saferlondon.org.uk)

To make a referral you'll need to know:

- the tenant's name, date of birth and full address
- the tenant's National Insurance number
- the tenant's tenancy type
- the name and date of birth of all members of the household
- details of the property currently occupied
- a list of unsafe boroughs
- which agencies are supporting your tenant or household members.

We do not require evidence of the risk, but we'll ask you to confirm that the tenant you are referring is eligible, according to the criteria described above.

### How the referral is processed

The Housing Moves team will process the referral. They will contact the person who submitted the referral and the tenant's landlord to verify details on the referral before registering the tenant on the scheme. The team may contact you if they require any additional information.

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The household's bedroom entitlement will be automatically calculated based on the scheme's bedroom standard, which is described on the Housing Moves website [here](#).

If the referral is accepted, your tenant will be registered on Housing Moves. If the referral is not accepted the Housing Moves team will contact you to explain why.

Once the referral moves into the Housing Moves system, the tenant's personal information will be anonymised, which means advertising landlords won't see the tenant's details.

## **Registering on Housing Moves**

Once your tenant's referral is verified and accepted, the Housing Moves team will activate the referral and send the login details to the support professional named on the referral. The support professional will be asked to share the login details with the tenant or any advocate, as appropriate.

## **Bidding for properties and moving through Housing Moves**

Once your tenant is registered, they will be able to log into the Housing Moves website at [www.housingmoves.org](http://www.housingmoves.org) and bid for properties in the usual way.

Advertising landlords will not be able to view your tenant's personal contact details and they will only see the contact details of the support professional named on the referral. This means that if you are named as the support professional and the tenant is shortlisted for a property, the advertising landlord will contact you to discuss the bid and ask for your assistance to contact the tenant and arrange viewings and any pre tenancy checks as necessary.

If the tenant accepts a property after viewing, the advertising landlord will update the Housing Moves system to record the letting and the tenant's registration will be closed.

If you referred a tenant and that tenant moves through another route, you're responsible for updating the Housing Moves team so that the tenant's registration can be closed.

## **Your responsibilities as a referrer or named support professional**

If you refer a tenant or are named as the support professional on a referral, you will be responsible for the following tasks.

- Promptly reply to requests from the Housing Moves team to confirm your referral, verify details on the referral and supply additional information if it's necessary.
- Once a referral is accepted, receive the Housing Moves account login details, pass on to your tenant and make sure they know how to use the scheme and bid for a property.
- Promptly respond to requests from advertising landlords who have received a bid from your tenant, to discuss the suitability of the property, facilitate contact with your tenant and assist with completing additional paperwork where necessary.
- Contact the Housing Moves team to report changes to a referral, for example changes to household members, risk boroughs or support professional contact details.
- Confirm to the Housing Moves team if your tenant no longer needs their Housing Moves account, for example if they have moved through another route.

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## **Emergency cases**

Please be aware that Housing Moves is not a housing provider, and the scheme does not provide emergency accommodation. We also cannot guarantee a move through the scheme. If your tenant is at imminent risk of harm, please support them to access emergency accommodation. The National Domestic Violence Helpline on 0808 2000 247 provides support in relation to domestic or sexual violence.

## **Who to contact for more information**

If you have any questions about Housing Moves domestic abuse referrals, please contact the Housing Moves team at [housingmoves@saferlondon.org.uk](mailto:housingmoves@saferlondon.org.uk) If you have questions about Housing Moves more generally, please contact the Housing Mobility team at [housingmobility@london.gov.uk](mailto:housingmobility@london.gov.uk)

## **Questions**

### **Who can make a referral?**

Referrals can be submitted by landlords, supporting agencies, or other professionals providing support for a tenant.

### **My tenant is a survivor of domestic abuse, can they register on Housing Moves?**

Yes, if there is an identified risk of domestic abuse in your tenant's current location, they are eligible to register on Housing Moves.

### **Can a tenant apply directly or refer themselves to Housing Moves?**

No. Tenants can no longer apply directly to Housing Moves. Eligible tenants must be referred by their landlord or a support professional.

### **Do I need to refer my tenant if they were previously registered on Housing Moves?**

If your tenant was registered as a standard applicant on Housing Moves before 1 July 2022 their account is now closed. We can't transfer their application because the previous applications were held on a separate register and the application for victims/ survivors of domestic abuse is different. If your tenant was registered on Housing Moves following a referral to the Pan-London Housing Reciprocal, their registration will continue, and you do not need to refer them again.

### **Can I refer my tenant for Housing Moves and the Pan-London Housing Reciprocal?**

Yes. From 1 April 2023 the two schemes will operate separately, and you may refer your tenant to both, provided they satisfy the eligibility criteria.

### **Can I refer a tenant who needs to move due to another risk?**

No. Housing Moves is available to victims/survivors of domestic abuse and former rough sleepers only. It was a difficult decision but having considered a range of options we agreed to refocus the scheme to align with the Mayor's commitments on tackling rough sleeping and his duties to support victims/survivors of domestic abuse and their children in safe accommodation.

If your tenant needs to move due to another risk, you may wish to consider referring them to the Pan London Housing Reciprocal (PLHR). This scheme is run by Safer London and information on eligibility criteria, and the referral form, can be found here: [Places Housing & communities - Safer London](#)