

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our reference: MGLA190122-1932

Date: 14 February 2022

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 18 January 2022. Your request has been considered under the Freedom of Information Act 2000.

You requested:

Please provide with all service agreements between the GLA and clarion housing regarding the Housing Moves Scheme. Please also provide me with all guidance provided to clarion housing regarding how the Housing Moves scheme should be implemented and managed by Clarion Housing. Please provide this from the start of clarion house (formally Circle 33) joining the Housing Moves Scheme to date. Please also provide dated updates of the requested information. I ask that you do not withhold any relevant information.

Our response to your request is as follows:

Clarion Housing have participated in the scheme since its inception, initially as Circle 33 and then as Clarion Housing. All landlords' participation in Housing Moves is on a voluntary basis and there is no formal contract. We provide a Policy and Procedure Guide which details the operational processes for the scheme. A copy of that document is attached.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA190122-1932.

Yours sincerely

[REDACTED]
Housing Mobility Manager
Housing and Land

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

POLICY AND PROCEDURE GUIDE

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MAYOR OF LONDON

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DEFINITIONS

The **scheme** is the Housing Moves mobility scheme.

The **borough relet element** refers to the part of Housing Moves whereby the equivalent of five per cent of a borough's relets is made available for the scheme.

The **g15 element** refers to the part of Housing Moves whereby the g15 housing associations make available a proportion of their lettings for the scheme. The **g15** represents London's 15 largest housing associations.

The **other housing associations element** refers to the part of Housing Moves whereby housing associations other than the g15 make lettings available for the scheme.

The **top slice element** refers to the element of Housing Moves whereby a proportion of new build Affordable Rent homes funded through the Mayor of London's programmes are made available for the scheme.

The **GLA** is the Greater London Authority.

The **Housing Mobility Team** is the GLA's team that works on the Mayor's housing mobility schemes – Housing Moves and Seaside & Country Homes.

A **participating borough** is a local housing authority in London that is taking part in Housing Moves by contributing properties to the **borough relet element**. This can be either its own or housing association-owned stock.

A **participating housing association** is a housing association that is contributing properties to the **g15 or other housing associations elements** of Housing Moves that are not part of the borough contribution from the borough relet element.

A **contributing registered provider** is a housing association or borough that is contributing properties to the **top slice element** of Housing Moves.

A **referring landlord** is a landlord of an applicant or registrant and can be either a London borough or housing association.

A **receiving borough** is the borough in which the Housing Moves home is located.

A **receiving landlord** is the borough or housing association landlord of a particular Housing Moves property.

An **applicant** is a tenant (including joint tenants) who is applying to the Housing Moves scheme. Once they've been accepted onto the scheme, they become a **registrant**.

The **Investment Management System (IMS)** is the IT system which contains high level details of affordable housing and other schemes funded by the Mayor (and, outside London, Homes and Communities Agency).

A **scheme**, for the purposes of calculating the number of homes to be contributed to the **top slice element**, is defined as such where it is contained within a single outline planning consent, regardless of whether or not it is being delivered in phases over time or in a single phase.

Verification is the process by which applicants' landlords check the details in new and amended applications and decide whether or not to accept or reject applications.

A **contribution** is how many homes a borough or housing association offer to Housing Moves.

A **property** is a property that's been offered to Housing Moves by a borough or housing association.

A **bid** is an expression of interest made by a registrant in an advertised Housing Moves property.

A **bidding cycle** is the period of time that a property is advertised through Housing Moves.

A **shortlist** is a list of all eligible bids received for an advertised property, in order of priority according to the Housing Moves allocations policy.

A **letting** occurs when a registrant is let a property through Housing Moves.

Supported housing refers to units with a revenue element for support.

Equalisation is the process to ensure that the number of moves through the scheme into a borough does not exceed the number of moves out.

Reconciliation is a process to make sure that boroughs do not receive fewer top slice lettings than they're entitled to.

A **financial year** is from 1 April to 31 March.

The **system** is the operating system used to administer Housing Moves, comprising:

- the **Housing Moves website** – is where applicants can find out about, register and bid for properties advertised through the Mayor's mobility schemes (Housing Moves and Seaside & Country Homes).
- the **housing register** – where applicants' details are held and amended, and where new applications are verified
- the **CBL (choice based lettings)** – is used for property details, which can also be updated. It also creates shortlists from bids made by registrants and allows bid lists to be managed. It also administers letting of property and controls the equalisation process for borough moves in and out.

1 OVERVIEW

1.1 Background

- 1.1.1 Housing Moves is a housing mobility service for Londoners who live in social housing. It was launched in May 2012 to help make cross-borough housing moves within London's social rented sector.
- 1.1.2 Until 1 April 2015, Housing Moves properties came from two sources – a borough relet element and a G15 element. Through the borough relet element, boroughs contribute the equivalent of around five per cent of their relets into a Londonwide pool. Through the G15 element, the G15 housing associations contribute additional properties to the scheme, over and above this five per cent.
- 1.1.3 From 1 April 2015, a new third element, known as the top slice, was introduced. This comprised a proportion of new build Affordable Rent homes funded through the Mayor's 2015-18 Housing Covenant Programme. This is to be continued for the equivalent 2106-21 programme. The top slice is five per cent of Affordable Rent homes on schemes with fewer than 150 homes across all tenures and ten per cent on schemes of 150 homes or more. The primary aim of the top slice element is to address the geographical mismatch between the supply of new Affordable Rent homes and housing need. It means households from across London will be able to benefit from the Mayor's investment in new homes.
- 1.1.4 From 1 April 2015, there is also a fourth element, whereby housing associations over and above the G15 can contribute properties to the scheme, on either a planned or ad hoc basis.
- 1.1.5 Existing social tenants in London bid for the pooled properties coming from these four sources.
- 1.1.6 For the borough relet element, the number of moves into any borough through the scheme is, over time, matched by the number of moves out of that borough. This is so that boroughs do not gain or lose properties overall from the scheme and is known as 'equalisation'. For top slice properties, each borough has a lettings entitlement based on its level of housing need. A process known as reconciliation is applied at the end of each year. This ensures any boroughs that have not had their entitlement over the year are repaid the properties they're 'owed'.
- 1.1.7 Priority for lettings through the scheme is given to under-occupiers, people in work or training, overcrowded households and people who wish to move to provide care and support to a family member or friend. Most other social tenants are also eligible, subject to some basic criteria such as antisocial behaviour and rent arrears history.
- 1.1.8 The scheme uses a web-based choice based lettings (CBL) system to enable lettings. Tenants apply and bid online, and landlords upload properties and verify applications through the back-office part of the system.
- 1.1.9 Housing Moves was developed by the Mayor of London in partnership with London boroughs and housing associations.

1.2 Main organisations involved in Housing Moves

- 1.2.1 The **Greater London Authority (GLA)** operates and funds the scheme.
- 1.2.2 **London's boroughs and housing associations** are both **referring landlords** (that means their tenants can apply to and be housed through the scheme) and **receiving landlords** (that means they contribute properties to the scheme). They also play an important role in the scheme's management.
- 1.2.3 **London's social tenants** can apply to and be housed through the scheme.

1.3 Governance of the Mayor's mobility schemes

- 1.3.1 The **London Housing Mobility Group** is the governance body for the Mayor's mobility schemes. It is chaired by the Deputy Mayor for Housing, Land and Property. Its members include representatives from the London boroughs, sub-regional partnerships and housing associations in London.
- 1.3.2 The **London Housing Mobility Working Group** is a group that provides operational input to the Mayor's mobility schemes and makes recommendations to the London Housing Mobility Group. It is chaired by the lead officer in the GLA's Housing Mobility Team. Members include lettings and allocations officers from London boroughs and housing associations.

1.4 Legal framework

- 1.4.1 Organisations involved in the scheme must adhere to all relevant legislation and agreements including:
- the Housing Act 1988 (as amended)
 - the Homes and Communities Agency's Regulatory Framework for Social Housing in England from April 2012
 - the Health and Safety at Work Act 1974
 - the Data Protection Act 1998
 - the Human Rights Act 1998
 - the Equality Act 2010
 - the Mayor's Housing Covenant 2015-18 framework agreements
 - any codes of practice issued by the Commission for Racial Equality and the Equal Opportunities Commission in relation to the law relating to equal opportunities and good practices in employment
- 1.4.2 Public bodies also have a statutory duty to promote equality, in accordance with the Equality Act 2010. The GLA has a complementary duty to promote equality of opportunity arising from the GLA Act 1999.

1.5 Important documents and promotional material

- 1.5.1 This **policy and procedure guide** sets out the policies that underpin Housing Moves, and the roles and responsibilities of all the main participants in the scheme, to ensure its successful operation. The GLA will review and, if appropriate, update this document annually. Any proposed amendments to the document must be submitted in writing to, and agreed by, the

GLA. The GLA will only agree to such amendments if it is content that they are for the benefit of the scheme.

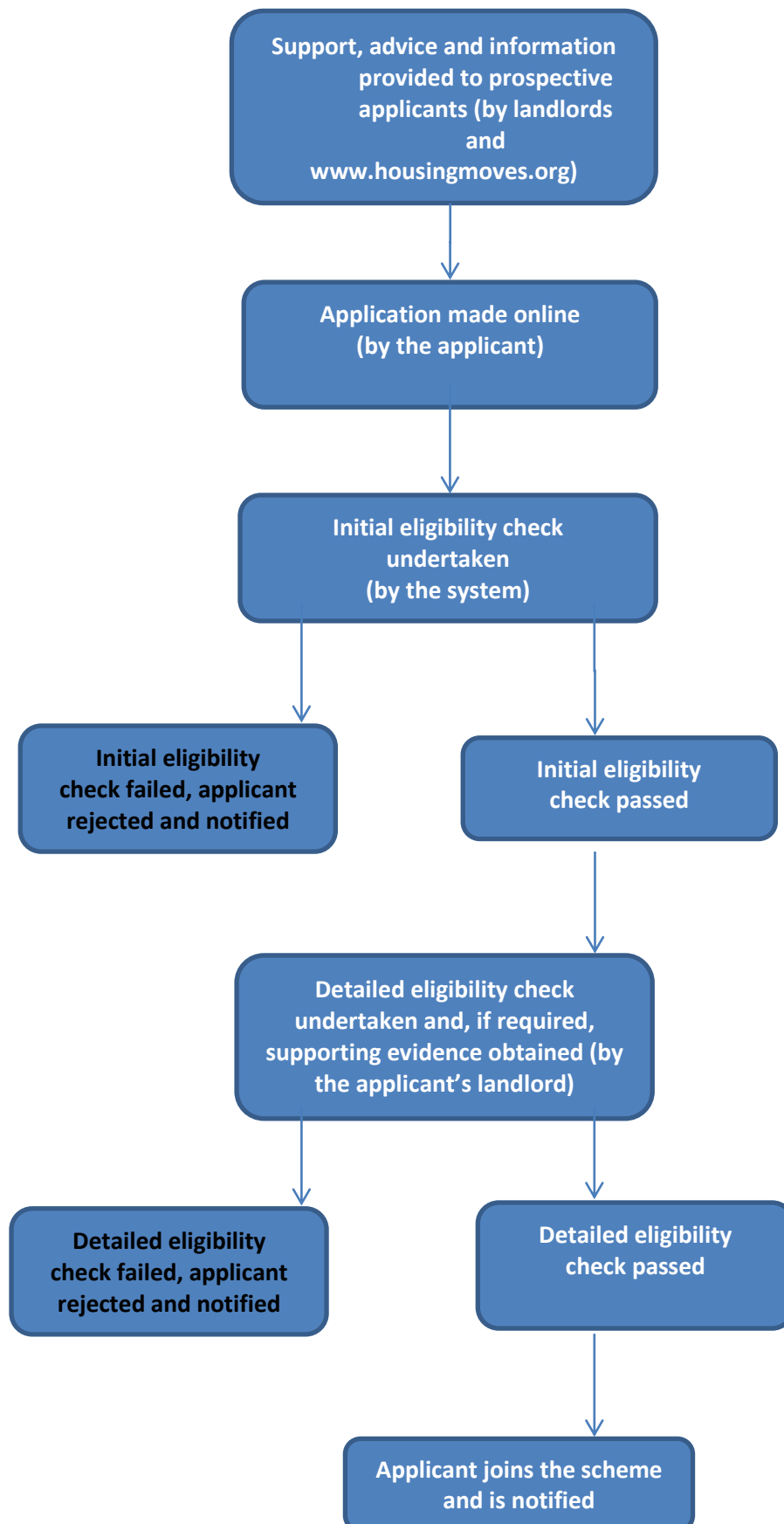
Operating the system

- 1.5.2 A series of **quick guides for landlords** on all operational aspects of the system are also available. They are provided in the appendices of this document and cover:
- verifying an application
 - reassigning an application
 - amending an application
 - advertising a property
 - shortlisting applicants
 - messaging applicants
- 1.5.3 A **user guide and quick guides** are provided by the GLA when landlords undertake their training and when they are provided with logins. They are also available on request from the GLA.
- 1.5.4 The **Housing Moves guide for applicants** is available on the Housing Moves website.

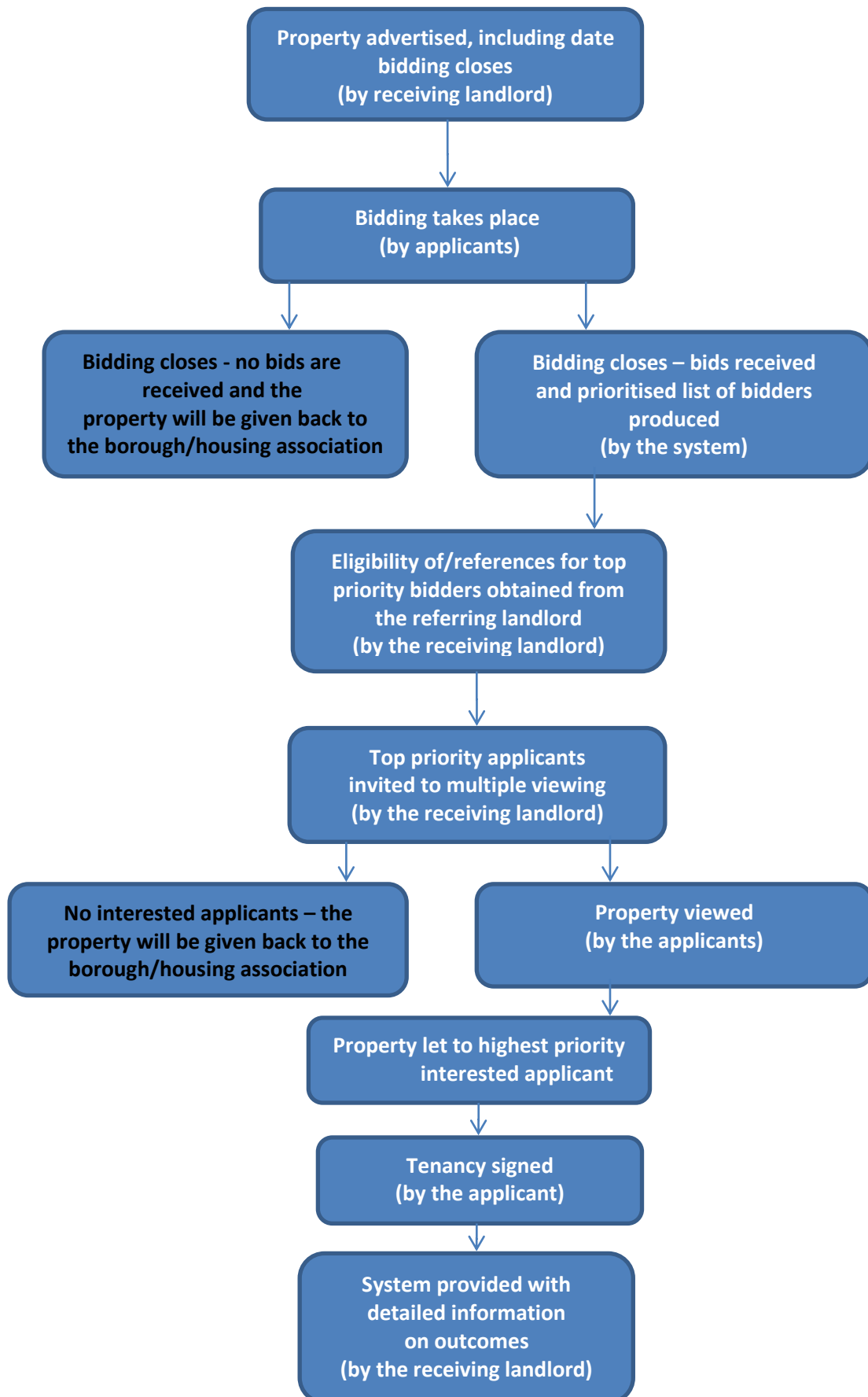
Promoting the scheme

- 1.5.5 To enable the scheme to be widely promoted to prospective applicants, the GLA has produced a **Housing Moves flyer** and a **Housing Moves poster**, as well as standard text that can be used in tenants' newsletters etc.
- 1.5.6 These, as well as other information about the scheme can be found on the Housing Moves website. They are also available to landlords and other organisations on request from the GLA, either as PDFs or in hard copy.

Overview of the application process



Overview of the letting process



2 POLICY FRAMEWORK

2.1 Eligibility for the Housing Moves scheme

- 2.1.1 To be eligible for acceptance on the scheme, the applicant must
- live in London
 - be a current social rented tenant with an assured or a secure tenancy
 - be resident (irrespective of landlord) in a borough that is contributing properties through the borough relets element of the scheme and be the tenant of a participating borough or housing association.
 - be the sole tenant or joint tenants
 - not be on an introductory or starter tenancy
 - not be the subject of a Notice of Seeking Possession or Notice to Quit
 - have a clear rent account, both at the point of application and at the point of letting
 - not have, or be part of a household containing individuals who have, an ongoing record of antisocial behaviour
- 2.1.2 Where an applicant has rent arrears, a history of antisocial behaviour that is not ongoing or unspent convictions, the decision to approve an application is at the discretion of the referring landlord.
- 2.1.3 Only existing household members living in the applicant's current property are eligible to be on the application.

2.2 Priority for the scheme

- 2.2.1 There are five bands for the scheme. These are listed below in order of priority:
- **Band 1** is for under-occupiers and is awarded where the number of bedrooms in the applicants' current home is greater than the number of eligible bedrooms according to the bedroom standard. Greatest priority given to those freeing up the largest number of bedrooms.
 - **Band 2** is for registrants, or anyone in the registrant's household, who are in training or education linked to a job offer or employment, or who are in employment - with employment defined as working for a minimum of 16 hours per week with a minimum length of employment of six months.
 - **Band 3** is for registrants who are currently assessed as living in an overcrowded household. Overcrowding priority is awarded where the number of bedrooms in the applicants' current home is fewer than the number of eligible bedrooms calculated by the system.
 - **Band 4** is for registrants who wish to move to provide care or support to someone outside of the current household.
 - **Band 5** is for all other registrants.

2.2.2 Registrants in the highest band have the highest priority within the scheme. Where applicants are in more than one band, they are given greater priority within the highest band that applies to their circumstances.

2.2.3 Within each band, a series of priority filters is used to prioritise applicants.

	Band 1	Band 2	Band 3	Band 4	Band 5
	Under-occupiers	Member of household in employment, or in training /education linked to employment	Overcrowded households	Member of household providing care or support to family member/friend	All other eligible households
Priority filter 1	Number of bedrooms freed up	Living in an overcrowded household	Member of household providing care or support to family member/friend	Not applicable	Not applicable
Priority filter 2	Member of household in employment, or in training/ education linked to employment	Member of household providing care or support to family member /friend	Not applicable	Not applicable	Not applicable
Priority filter 3	Member of household providing care or support to family member/friend		Not applicable	Not applicable	Not applicable
Priority filter 4	Date of application to Housing Moves	Date of allocation to band	Date of allocation to band	Date of allocation to band	Date of application to Housing Moves

2.2.4 Date of allocation to band will apply where additional priority from a lower band is added subsequent to the original date of application.

2.3 Bedroom entitlement

2.3.1 Bedroom entitlement is based on the age, sex and relationship to one other of all household members on the basis of the bedroom standard. The receiving landlord's bedroom standard will apply to properties, and the system will automatically prevent bids for properties where the bidder does not fit with the landlord's bedroom standard.

2.3.2 The bedroom standard is as follows:

A separate bedroom is allocated to each

- married or cohabiting couple

- adult aged 21 years of age or more
- pair of adolescents aged 10-20 years of age of the same sex
- pair of children aged under 10 years of age regardless of sex

Any unpaired person aged ten to 20 is paired, if possible, with a child under ten years of age of the same sex. If that isn't possible, they're given a separate bedroom. The same applies to any unpaired child aged under ten years of age.

- 2.3.3 The only exception within the scheme is for under-occupiers moving to a smaller home, who are permitted a maximum of one bedroom above the bedroom standard. Where there is medical evidence of a need for more bedrooms than the standard allocation above, the landlord will advise the GLA of this who will make a decision based on the information provided. The GLA will then have the discretion based on the evidence provided to override the bedroom allocation. Their decision will be communicated to the landlord who will in turn update the applicant with the outcome of the decision.

2.4 Verification

- 2.4.1 All applications are verified by the referring landlord at the application rather than the shortlisting or letting stage. This ensures that only applicants who are eligible for the scheme are able to bid and be shortlisted. Applications will proceed to the verification stage only if they meet the eligibility criteria set out in section 2.1.1, apart from the final two which will be assessed by the landlord.
- 2.4.2 The system automatically calculates which landlord should be responsible for verifying an application from the landlord and borough information provided on the application form.
- 2.4.3 Applications are re-verified if the applicant changes their application in a way that could impact on their eligibility, priority or bedroom entitlement.

2.5 Suspension from the scheme

- 2.5.1 Registrants failing to attend three viewings without providing an adequate reason within a reasonable timeframe may have their registration suspended for six months.
- 2.5.2 Registrants found to have knowingly made a false declaration, either on their original application or subsequently, will be removed from the scheme permanently. Should they apply again they will not be considered eligible.

2.6 Property contributions

- 2.6.1 The scheme will advertise properties from four sources on the Housing Moves website:
- **the borough relet element:** the equivalent of five per cent of each borough's relets of social rented homes each year
 - **the g15 element:** additional lettings contributed by the G15 and other housing associations (around 200 each year)
 - **the other housing associations element:** additional lettings contributed by other housing associations
 - **the top slice element:** a proportion of new Affordable Rent homes (either five or ten per cent of the Affordable Rent homes on each new scheme funded by the Mayor)

The borough relet element

- 2.6.2 Each borough will make a contribution of properties to the scheme, which will be for a single year, from 1 April to 31 March. The data used to determine each borough's contribution will be taken from the latest available Housing Strategy Statistical Appendix (HSSA), CORE and borough data as detailed in the definitions and footnotes below.
- 2.6.3 Borough relets are defined as borough lets to borough stock¹ minus transfers² and successions, plus borough nominations to other social landlord³ stock⁴ minus transfers⁵ and successions, over a given year. For boroughs with no stock, relets are borough nominations to social landlord stock minus transfers and successions.
- 2.6.4 There may at times be untypical circumstances that impact on relets data, with the result that the contribution for the following year is artificially increased or decreased. In order to smooth the contribution of properties over time, the GLA may consider using an average of the previous three years' worth of data, instead of simply using the previous year's data.
- 2.6.5 It is for boroughs to decide, with their housing association partners, which properties should be offered up to meet their contribution amount.

Principles and exclusions

- 2.6.6 The scheme is designed to be as flexible as possible. The contribution of relets is 'notional'. That is, boroughs can contribute new build homes if they choose to do so, so long as the total number of homes offered up meets their contribution.
- 2.6.7 The contribution will be broken down by bed size. It will contain the same proportion of one bed homes, two bed homes and three bed homes as the profile of the borough's entire turnover of relets. To determine the breakdown of contribution by bed size, boroughs will provide data on lettings and nominations by bed size. The percentage of lets that were one bed, two bed and three bed in the previous year⁶ will be applied when determining the contribution. The remaining element of the contribution – 'other properties' – can be any size the borough chooses. Boroughs are encouraged to contribute four bed or larger homes, but there is no expectation to do so. Bedsits/studio flats are counted as one bed properties.
- 2.6.8 Boroughs may contribute both affordable rent and social rent properties. However, the ratio of affordable rent to social rent properties contributed must be no higher than the ratio within that borough's wider lettings to existing tenants. Flexible tenancies cannot be contributed, as there is no legal basis on which to offer an existing tenant on a secure or assured tenancy a flexible tenancy.
- 2.6.9 Boroughs are required to contribute a reasonable proportion of accessible homes to the scheme. However, it is recognised that not all boroughs will be able to make their contribution

¹ HSSA Section D 9a.

² HSSA Section D 4a+8a.

³ This includes all housing associations, ALMOs and LSVTs.

⁴ HSSA Section D 11a.

⁵ CORE Housing Association Lettings: Limited to lettings where the source of referral was LA nomination, and previous tenure was local authority or housing association general needs.

⁶ Data from the latest full year or the first three quarters of the previous year, and extrapolated to cover the fourth quarter, will be used.

of accessible homes proportionate to the overall lettings – not least because the London Accessible Housing Register (LAHR) is only partially in place.

- 2.6.10 The spirit of the scheme is that contributed properties should reflect as far as possible the overall lettings of social rented properties in London. This is in the interest of all partners since, due to the equalisation arrangements, applicants will only have the chance to move out of a borough if people are also choosing to move into a borough.
- 2.6.11 The contribution should be split equally into four quarters, with a the contribution spread out within each quarter to ensure that there is always a supply of properties on the scheme.
- 2.6.12 If a property isn't let then the letting of that property reverts to the receiving borough or landlord (depending on local nomination agreements).
- 2.6.13 Some boroughs own or have nomination rights to social rented homes outside of the borough. If this is the case, then properties contributed should reflect as far as possible the overall lettings of social rented properties, by location.

Contributing more than five per cent

- 2.6.14 Boroughs are able contribute additional homes over and above the agreed contribution amount, should they wish to do so. There is no cap on the number of homes that can be contributed to the scheme. However, there is an overall cap (equivalent to the five per cent figure defined above) on the number of moves into or out of a borough.
- 2.6.15 There is also a chance for boroughs to contribute homes that are not part of their agreed contribution. For example, boroughs may choose to offer up hard to let units. These are contributed unconditionally, meaning that they are not part of a borough's agreed contribution and equalisation does not apply.

The g15 element

- 2.6.16 The g15 group of landlords makes an additional contribution of around 200 properties each year to the Housing Moves scheme, over and above those contributed as local authority nominations. As with the borough property contributions, these should be in a variety of locations and from a mix of unit sizes, and wherever possible reflect applicant preferences.g15 additional properties are marketed as such through the Housing Moves website, so that applicants are aware of the contribution.
- 2.6.17 Properties that make up the additional contribution are taken from g15 landlord 'true voids', that is those properties that are not subject to local nomination agreements or are subject but to which the housing association has the nomination right. These properties do not count towards any other agreements.
- 2.6.18 If a contributed property is not let then the letting to that property reverts to the g15 landlord.
- 2.6.19 Like boroughs, the g15 may contribute both Affordable Rent and social rent properties. However, the ratio of Affordable Rent to social rent properties contributed must be no higher than the ratio within that housing association's wider lettings to existing tenants.

- 2.6.20 Those g15 landlords who wish to make a further contribution to Housing Moves, that is over and above their contributions through borough nomination agreements and their g15 contribution, can do so.

The other housing associations element

- 2.6.21 Other housing associations may also contribute properties, either on an ad hoc or planned basis, on the same terms as the g15.

The top slice element

- 2.6.22 From 1 April 2015 a proportion of London Affordable Rent (LAR) homes funded through GLA programmes will be made available for Londonwide lettings – ten per cent of those in schemes on strategic sites and five per cent of those in smaller schemes. Strategic sites are defined as schemes with 150 homes or more across all tenures.
- 2.6.23 The top slice will be applied to all schemes in the Mayor's Housing Covenant 2015-18 and 2016-21 programmes, regardless of the level of GLA funding applied to them. The provision of top slice properties is a requirement, embodied in the framework agreements between boroughs and the GLA and the contracts for funding between registered providers and the GLA. The top slice will not apply to legacy schemes from previous programmes (irrespective of their completion date) or schemes delivered entirely outside of Mayoral programmes.
- 2.6.24 Where schemes are delivered in phases, it is the total number of units across all tenures for the entire scheme (rather than individual phases) that will determine whether five per cent or ten per cent should be top sliced. This percentage is then applied to the total number of LAR (London Affordable Rent) units *on a phase by phase basis*.
- 2.6.25 The top slice will be applied to all affordable rented (LAR) units in each scheme *unless*
- they are supported housing
 - there are fewer than ten affordable rented units in the scheme
 - they are replacing affordable or social rented units within a regeneration scheme (that is, the top slice will only be applied to *additional* units provided)
- 2.6.26 Where a regeneration scheme is delivered in phases, and a number of the additional Affordable Rent units in an early phase are required for returning tenants, the outstanding top slice contribution will be rolled over into the next phase.
- 2.6.27 One, two and three bed properties will be contributed to the top slice. The top slice contribution for any particular scheme will reflect as closely as possible the distribution of one, two and three bed affordable rented units across that scheme as a whole. For small schemes, the top slice contribution will reflect the distribution of one, two and three bed affordable rented units across all small schemes within any given borough over any given year.
- 2.6.28 Units with four or more bedrooms will not be contributed. One, two and three bed units will be contributed in lieu of any four plus bed units in each scheme – apportioned relative to the incidence of one, two and three bed London Affordable Rent units across the scheme.
- 2.6.29 There is no requirement for the contribution of capped and discounted rent units to reflect the distribution of these two rent types among all affordable rent units on any given scheme or in any given borough.

- 2.6.30 A reasonable proportion of accessible homes should be contributed. However, it is recognised that it may not be possible for the contribution to be proportionate to the distribution of accessible homes among new affordable rented units across a scheme or borough as a whole.
- 2.6.31 Where applying the top slice does not result in a whole number for a given bed-size on a given scheme, only the whole number will be contributed and any fractions will be rolled forward and added on to the contribution for the subsequent scheme within the same borough.
- 2.6.32 If an advertised top slice property is not let through Housing Moves, it reverts to the registered provider that made the contribution. The route for letting that property is then a matter for the registered provider and, where appropriate, the borough in which it is located.
- 2.6.33 The top slice will be applied only at first letting of a property, not in perpetuity.

2.7 Equalisation – borough relet element only

- 2.7.1 The borough relet element of Housing Moves scheme is reciprocal. That is, no borough gains or loses from the scheme:

The total number and bed-size of properties contributed and let by a borough through the scheme, as part of that borough's five per cent contribution, should be equal to the total number and bed-size of properties freed up in that borough through the scheme.

- 2.7.2 In other words, the scheme should have no net impact on a borough's stock and lettings, irrespective of the total volume of moves to or from that borough. Equalisation is about the outcomes – that is, the actual moves that take place – rather than the contribution of properties. It is inevitable that, given a free run, most boroughs would have a net position at the end of a period of time that is a plus or minus. This is where either
- properties are owed by a borough to other boroughs in the Housing Moves scheme - because more households have moved out than in to that borough or
 - properties are owed by other boroughs in the Housing Moves scheme to a borough – because more households have moved in to that borough than out of it.
- 2.7.3 Bed-size is reflected in equalisation in order that the scheme is completely reciprocal. To achieve this, the operating system monitors the bed-size of properties let in each borough. The triple-lock processes described below are therefore undertaken separately for each bed-size.
- 2.7.4 It is recognised that if a large number of moves are under-occupiers moving into smaller homes, this might have a small impact on equalisation by bed-size. This is closely monitored to ensure that it does not undermine the principles of equalisation.
- 2.7.5 There is an overall cap on moves into or out of a borough each quarter. This cap is equal to the contribution amount, as defined above. As explained above, boroughs are free to contribute properties in addition to their core contribution amount. However, the number of these properties that are let through the scheme will always be capped at five per cent.
- 2.7.6 To achieve equalisation, a triple-lock is in place:

- a **quarterly equalisation process** stops large deficits building up in the first place. For each quarter, it limits moves into a borough to match moves out of the borough from the previous quarter.
- an **annual equalisation process** deals with any outstanding deficits by arranging bilateral 'swaps' between boroughs who owe and boroughs who are owed.
- As a last resort, where equalisation is not achieved through the above, to **guarantee equalisation** a borough will not put any properties in during year two until equalisation is achieved.

Quarterly equalisation

- 2.7.7 At the end of each quarter, the system identifies the boroughs where there is a mismatch between the number of properties contributed and the number freed up.
- 2.7.8 Where the contribution of properties in a given borough is higher than the number of properties freed up, the system automatically limits the number of properties to be contributed by that borough during the following quarter. Where the opposite is the case, the system automatically limits the number of tenants that can move out from that borough during the following quarter.
- 2.7.9 However, a small maximum surplus or deficit, proportionate to the level of each borough's contribution amount, will be permitted at any given time. The tolerance level will be equivalent to ten per cent of each borough's contribution amount for any given bed-size and can be applied only once in any quarter. Having this tolerance built into the equalisation process enables a much more continuous flow of mobility opportunities for tenants.
- 2.7.10 The GLA will intervene in-year where they identify large imbalances building up and broker one-off bilateral swaps between boroughs. This policy is currently in place to deal with end of year imbalances but could be implemented throughout the year as necessary.
- 2.7.11 Housing Moves uses flexible bidding cycles so that there is less of an impact on participating boroughs. However, one of the implications of this is that some bidding cycles will cross over into a new quarter. Where this occurs, and for the purposes of quarterly equalisation, properties will always be counted in the quarter in which bidding closes.

Annual equalisation

- 2.7.12 At the end of every year, measures are taken to address any mismatches not addressed over that year through the quarterly reconciliation process. The aim is to start each year at zero.
- 2.7.13 At this point, one-off bilateral swaps being brokered between boroughs owed and owing properties. This means a borough that is owed properties nominating either existing tenants or new applicants directly to properties in boroughs that owe properties, subject to the agreement of both boroughs and the household(s) in question.

Guaranteed equalisation

- 2.7.14 If equalisation is not achieved through the above processes, boroughs will put no properties into the scheme in the following year, or tenants from a certain borough will not be permitted

to bid for properties through the scheme, until equalised. This may be done very much a last resort, as it could lead to long periods of time with no contributions from certain boroughs.

2.8 Reconciliation – top slice element only

2.8.1 Each borough's entitlement to the top slice units is determined by each borough's share of London's housing need (see Appendix 10). An annual reconciliation process will ensure that no borough receives less than its entitlement to top slice units for the previous year. If, at the end of the year, a borough has received less than its entitlement, a **double lock** will ensure that the units it is 'owed' are repaid, through:

- a lower contribution of top slice new build properties during the subsequent year and/or
- direct nominations in the subsequent year of either existing tenants or new applicants to the relets contributed to Housing Moves

2.9.1 The end of year reconciliation process comprises the following steps:

- **Step 1** each borough's theoretical entitlement to the top slice units
- **Step 2** compare each borough's contribution during the year with its theoretical entitlement based on housing need
- **Step 3** calculate actual entitlement based on actual lettings (moves in)
- **Step 4** rebase the actual entitlement in line with the total number of lettings
- **Step 5** Compare rebased actual entitlement with moves out to give the number of units owed/owing within each bed-size and if there is a discrepancy between the theoretical entitlement and actual entitlement the double lock will be applied

2.9 Bidding and shortlisting

2.9.1 Registrants can bid for up to four properties at any one time – online, by telephone, by SMS text or through the Housing Moves app – and can be shortlisted for up to four properties at any one time.

2.9.2 Registrants should be able to view properties even if they have been shortlisted for other properties. However they can have only one current offer at any one time and should they have accepted another property through the scheme the system will not allow them to be shortlisted for another property or bid for further properties advertised through the scheme.

3 APPLICANTS

3.1 Applying for the scheme

- 3.1.1 Applicants must apply to the scheme online through the Housing Moves website.
- 3.1.2 As well as providing the information requested in the application form, applicants will also, under certain circumstances, be required to provide their landlord with supporting information at the point at which their application is being verified. This includes:
- where an applicant or other household member is in employment or in training/education linked to a job offer or employment. In this case, evidence such as pay slips and documentary evidence from employers or colleges may be requested from the applicant
 - where an applicant is moving to provide support. In this case, evidence of that carer receiving a carers' allowance or, if not in receipt of carers' allowance, other evidence must be provided by the applicant
- 3.1.3 Applicants can expect to receive advice and support with their application and all aspects of the Housing Moves process from their landlord.
- 3.1.4 Applications will not be accepted from social tenants whose landlords are not set up to take part in the scheme (see section 4.4).
- 3.1.5 On successful completion of the online form, applicants will be notified automatically of their reference number, provisional banding and bedroom eligibility.
- 3.1.6 Applicants can expect their landlord to verify their application within 15 working days. It is ultimately the receiving landlord that makes a decision about whether to accept an application, and some of the eligibility criteria for the scheme, such as those covering rent arrears and antisocial behaviour, could be assessed differently by different landlords.
- 3.1.7 Applicants who provide an email address in their application will receive an auto-email from the system advising them whether or not their application has been successful (that is, activated) once it has been assessed. If the application has been activated, this email will contain details of how to log in to the system to bid and to change details on the application. Those without an email address can expect to be informed of the outcome of their application and, if successful (that is, activated), their login details, by their referring landlord.
- 3.1.8 Applicants must notify the scheme via their landlord of any changes to their circumstances that are relevant to their application. Applicants whose application has been activated by their landlord should do this through the Housing Moves website. Others must do this via their landlord. Some changes may require further verification by the referring landlord, in which case section 4.4 will apply. Until they are re-verified, applicants will be unable to bid for properties.
- 3.1.9 Applicants who move to a different home (not through the Housing Moves scheme) must notify the referring landlord who will set their application to 'cancelled' status.

- 3.1.10 Applicants wishing to put their application on hold (because they are unable to move for a given period but wish to remain on the scheme) or wishing to cancel their application must notify their landlord who will update their application status.
- 3.1.11 Applicants will be expected to respond within 28 days to any periodic requests from the GLA to confirm (or otherwise) their continued participation in the scheme. In the vast majority of cases this will require an on line response to queries.

3.2 Bidding for properties

- 3.2.1 Registrants are able to bid for up to four properties at any one time, either online, or via the mobile App. Registrants are able to bid only for those properties that are not within the borough where they currently live and also match their bedroom entitlement.
- 3.2.2 Where equalisation means that moves into or out of a borough are blocked, registrants will be given a message to say that there bidding is restricted when they log into the website and try to bid. However, they will continue to be able to bid for properties that are outside of equalisation such as the g15-contributed properties.

3.3 Being shortlisted for a property

- 3.3.1 Registrants are responsible for making their own arrangements for viewing homes through the scheme.
- 3.3.2 Registrants are responsible for liaising directly with the receiving landlord when entering into a tenancy agreement.
- 3.3.3 Registrants must view homes on the date agreed with the receiving landlord.
- 3.3.4 Registrants who fail to attend two or more viewings without giving a valid reason can be suspended from the scheme for a period of six months. After the period of suspension, their application will be reinstated and the qualifying date will be the date on which the application was reinstated.

3.4 Accepting an offer

- 3.4.1 Registrants who accept a tenancy offer from the receiving landlord will then become a tenant of that landlord in line with the terms of the tenancy being offered. This could be a secure, assured, flexible or other tenancy.
- 3.4.2 Registrants are responsible for giving the required notice to their current landlord and for their own moving arrangements and costs (subject to any incentive or assistance packages (see section 4.3.4).

3.5 Raising issues and making complaints

- 3.5.1 If an applicant or registrant wishes to make a complaint about any aspect of their Housing Moves application or registration they should do so, in the first instance, by writing to their landlord. The landlord will then follow their published complaints procedure ensuring that the GLA are copied into all correspondence. The GLA can provide advice to the landlord if necessary to ensure that the response complies with Housing Moves policies and procedures.

- 3.5.2 Should the applicant or registrant not be satisfied with the outcome of their complaint and the landlord's complaints procedure is exhausted then the applicant/registrant can make a complaint to the GLA.
- 3.5.3 Applicants and registrants can make a complaint regarding the processing of their application, or any decisions or changes to their application made by their landlord, insofar as the processes have been applied correctly and without favour or prejudice.
- 3.5.4 If a registrant wishes to complain about any aspect relating to their bidding, shortlisting or viewing then they should make a complaint in writing to their current landlord set out in section 3.5. The landlord will then liaise with the receiving landlord who will provide any information requested to enable the complaint to be responded to appropriately. Such requests for information will not be unreasonably withheld.
- 3.5.5 Should the registrant not be satisfied, then the procedure set out in section 3.5 will be followed.
- 3.5.6 All applicants and registrants are able to request details of any decision about their application, including any information which has been or may be taken into account in determining their acceptance onto the system and their subsequent consideration for shortlisting or offer. The current or receiving landlord will be responsible for notifying applicants in writing or by email of all decisions that they take with regard to applications or shortlists. Such notifications must include clear reasons for the decision and must be based on relevant facts.
- 3.5.7 All applicants and registrants are able to request a review of any decision in regard to their application or bids and must be informed of their rights when being informed of any decision being taken against them. If they wish to subsequently complain they must follow the process set out below.
- 3.5.8 Any applicant or registrant who wishes to appeal against a decision made by the current or receiving landlord should contact the relevant landlord in writing, stating their grounds for appeal. The landlord will consider and respond to all appeals ensuring the GLA are copied into all correspondence. The landlord may seek advice and clarification or policy and procedure of the Housing Moves scheme from the GLA before responding to any correspondence.
- 3.5.9 The applicant or registrant may have further right to complain via the Local Government Ombudsman or Housing Ombudsman.
- 3.5.10 If a registrant is offered and accepts a property through the scheme and it is subsequently found that a false declaration was knowingly made on their original application, the receiving landlord may take action in accordance with their published policies and procedures. The registrant will be notified that this may include legal action being taken against them.

4 BOROUGH AND HOUSING ASSOCIATIONS AS REFERRING LANDLORDS

4.1 Main roles of referring landlords

- 4.1.1 As referring landlords, London boroughs' and housing associations' will run the scheme in accordance with the policies and procedures set out in this document, as amended from time to time. This includes
- promoting the scheme
 - supporting their tenants to apply for and move through the scheme
 - assessing applications

4.2 Promoting the scheme

- 4.2.1 Referring landlords are expected to ensure that the scheme forms part of any housing options package and advice for their tenants.
- 4.2.2 Referring landlords are expected to promote the Housing Moves scheme to their tenants. They should make best use of the marketing and promotional material provided by the GLA, ensuring that it is made available to potentially eligible households and is on display in appropriate public areas where such opportunities exist.

4.3 Supporting tenants

- 4.3.1 Referring landlords, rather than the GLA, are responsible for dealing with any queries or complaints raised by applicants and registrants both during the process of applying for the scheme and once they are registered. This may include making changes to an applicant's application form (see Appendix 2 for a quick guide on doing this). It may also include explaining to registrants why their bidding is restricted due to equalisation.
- 4.3.2 Referring landlords are expected to assist applicants in applying to Housing Moves. This may include explaining the scheme in detail to the applicant before they apply and, where

appropriate, helping applicants to complete the application and to collate any supporting evidence where relevant.

- 4.3.3 Where a landlord considers that the registrant may need support in bidding they can place a proxy bid or bids on their behalf. These will be highlighted in green on any shortlist so that the receiving landlord will be aware that the bid is a proxy bid placed by the current landlord.
- 4.3.4 Referring landlords will provide timely information on any available incentive or assistance packages to which the registrant may be entitled.
- 4.3.5 Referring landlords will endeavour to be flexible in respect of notice periods where a registrant is moving through the scheme.
- 4.3.6 Referring landlords may wish to make use of the system's bulk messaging function to email or text one or more applicants (see Appendix 7 for a quick guide to using bulk messaging).

4.4 Verifying applications

- 4.4.1 All referring landlords must ensure that they are set up by the GLA to verify applications online through the Housing Moves website.
- 4.4.2 All referring landlords must inform the GLA of the names and contact details of the people in their organisation who will be verifying applications, so that they can be provided with login details, documentation on how to verify and, where appropriate, GLA training. They should do this by emailing the GLA. It is referring landlords' responsibility to ensure that their verifiers know how to use the system and are familiar with the processes involved. This may involve GLA training or internal training by those who have already received GLA training. Landlords must also provide the GLA with a single email address to which automated alerts about applications awaiting verification can be sent.
- 4.4.3 Referring landlords must ensure that they inform the GLA immediately if and when anyone in their organisation with a login to verify applications is no longer doing so (because, for example, they have left the organisation or changed roles).
- 4.4.4 Referring landlords will check, verify and then either approve or reject completed application forms **within 15 working days** of receiving a request from the GLA. The 15 days will start from the point at which an online application is made. If an application remains unassigned for 12 months or more and there is no evidence that this has been queried by the applicant the GLA reserves the right to cancel this application.
- 4.4.5 Verification requests will relate both to new applications and to changes of circumstances reported by existing applicants, where those changes could affect eligibility, banding or bedroom entitlement. Referring landlords will receive an automated alert when they have applications to verify. They must then go to the housing register part of the operating system and assign the application to the appropriate named user within their organisation. All questions requiring verification will be highlighted, and referring landlords must address all highlighted questions.
- 4.4.6 Referring landlords must activate applications only if they are satisfied that the information contained in the application form is accurate and that the applicant is eligible for the scheme (see section 2.1). Completed application forms that referring landlords are asked to verify will already have passed an initial online eligibility check. Through the verification process, it is

then the responsibility of the referring landlord to confirm the information that the applicant has provided, and activate or reject the application as appropriate.

- 4.4.7 If the referring landlord requires further information, clarification or supporting evidence in order to consider the application, it should obtain this direct from the applicant before activating or rejecting the application (see section 3.1.2).
- 4.4.8 The referring landlord will need to check and verify:
- eligibility
 - household details and property size
 - rent arrears
 - antisocial behaviour
 - possession proceedings and eviction
 - where appropriate, details of employment and training
 - where appropriate, carers' details
- 4.4.9 Where an applicant is subject to possession proceedings or being evicted, referring landlords should not approve the application.
- 4.4.10 Where there are ongoing antisocial behaviour issues, or an applicant has a history of antisocial behaviour that is not ongoing, the decision to approve the application shall be at the discretion of the referring landlord.
- 4.4.11 Where an applicant is moving to provide care (that is, is in Band 4), referring landlords must obtain proof of receipt of carers allowance or other evidence from the applicant. Applicants will not be eligible for Band 4 priority if the person receiving care is an existing member of the household and included on the application.
- 4.4.12 Where an applicant is in employment, referring landlords must obtain proof that employment is for a minimum of 16 hours per week with a minimum length of employment of six months (for example payslips). For those in training/education linked to a job offer or employment, referring landlords must obtain proof from the college, employer or prospective employer. Where an applicant claims to be self-employed, the landlord should request evidence to support this (for example, tax returns, statement of accounts).
- 4.4.13 Any additional supporting information obtained by the referring landlord from the applicant or elsewhere during the verification process must be uploaded to the system by the referring landlord before the application is verified and activated.
- 4.4.14 Referring landlords must, where appropriate, add an alert note to the application where they wish to inform the receiving landlord of any information or risk pertaining to that application. The addition of an alert note against an application will not in itself, prevent the registrant from being shortlisted for a property but should the receiving landlord have a valid reason for bypassing a registrant then a bypass reason must be entered along with an explanatory note if necessary. Where an alert note is present, an icon will be visible to receiving landlords when viewing shortlists.
- 4.4.15 If the applicant provides what appears to be an incorrect landlord or borough on the application form then it will be assigned to the wrong landlord or borough. In such cases, the referring landlord must place the application on suspended status and enter a note on the application overview page with the reason. If the landlord knows the correct borough or

landlord, they should include this in the note. They should then inform the GLA by email quoting the name and reference number of the application and if known, the correct landlord or borough. On receipt, the GLA will reassign the application to the correct landlord or contact the applicant to find out the correct landlord borough should be and then reassign. If this is not possible or contact cannot be made, the GLA will set the application status to 'cancelled' which will allow the applicant to reapply. The GLA will also note all actions on the system.

- 4.4.16 Once an application has been assessed, the referring landlord must change its status to either 'active', 'rejected' or 'suspended' within the 15 day turnaround time.
- 4.4.17 Applicants who have provided an email address in their application will receive an auto-email from the system advising them of whether their application has been activated, rejected or suspended. However, it is the responsibility of referring landlords to notify applicants and registrants with no email address of the outcome of their application.
- 4.4.18 Quick guides to verifying applications and to reassigning an application to another user can be found at Appendix 1.

4.5 Liaising with receiving landlords

- 4.5.1 Referring landlords whose tenant has bid for a property may be contacted by the receiving landlord for information about that tenant. The bidder's current landlord has a target time to respond with the required information of 48 hours. If they are unable to respond within this time they must inform the receiving landlord, giving a timescale of when they can provide the information requested and reasons for any delay. The receiving landlord will take due regard of any delay but will need to adopt an approach of reasonableness so as not to disadvantage the bidder. Not providing this information within a reasonable timescale may result in the bidder losing the opportunity to be considered for the property.

5 BOROUGH AND HOUSING ASSOCIATIONS AS RECEIVING LANDLORDS

5.1 Key roles of receiving landlords

- 5.1.1 As receiving landlords, London boroughs and housing associations will deliver the scheme in accordance with the policies and procedures set out in this document, as amended from time to time. This includes:
- contributing properties
 - advertising properties
 - letting properties
 - dealing with equalisation and reconciliation

5.2 Contributing properties

Borough relet element

- 5.2.1 Each year, each borough participating in Housing Moves will contribute the equivalent of five per cent of their relets of social rented homes to the scheme through the appropriate borough part of the Housing Moves website.
- 5.2.2 These properties:
- should reflect the same proportion of one bed homes, two bed homes and three bed homes as the profile of the borough's entire turnover of relets
 - do not need to include four bed properties or larger
 - should include some wheelchair accessible or easily adaptable homes
 - can include sheltered properties but only in the same proportion as the borough's overall lettings of sheltered properties
 - must not include supported housing
 - can be either social rent or Affordable Rent, but with the proportion of Affordable Rent no higher than it is among the borough's lettings as a whole

- 5.2.3 Boroughs should ensure that their contribution amount is evenly split into the four quarters of the year. Within each quarter, they should spread out their contribution of properties to ensure that there are always properties advertised on the website.
- 5.2.4 Boroughs will decide, with their housing association partners, which properties should be offered up to meet their contribution amount.
- 5.2.5 If, because of equalisation, receiving landlords are restricted from adding properties, they can still contribute properties to the scheme. These properties will not, however, count towards their five per cent contribution of properties to the scheme and will be outside of equalisation.

G15 and other housing association relet element

- 5.2.6 Each year, each year the g15 housing associations will contribute an agreed number of lettings through the g15 single sub portal on the Housing Moves IT system. The contribution should be spread as evenly as possible throughout the year.
- 5.2.7 These properties:
- should include one, two and three bed homes
 - do not need to include four bed properties or larger
 - should include some wheelchair accessible or easily adaptable homes
 - can include sheltered properties but only in the same proportion as the housing association's overall lettings of sheltered properties
 - must not include supported housing
 - can be either social rent or Affordable Rent, but with the proportion of Affordable Rent no higher than it is among the housing association's lettings as a whole
 - can be either discounted or capped rent
- 5.2.8 Other housing associations that wish to contribute properties to the scheme (over and above any that are part of the boroughs' relet element) may also do so through a single 'other housing associations' sub portal of the Housing Moves IT system.

Top slice relet element

- 5.2.9 Registered providers must contribute five per cent of new Affordable Rent units on schemes of between ten and 149 units, and ten per cent of those on larger schemes, through a single 'top slice' sub portal on in the Housing Moves IT system.
- 5.2.10 These properties:
- should include one, two and three bed homes, in proportion to their distribution within the Affordable Rent homes on the scheme as a whole
 - do not need to include four bed properties or larger, though one, two and three bed homes should be contributed in lieu of the four beds (in the same proportion as above)
 - should include some wheelchair accessible or easily adaptable homes
 - can include sheltered properties but only in the same proportion as they account for among the Affordable Rent homes on the scheme as a whole
 - must not include supported housing
 - can be either discounted or capped rent
 - exclude *replacement* Affordable Rent or social rented units within regeneration schemes (that is, the top slice is applied only to *additional* units)

- 5.2.11 Boroughs should take account of the top slice requirements when negotiating S106 agreements with developers, and RPs should not be committing to schemes that would prevent them from meeting their contractual requirements with the GLA. This will be formalised in the forthcoming Housing Strategic Planning Guidance.

Keeping the GLA informed

- 5.2.12 If a borough or g15 housing association cannot provide the correct number of a certain property size during that quarter, or – in the case of the top slice – for a given scheme, they must inform the GLA immediately by email. In such cases there may be scope to adjust the quarterly or scheme contribution for the current and next quarter, or scheme, to ensure that the correct numbers of properties of a certain bedroom size are offered during a full year. The GLA will amend the equalisation or reconciliation figures within the system if necessary and inform the borough by email or in writing of the adjusted figures.
- 5.2.13 Should a borough or housing association wish to start or stop participating in the borough or g15/other housing association relet element of the scheme, they must inform the GLA in writing. Boroughs' are expected to participate for the duration of a financial year and should inform the GLA by 31 December if they wish to withdraw their participation from 1 April of the following financial year. Two months lead in time is required for boroughs or housing associations to start participating.

5.3 Advertising properties

- 5.3.1 Boroughs and housing associations must upload the details of their properties to the CBL part of the operating system using the Housing Moves property input form.
- 5.3.2 Landlords are expected to ensure that the information provided is accurate. If errors are discovered before the bidding cycle opens, these can be corrected within the CBL part of the operating system. If errors are discovered during the bidding period, then the landlord can stop the bidding process temporarily. Existing bidders must be informed if the property comes to the end of the bidding cycle before the error is discovered. The landlord must inform the GLA who will assess if that property should be counted as a contribution for the purposes of equalisation. This decision will be based on the nature of the error. If it is an error which meant bidders placed bids for a property that they otherwise would not have been able to bid for (for example, wrong bed size or wrong floor level) then that property will not be counted.
- 5.3.3 They are also strongly encouraged to include:
- at least one good quality photograph of the property
 - a full description of the property
 - a description of the local area, including transport links, schools and amenities.
 - any other relevant information to enable applicants to make an informed choice whether to place a bid
- 5.3.3 Landlords must ensure that:
- information on tenure type and rent type is clearly stated in the advert.
 - if a property has an age restriction they set the age restriction on the system to prevent ineligible applicants placing bids
 - where a property is adapted, the property advert makes this clear and, where appropriate, states that only those requiring these adaptations will be considered

- 5.3.4 The text of all advertisements should be well-structured and written in plain English.
- 5.3.5 Landlords must define the bidding cycle for advertised properties. This must be a minimum period of four days (that is, 96 hours) and every property must be advertised throughout the whole of Friday and Saturday. This is so that applicants who have limited access to the website are able to plan ahead and access the site. Friday and Saturday have been chosen because many other advertising cycles in London already cover these days.
- 5.3.6 Landlords can extend the bidding cycle if no suitable bidders have placed a bid within the original bidding period. In such cases, if there is no gap between the original end date and the new start date the property will count as one contribution for the purposes of equalisation.
- 5.3.7 Top slice new build properties can be uploaded onto the system a maximum of 12 weeks before completion and no later than two weeks before completion date. The expectation is that properties will only be set for a bidding cycle a maximum of four weeks prior to completion. However, it is understood that sometimes delays with handover of new build properties can occur at short notice and in such instances, landlords should advise all shortlisted or “offered” applicants of any delays.
- 5.3.7 A quick guide to advertising properties is set out in Appendix 4.

5.4 Letting properties

- 5.4.1 When the property bidding cycle closes, the landlord must access and consider the list of bidders created on the system, which will be ordered by band priority. Where banding is equal, further filters will be applied (see section 2.2.3). The receiving landlord will be able to view the full application details and bidding and offer history of each registrant on the list. If a bidder lives in the same borough as the advertised property they must be bypassed for that property.
- 5.4.2 When shortlisting, landlords are responsible for ensuring that the property is large enough to accommodate all household members without leading to overcrowding. Landlords can at their discretion, offer a property to a household where the bed spaces exceed the number of members of household.
- 5.4.3 If a property is adapted, the receiving landlord may offer it to the highest priority bidder who requires the specific adaptation of that property. The receiving landlord will ensure that any bidders are eligible for such property.
- 5.4.4 The receiving landlord may contact any bidder's current landlord for information that may be required. If the bidder's current landlord is unable to provide the information within the required 48 hours, or another timescale as agreed between the two landlords, the receiving landlord can bypass the bidder on the shortlist. If the information from the current landlord is subsequently provided, the property is still available and the receiving landlord is happy that the information confirms eligibility, they can set the bid back to shortlisted and the bidder can be reconsidered for the property.
- 5.4.5 Receiving landlords are able to shortlist as many bidders as they wish. However, they should remember that if an applicant is shortlisted this locks one of their bids and they cannot bid for another property. If the bidder has no reasonable chance of being offered a property or there

are a high number of other bidders ahead of them, the receiving landlord should be mindful of this and set their bid status to bid lost as soon as possible.

- 5.4.6 Receiving landlords are required to update bid lists without undue delay so as not to disadvantage registrants from bidding for other properties. Where a property is let, the system should be updated to ensure the letting is recorded. The receiving landlord should also inform the bidder's current landlord in writing or by email of the tenancy start date.
- 5.4.7 Where bidders are not shortlisted and applicants below them on the shortlist have been shortlisted, receiving landlords are required to provide the reason for this on the system from a pre-populated list of bypass reasons. This will be visible to the applicant when they log into the Housing Moves website, so must accurately reflect the reason they were bypassed.
- 5.4.8 Receiving landlords should determine how viewings are arranged for any given property and the number of bidders that are initially invited to view. If a registrant does not turn up for a viewing or declines the property at or after the viewing, the landlord must update the system ensuring a valid bypass reason is entered.
- 5.4.9 Receiving landlords are responsible for:
- shortlisting of the bid list once the bid cycle has closed
 - arranging all viewings
 - conducting any pre-tenancy checks and/or interviews
 - making initial offers
 - any other arrangements in regard to the letting of the property including the updating of the Housing Moves system
- 5.4.10 If there are no bidders willing to accept the property, the receiving landlord can withdraw it from the system. If there are no bidders at all, the receiving landlord can either withdraw the property from the system or extend the bidding cycle. In all cases where a property is withdrawn the receiving landlord is required to enter the reason why. Properties withdrawn for the above reasons count as a property contributed, despite not being let through the scheme. See section 5.5 below for more information on withdrawing a property.
- 5.4.11 If, after a viewing, an applicant wishes to accept a property, the receiving landlord must check on the system to ensure that the applicant has not already accepted another property through the scheme (that is, they must check that their status is not 'bid accepted' or 'bid let' for another property). This will ensure that applicants are not able to be let multiple properties simultaneously through the system.
- 5.4.12 Receiving landlords are responsible for updating on the system on the status of the applicants who move into their properties through the scheme. This should be done in two stages:
- changing an applicant's status from 'shortlisted' to 'bid accepted' – within one working day of an applicant verbally accepting a property
 - changing an applicant's status from 'bid accepted' to 'bid let' – within one working day of the tenancy being signed
- The system will then record the applicant as 'housed' within the CBL and the Housing Register.
- 5.4.13 Receiving landlords should keep shortlisted applicants informed throughout the process. They may wish to make use of the bulk messaging function within the system to email or text one or more applicants (see Appendix 6 for a quick guide to using this function).

5.5 Withdrawing properties

5.5.1 Once a property has been advertised on the Housing Moves website we expect the landlord will shortlist all bids, arrange viewings and offer to the highest priority bidder who is interested in accepting the property. The landlord will work through the entire Housing Moves shortlist before attempting to let the property locally. In all cases the bidder's status on the shortlist must be updated and a bypass reason inserted where appropriate. The property can be withdrawn in the following circumstances:

- where there are no bids for the property after the bid cycle has closed
- where all eligible bidders have declined a viewing or an offer
- where no eligible bidders are recorded on the shortlist*

** A bid can be considered as ineligible if the household size does not match the number of bed spaces in the property (except for Band 1 applicants who can bid for one bedroom higher than their assessed need), where the applicant has current arrears or antisocial behaviour issues, there are errors on the application that affect the bidders banding or bedroom entitlement or if a tenancy check has been requested by the shortlisting landlord and the current landlord has failed to respond within the required timescale.*

5.5.2 In all cases the landlord will use Housing Moves eligibility criteria for banding and bedroom entitlement when shortlisting bids for any property but can apply their own policy for rent arrears and ASB.

5.5.3 It is understood that occasionally properties have to be withdrawn from the bidding or shortlisting process for urgent decant use, emergency rehousing or where major structural defects have been identified. In such cases the landlord must email the GLA to inform them of this and an alternative property of the same bed size must be contributed within the same quarter. If this is not possible then the replacement property must be advertised as soon as possible within the next quarter. If there are any bidders for such property the landlord must inform them by email or letter that the property has been withdrawn and why and their bid status set to 'Bid Lost' on the shortlist to ensure they are not 'locked' to the property, thereby using one of their four available bids. Landlords must state the reason for withdrawal of the property on the system.

5.6 Dealing with reapplications to Housing Moves

5.6.1 If an applicant moves through Housing Moves and wishes to reapply to the scheme, they can do so at any point assuming that they still meet the eligibility criteria for the scheme. If the landlord usually imposes a minimum tenancy period before tenants can apply for a transfer, this will not apply to applications for Housing Moves. Applicants can only reapply if their previous application is at 'Housed' or 'Cancelled' status on the system.

5.7 Participating in equalisation – borough relet element only

5.7.1 Boroughs will participate fully in any annual equalisation process that involves bilateral swaps. Following notification by the GLA of the end of year equalisation position, this will include:

- making prompt contact, and agreeing actions and timescales, with any boroughs your borough owes properties to or is owed properties by

- making properties available within agreed timescales to any boroughs to which your borough owes properties
- nominating households within agreed timescales to any boroughs that your borough is owed properties by
- dealing with nominations within agreed timescales of any households nominated by boroughs to which your borough owes properties

5.7.2 Boroughs will inform the GLA Housing Mobility Team if they are having no success in securing properties through the end of year process within a reasonable period of time. The GLA will liaise with the partner landlord(s) to minimise ongoing delays. All swaps should be in place by the end of quarter three.

6 GREATER LONDON AUTHORITY

6.1 Key roles of the GLA

- 6.1.1 The GLA will run the scheme in accordance with the policies and procedures set out in this document, as amended from time to time. This includes:
- enabling effective marketing and promotion of, and communications about, the scheme
 - enabling tenants to apply to and move through the scheme
 - supporting referring and receiving landlords to participate fully and effectively in the scheme, including advising and assisting landlords, providing training on the system, dealing with property contributions and ensuring that equalisation and reconciliation are implemented effectively
 - monitoring and reporting on all aspects of the scheme
 - ensuring that the scheme is run efficiently and cost effectively
 - being accountable to the London Housing Mobility Group, and administering both this group and the London Housing Mobility Working Group (see Appendices 8 and 9)

6.2 Marketing, promotion and communications

- 6.2.1 The GLA is responsible for the Housing Moves marketing, promotion and communications strategy.
- 6.2.2 The GLA will provide London boroughs, housing associations and applicants and prospective applicants with a range of information and promotional material on the scheme. This will include details of how to apply, eligibility criteria and prioritisation.
- 6.2.3 The GLA will review the marketing requirements with regard to the Housing Moves scheme on a regular basis to ensure that the scheme is promoted as widely and effectively as possible.
- 6.2.4 The GLA will be responsible for liaising with named Housing Moves officers in boroughs and housing associations, to ensure that they are aware of all aspects of the scheme. The GLA will provide regular updates for referring and receiving landlords and arrange training where required.
- 6.2.5 The GLA will ensure that all marketing material and promotional activity conforms to government guidelines, relevant equalities legislation and the principles of social inclusion.
- 6.2.6 The GLA will provide and maintain a public website for Housing Moves. This will include information on how to access the scheme including application forms, marketing material, eligibility criteria and prioritisation. This website can be used by applicants to apply for, and place bids for advertised properties through, the scheme.
- 6.2.7 The GLA will, as and when appropriate, provide information direct to Housing Moves applicants. Examples include when applications are cancelled due to applicants providing

incorrect landlord and/or borough details, or when there are new developments on the website. This communication may be by email (which may be through the bulk messaging function within the system) or by letter.

6.3 Enabling applications and registrations

6.3.1 The GLA is responsible for providing an appropriate online application form for use by applicants which shall include:

- guidelines on the scheme
- information on how to apply
- Data Protection Act information

6.3.2 The application form will allow for the provision of:

- personal details of the applicant (and any joint applicant) including name and date of birth
- contact details of the applicant including full address and a telephone number
- details of all other members of the household
- details of employment and training
- details of caring status
- the name and type of current landlord
- details of the type and size of current property
- details of the areas that the applicant wishes to be considered for
- equalities monitoring information
- whether the applicant has rent arrears, a history of antisocial behaviour or unspent convictions
- declarations, for example in relation to data protection
- any other relevant information

6.3.3 The GLA is responsible for reviewing and, if appropriate, updating the application form annually.

6.3.4 Applications are subject to an immediate automated assessment of provisional eligibility as they are completed. The GLA will ensure that applicants are informed of the outcome of this initial assessment. Applicants who are assessed as being provisionally eligible for the scheme will, with this acknowledgement, be informed that their details are currently being checked by their landlord.

6.3.5 For online applications where the incorrect landlord or borough has been given by the applicant, the GLA will either assign the application to the correct landlord or borough (where this can be easily deduced) or cancel the application and inform the applicant.

6.3.6 The GLA will support referring landlords to ensure that applications are verified within 15 days of the verification request being made.

6.3.7 The GLA will ensure that, following verification by the referring landlord and consideration of any other information, applicants with an email address receive an email confirming whether or not their application has been successful.

6.3.8 The GLA is responsible for determining verified eligible applicants' priority in accordance with the criteria set out in section 2.2.

- 6.3.9 If it is discovered that a false declaration has been made by an applicant, the GLA shall withdraw the application immediately and will notify the applicant and referring landlord in writing. Where it can be proved that a false declaration was made knowingly, the referring landlord may take any appropriate action in accordance with their published policies and procedures. The applicant will be notified that this may include legal action being taken against them. If it is agreed by the GLA and referring landlord that the applicant did not knowingly make a false declaration then the GLA shall have the discretion to reinstate the applicant if, once the information is corrected, they still meet the eligibility criteria.
- 6.3.10 The GLA will make best endeavours to keep the database of registrants up to date and accurate.

6.4 Advising and assisting referring and receiving landlords

- 6.4.1 The GLA is responsible for providing advice and assistance to referring and receiving landlords on all aspects of the Housing Moves process.
- 6.4.2 The GLA will ensure that support is available to referring and receiving landlords to deal with any technical queries or issues relating to the operating system.
- 6.4.3 The GLA is responsible for ensuring that technical advice and assistance is available to referring and receiving landlords using the Housing Moves operating system.
- 6.4.4 The GLA will provide referring and receiving landlords with logins to the Housing Moves operating system.
- 6.4.5 The GLA will provide appropriate training and guidance on Housing Moves processes and procedures, including use of the Housing Moves operating system, to referring and receiving landlords.
- 6.4.6 The GLA will direct tenants, applicants and registrants who require information and advice about the scheme in general, or their application in particular, to their landlord.
- 6.4.7 The GLA will, on a frequent basis, email any landlords with applications exceeding the 15 day verification turnaround limit to remind them to verify these applications.
- 6.4.8 The GLA will ensure that the full contact details of all referring and receiving landlords are maintained and easily accessible to both within the operating system.
- 6.4.9 The GLA will check the data upload list within the CBL every day to identify any verified applications or properties that have not transferred to the CBL part of the site. Where appropriate, the GLA will check the reason for failure and email the relevant landlord user informing them of the failure, why it has failed and instructions of what needs to be done on the system to resolve the problem.
- 6.4.10 The GLA will check all aspects of the back office on a daily basis and ensure that records are being updated promptly with particular regard to properties being advertised, shortlisted and offered. If a property remains at a certain stage in the process with no recorded activity for more than five days (other than those where bidding is current or set to open), then the GLA will email the landlord to remind them that action needs to be taken.

- 6.4.11 The GLA reserves the right to amend or alter any advert, including advert wording, as it sees fit or remove any image it considers to be misleading or inappropriate. In such cases the relevant landlord will be informed by email and given the opportunity to withdraw the property.

6.5 Dealing with property contributions

Borough relet element

- 6.5.1 The GLA will use the latest available HSSA data to determine each borough's five per cent contribution amount, including unaudited HSSA submissions (submitted in July) and the official published HSSA where they are available. Every time new data is released, the GLA will make a correction by reducing or increasing the contribution amount or allowing more or fewer tenants to move in the current or future year.
- 6.5.2 The GLA will provide boroughs with details of their contribution amounts by bed-size and quarter in early March ahead of the forthcoming year. This will allow them time to inspect the figures and for any queries to be resolved. The GLA will load details of the boroughs' forthcoming contribution amounts into the operating system during March each year.
- 6.5.4 The GLA will monitor contributions of homes throughout the year, including the profile of properties and refusal rates, and action may be taken to adjust contributions if it is apparent that they are not an accurate reflection. The GLA will liaise with landlords where they are failing to contribute sufficient properties to meet their quarterly targets.
- 6.5.5 Where necessary, the GLA will work with the boroughs to make one in-year adjustment to contribution amounts to endeavour that the number of properties contributed is not greater than five per cent of their relets of social rented homes in that year.

g15 and other housing associations relet element

- 6.5.6 The GLA will agree the g15 contribution with the London Housing Mobility Group's g15 representative early each March for the forthcoming year, and will write to the g15 once this agreed. The GLA will also agree any planned contributions from other housing associations to the same timescale, with representative bodies if appropriate (for example, the L9). The GLA will add details of the housing associations' forthcoming contribution amounts into the operating system during March each year.
- 6.5.7 The GLA will monitor contributions of homes throughout the year, including the profile of properties and refusal rates. The GLA will liaise with landlords where they are failing to contribute sufficient properties to meet their annual target.

Top slice element

- 6.5.7 In April of each year, the GLA will inform all registered providers of their provisional top slice contribution for the forthcoming year, based on Investment Management System data on planned completions of affordable homes and on planning data on the number of homes across all tenures within each scheme. The aggregate information across a borough will also be sent to boroughs.

- 6.5.8 Within 12 weeks of a registered provider indicating on IMS that a scheme has completed, the GLA will carry out a seven step process to calculate the property contributions for the scheme:
- **Step 1** determine the percentage top slice for the scheme (based on the total number of units of all tenures)
 - **Step 2** apportion the number of four bed affordable rent units in the scheme (or phase of scheme) to one, two and three bed affordable rent units - proportionate to the incidence of one, two or three bed affordable rent units across the scheme
 - **Step 3** apply the percentage top slice for the scheme separately to number of one, two and three bed affordable rent units calculated at step 2 to give **the top slice theoretical contribution for the scheme**
 - **Step 4** add to the above any fractions of units for each bed-size carried forward from previous schemes to give **the top slice theoretical contribution for the scheme plus cumulative carry forwards**
 - **Step 5** earmark all *whole affordable rent units within each bed-size* calculated in step 4 as **the top slice actual contribution** to be made for that scheme, or phase of scheme
 - **Step 6** provide the RP with details of the total number of **the top slice actual contribution** for each bed-size
 - **Step 7** keep a record of any **top slice fractions of units** within each bed-size resulting from the above process - these will be added onto contributions to be made on further schemes or phases of schemes
- 6.5.9 The GLA will provide registered providers with details of the actual top slice contributions for each scheme within 12 weeks of schemes' completion date.

6.6 Dealing with equalisation – borough relet element only

- 6.6.1 The GLA will ensure that moves into and out of each borough is accurately recorded and monitored.
- 6.6.2 The GLA will ensure that the operating system can identify where there is a variance between the numbers moved in and those who have moved out and can automatically adjust the figures. It will also ensure that the system then either limits the number of moves out for the following quarter, by restricting landlords from adding properties to the system, or limits the number of moves in, by preventing registrants bidding for equalised properties out of the borough.
- 6.6.3 The GLA will ensure that boroughs are able to view their equalisation position at any stage during each quarter and will respond to any associated queries. This information will be accessible by landlord and borough staff from the Housing Moves dashboard link on the home page of the CBL site.
- 6.6.4 The quarterly equalisation process will be managed by the GLA, ensuring that all boroughs are clear about their contribution amounts for the following quarter and how these have been calculated. This process also includes identifying the requirement for tolerances, applying these tolerances and informing boroughs, where necessary.
- 6.6.5 The annual equalisation and reconciliation processes for the borough relet and the top slice elements of the scheme will be managed by the GLA, working with each of the boroughs and informed by system data and reporting. This may include providing the data for and facilitating bilateral swaps between boroughs. It may also include implementing the guaranteed equalisation process, which may result in an adjustment to the subsequent year's

contribution amounts or in the case of top slice, preventing applicants from certain boroughs bidding for top slice properties. Annual equalisation and reconciliation reports will be produced by the GLA for boroughs.

6.7 Dealing with reconciliation – top slice element only

- 6.7.1 The GLA will ensure that moves into and out of each borough are accurately recorded and monitored, that boroughs are able to view top slice moves in and out at any stage during each quarter and that any associated queries are responded to in a timely manner. This information on top slice moves in and out will be accessible by landlord and borough staff from the Housing Moves dashboard link on the home page of the CBL site.
- 6.7.2 After the end of each year, once the lettings outcomes for all the top slice units contributed during the year are known, the GLA will undertake a five step process to calculate each borough's end of year position:
- **Step 1** calculate each borough's **theoretical entitlement** to the top slice units, by applying a relative housing need weighting for each borough to the total number of units contributed during the year (separately for one, two and three bed units). Appendix 10 contains details of each borough's weighting.
 - **Step 2** compare each borough's **contribution** during the year with its **theoretical entitlement**.
 - **Step 3** calculate actual entitlement based on actual lettings (moves in). This step ensures that each borough's ratio of contribution to entitlement *in practice* (that is for lettings) reflects the ratio *in theory* (that is for contributions)
 - **Step 4** rebase the actual entitlement in line with the total number of lettings across London.
 - **Step 5** compare rebased actual entitlement with moves out to give the number of units owed/owing within each bed-size.
- 6.7.3 The GLA will make no adjustment where boroughs have received *more than* their theoretical entitlement to the top slice units, on the basis that expressed demand could be seen as a robust (if indirect) indicator of the level of housing need in a borough (that is, it is applied in addition to the HNI)
- 6.7.4 The GLA will apply the **double lock** to any boroughs that receive *less than* their theoretical entitlement to top slice units, so that they are repaid the units they are 'owed'. For each borough 'owed' units, the GLA will assess which options are the most appropriate for repaying the 'debt' to that borough. This will take into account factors such as the predicted number of top slice units for that borough in the following year, and the proportion of these that the debt would account for

6.8 Monitoring and reporting

- 6.8.1 Each quarter, the GLA will provide relevant reports and data on Housing Moves applications, registrations and moves to the London boroughs, relevant London housing associations, the London Housing Mobility Group and other groups. These will include details of top slice contributions and outstanding fractions of units owed to the scheme. Reports can be accessed by participating boroughs and housing associations through the IT system, or will be provided on request by the GLA. Other bespoke reports can be provided to any of the above organisations that request them

- 6.8.2 The GLA will undertake reviews and evaluations of the scheme, as deemed appropriate by the London Housing Mobility Group.

6.9 Running the scheme efficiently and cost-effectively

- 6.9.1 The GLA will ensure that all resources, including staff resources, are managed according to the GLA's policies and Code of Ethics and Standards.
- 6.9.2 The GLA will provide procure and manage any sub-contractors according to the GLA's Contract and Funding Code and to ensure a high level of service.
- 6.9.3 The GLA will maintain a disaster recovery plan.

6.10 Appeals and complaints

- 6.10.1 Any complaints made to the GLA will be dealt with in line with the GLA's complaints policy, which can be found at: www.london.gov.uk/contact-us/complaints/gla-complaints.

APPENDICES

Appendix 1 Quick guide for landlords: verifying a Housing Moves or Seaside & Country Homes application

Once you have assigned an application to yourself you need to activate or reject it. This guide takes you through the process, which is called 'verification'.

Assign the application to yourself and open up the '**application overview screen**' by clicking on the application reference number.

You will be presented with a new window which gives key information about the application and the answers the applicant has given when completing their on line form.

All the questions that need to be verified are **highlighted in yellow** and you will see there is a small box called '**verify**' against each of these questions. If you are happy with the answer given you can tick this box to confirm that you have verified the information provided by the applicant.

Once all the verification questions have been completed on that page click '**save and next**' to move to the next page and work through the form, verifying all the highlighted questions on each page.

If you need to amend an answer before verifying you can do this and then tick the box.

When you click '**save and next**' a pop up will appear asking for information on the reason(s) for change. Once completed, the system will take you to the next section. Your notes will be saved by the system under '**section notes**'.

Once you have verified all the questions you can now move on to **approve** and **activate** the application. (Bear in mind that not all the pages have verification questions).

There are verification questions on the joint applicant page. Even if there is no joint applicant on the application, the questions still need to be ticked as verified.

Please note that even if a question is not applicable to the applicant(s) the verification box must still be ticked. You will not be able to continue with the process until all verification boxes are ticked.

To set the application to **verified** you need to follow these steps:

- Click the '**recalculate eligibility**' button. You will get a message on the screen to confirm this has been done. This will reflect any changes to bedroom eligibility or banding that have resulted from amendments you have made to the application.
- Go to the notes link on the top right hand corner of the screen and add a note to say you are verifying the application. Click '**add**' and once the note appears then click out of the box.
- Select a '**reason for change**' from the drop down menu.
- Tick the box to confirm that you have recalculated eligibility.
- Click the '**verified**' button.

The applicant's status will change from **assigned** to **verified**.

Please note that if you get a message in red saying '**please verify all key fields before approval**' or the application status does not change, it means you have missed at least one verification question. Click on the '**check**' box and it will take you to the first page where a verification question has been missed. Find that question (or questions if there are more than one) and once ticked, click save and next. Then click '**verified**' again. If the status still does not change click the '**check**' box again as there may be further questions that are missed. Continue this process until the status changes to verified.

Please note that if the missed verification question(s) are on the additional household members pop up pages, you will need to check each one to find the missing verification question(s).

Once the application is at **verified** status you can then set it to active which will enable the applicant to start bidding.

To set an application to active you need to follow these steps

- Go to the notes link on the top right hand corner of the screen and add a note to say you are activating the application. Click '**add**' and once the note appears then click out of the box.
- Select a '**reason for change**' from the drop down menu.

Go to the task link on the top right hand corner of the screen. This is located below Notes. Clear any outstanding tasks by ticking the box against each one and then click out of the box.

Click the '**active**' button.

The applicant's status will change from **approved** to **active**.

You can also add an alert to the application if you wish (this is optional) it will alert any landlord who may shortlist that applicant that there is information you want them to be aware of. Click '**alert**' and add any text that you wish. Once completed, click '**save**' and click out of the box.

Once all the stages have been completed click '**active**' and the applicant's status will change to **active**. The information will be passed to the CBL part of the system and the applicant will be able to log into the website within approximately two hours.

Rejecting an application

If the applicant is not eligible or you need to reject them you must add a note, select the reason for change and then click '**reject**'. The status will change to rejected.

When an application status is changed to **verified**, **active** or **rejected** the system will send an email automatically to the applicant.

Suspending an application

If you are awaiting information from an applicant, are carrying out investigations or need to make further changes to an application which is not in **assigned** status you must set them to **suspended** status. Again you need to add a note, select a reason for change and then click '**suspend**'. Please remember to check your suspended applications regularly.

If you are suspending them to make changes, you must remember to change their status back to **verified** and **active**, or **rejected**, as necessary.

Combined Housing Moves and Seaside & Country Homes applications

The same process applies for these applications but you must activate them individually as they can be in different statuses. Therefore if you are happy to activate the application for one scheme and for example, reject the other, the system will allow you to do this. You should follow the same process as detailed above. The two schemes will appear separately on the application overview screen but the application questions will be combined as you go through the verification process. For each scheme you must add a note select a reason for change and recalculate eligibility (if relevant) before amending the application status.

Appendix 2 Quick guide for landlords: making changes to an application

If you are contacted by an applicant asking you to amend their application or you need to make any changes to a Housing Moves or Seaside & Country Homes application yourself, you must always set the application to suspended status before making any changes. This guide takes you through the process.

Find the application from the '**all applications**' option on the home page.

Open up the '**application overview screen**'.

Go to the notes link on the top right hand corner of the screen and add a note to detail why you are suspending the application. Select '**add**' and, once the note appears, click out of the box.

Select a '**reason for change**' from the drop down menu.

Click the '**suspend**' button.

The applicant's status will change to **suspended**.

Once the status is at **suspended** status you can go into the application and make any changes as necessary or add or remove any household members. Make any changes necessary, then click '**save**' and '**next**'. When you click '**save**' and '**next**' a pop up will appear asking for information on the reason(s) for change. Once completed, the system will take you to the next section. Your notes will be saved by the system under '**section notes**'. Once you have made all the changes necessary you can set the application back to '**verified**' and then '**active**'. However, you must ensure that you leave at least 20 minutes from setting the application suspended before setting it back to active.

To set the application to **verified** you need to follow these steps:

- Click the '**recalculate eligibility**' button. You will get a message on the screen to confirm this has been done. This will reflect any changes to bedroom eligibility or banding that have resulted from amendments to the application you have made.
- Go to the notes link on the top right hand corner of the screen and add a note to say you are approving the application.
- Click '**add**' and once the note appears then click out of the box.
- Select a '**reason for change**' from the drop down menu. Click the box to confirm that you have recalculated eligibility.
- Click the '**verified**' button.

The applicant's status will change from **assigned** to **verified**.

Once the application is at **verified** status you can then set it to **active** which will enable the applicant to start bidding.

To set an application to **active** you need to follow these steps:

- Go to the notes link on the top right hand corner of the screen and add a note to say you are activating the application. Click '**add**' and once the note appears then click out of the box.
- Select a '**reason for change**' from the drop down menu.

- Go to the '**task**' link on the top right hand corner of the screen and clear any outstanding tasks, then click out of the box.
- Click the '**active**' button.

The applicant's status will change from **approved** to **active**.

They will receive an automatically generated email to confirm that their application is back at **active** status.

Please note that an applicant whose application is in **active** asks you to make changes to their application you may prefer to ask them to complete the **change of circumstances** form on the website. This can be found under quick links on the home page. If they are in any status other than **active**, you will need to do this for them. Once the form is completed and submitted the application will be returned back to unassigned status so you will need to check your unassigned applications regularly. Once reassigned you will be able to see it's a change of circumstances application as it will show (C) after the application status on the application overview screen and any questions changed by the applicant will appear in pink. Any that are verification questions will need to be re-verified. You can then reactivate or reject the application by following the process detailed in the quick guide to approving and then activating or rejecting an application.

Combined Housing Moves and Seaside & Country Homes applications

You can amend both or just one of the applications following the process above. Therefore, each application can be in the same or different statuses as necessary. You can amend this on the Application Overview screen.

Appendix 3 Quick guide for landlords: reassigning an application

Once an application has been assigned to a staff member it cannot be set back to unassigned status.

However there may be occasions when you need to reassign an application to a colleague. An application can be reassigned in any status. However, it can only be reassigned to another landlord within the same landlord sub portal as yourself.

To reassign an application please take the following steps:

- In the Housing Register click on the **'admin'** box.
- A new page will open and in the green row select the **'assign applications'** option.
- In the **'assign to'** box select the staff member you wish to assign the application to from the drop down list (TIP: to find the name quickly press the letter on your keyboard that corresponds to their first initial. The system will take you to the next person listed with that initial. Keep pressing the key until you find the person you want. So for example if you want to assign the application to John Smith, keep pressing the 'J' on your keyboard until John Smith is found).
- When you have found the correct person ensure their name appears in the **'assign to'** box.
- In the next section on the screen find the application you wish to reassign by searching using the reference number or their name and click search.
- A list of all possible matches will appear although if you searched by reference number there will only be one option displayed.
- Once you have found the correct application to reassign, place a tick in the box alongside their details, go back up the screen and click **'Assign'**.
- A message will appear to say the reassign has been successful or you will receive a message to say why the reassign has failed.

The application will no longer be assigned to you and when your colleague logs into the system the application will now be assigned to them. There is no limit on the number of times an application can be reassigned although we would recommend keeping it to a minimum to avoid confusion for the applicant.

If you wish to assign a colleagues application to yourself (for example if they are off on sick leave and an application needs to be activated) please follow the steps above.

If the system will not allow you to reassign an application then email HousingMobility@london.gov.uk giving the details of the application to be reassigned and who it should be reassigned to and we will reassign it for you.

Please remember that it is good practice to inform your colleague that an application has been assigned to them and also inform the applicant if you have been in contact with them.

Appendix 4 Quick guide for landlords: preparing a property for bidding

Properties must be added using the **property input form**. This can be found as a link on the home page of the CBL part of the website.

The form will ask you to complete one page of information. Please include as much as you can as this will enable registrants to make an informed bid.

If you are a G15 landlord contributing one of your own properties which is not part of the borough contribution, then remember to select G15 as the borough from the dropdown. This will prevent it dropping into the borough's sub portal and will not count towards their equalisation contribution.

Properties with more than three bedrooms should be recorded on the Property Input Form as a three bedroom property size. Where this occurs, drop the GLA an email and they will amend the property details to the correct size in the CBL part of the site within one working day, and confirm the change via email to ensure the property can be included in the next available bidding cycle.

You are not required to include the door number in the advert.

When you click finish the system will generate a reference number for the property. It is always wise to make a note of this as it will help you find the property easily in the back office part of the system.

If you find you have made an error on the form after clicking '**Finish**', or you want to add more information you can do this in the CBL part of the system. Bear in mind that it will take 10-15 minutes for the information to transfer into the CBL system.

Please take the following steps:

From the homepage select '**list CBL property**' from the **property** tab.

Input the reference number in the **advert number** box and click '**apply filters**'.

The property should then be displayed on the screen. Scroll to the right hand side of the page and click '**full details**'.

At the bottom of the screen click the '**edit**' box, make any changes or additions and then click '**ok**'. The change should take effect straight away.

Once you are happy that the property details are accurate you need to upload photographs, please see appendix 5 for the full details.

You now need **to set a bidding cycle**.

Take the following steps:

- Find your property in the system by inputting the advert number and clicking '**apply filters**'.
- Place a tick in the small box on the left hand side of the property details row (next to the advert number column).
- At the bottom of the screen click the '**prepare bidding process**' box.
- Set the **bid opening** and **bid closing dates** using the calendar which opens up when you click the icon next to the date input box.

Appendix 5 Housing Moves Image Guide

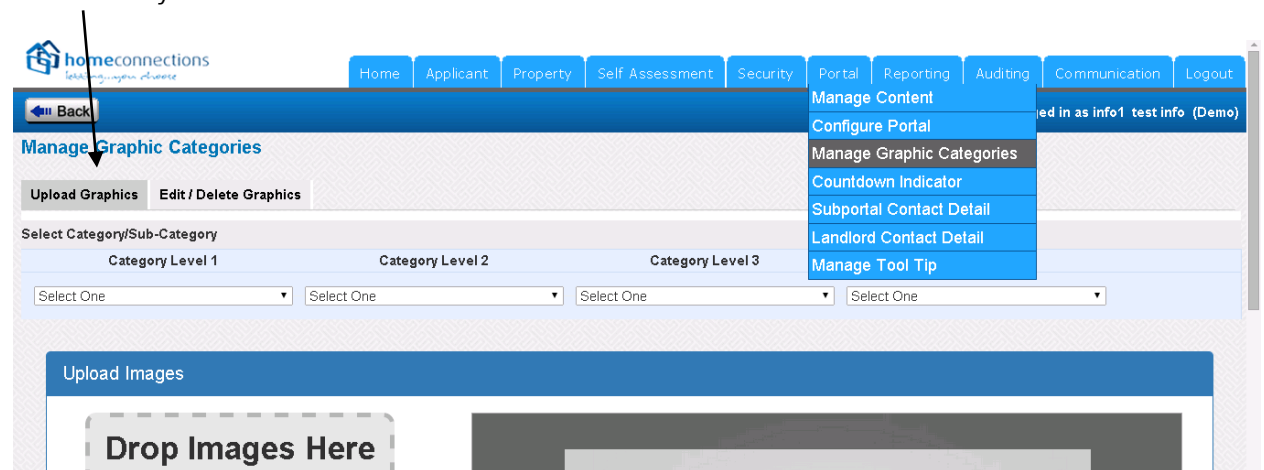
Details

The following changes have been made to allow users to add photos quickly

Upload graphics

Users can upload graphics from two places:

Manage Graphics Section: Click on sub-tab named 'Manage Graphics') and page opens which contains the tabbed view Click 'Upload Graphics' and the new look page will appear where you can add pictures for general use as now but with additional functionality



:
Property Section: In 'Add Property' there is the current Graphics link and in Edit Property the Add Graphics option now opens a new look page which allows users to select an existing image or upload a new image directly.

Selected Category: Default / test1

List of Graphics



Title :
A

Description :
A

Graphics View :
Property

Link to Property



Staff can navigate to a list of the photos held or go to the Upload Image option directly



View / Arrange Associated Graphics

Save Upload Image Cancel

Edit and delete graphics

Users can reach this page from the Manage Graphics section and choose images or delete them

Users can select an image and delete it or edit the title and description in this page.

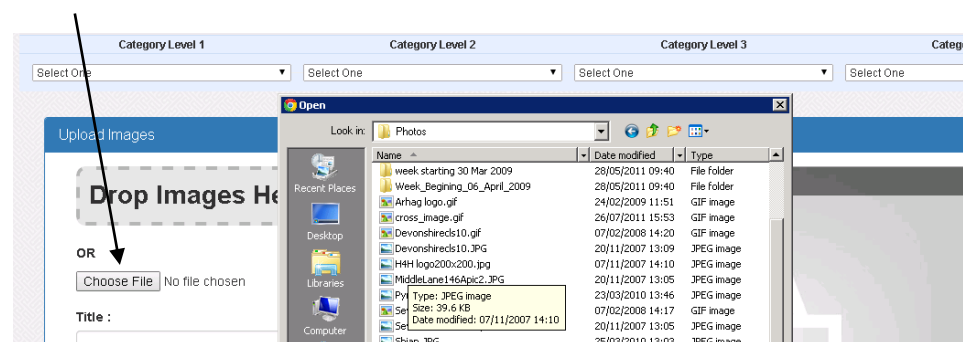
Upload and preview graphics details

Select Category: User can select the category under which the image needs to be uploaded. If no category is selected, then the image will be uploaded to the default folder. The working of this area will remain as it is. Category level one is the only one Housing Moves uses and it is your landlord name that should be selected

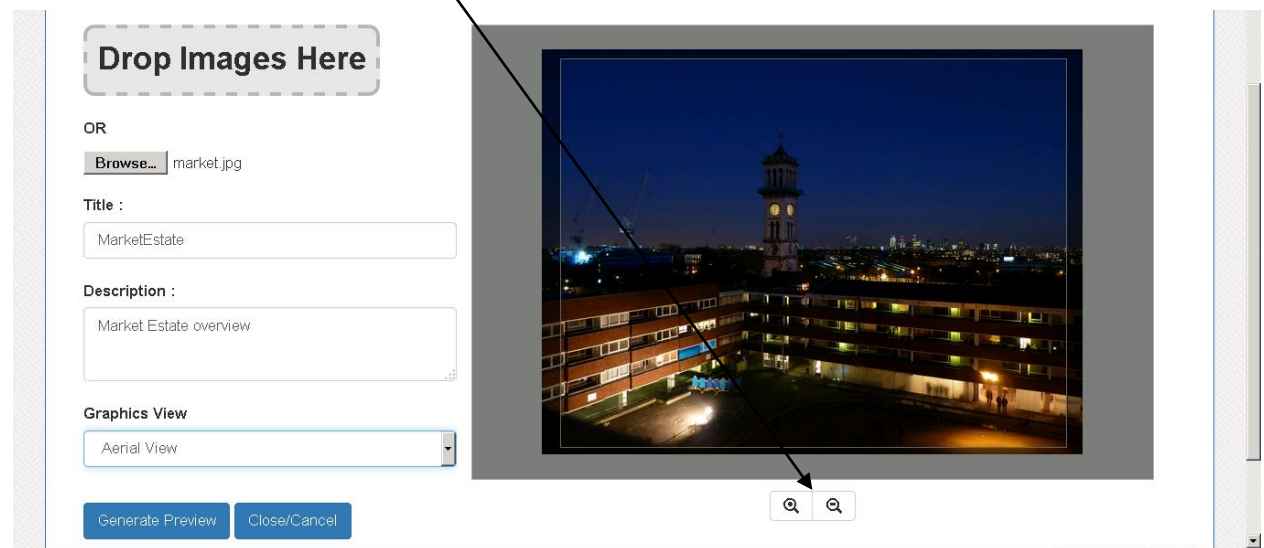
Drag and Drop file: File can be directly dragged from the system and uploaded.

NOTE this is a browser dependent feature and may not work in all settings.

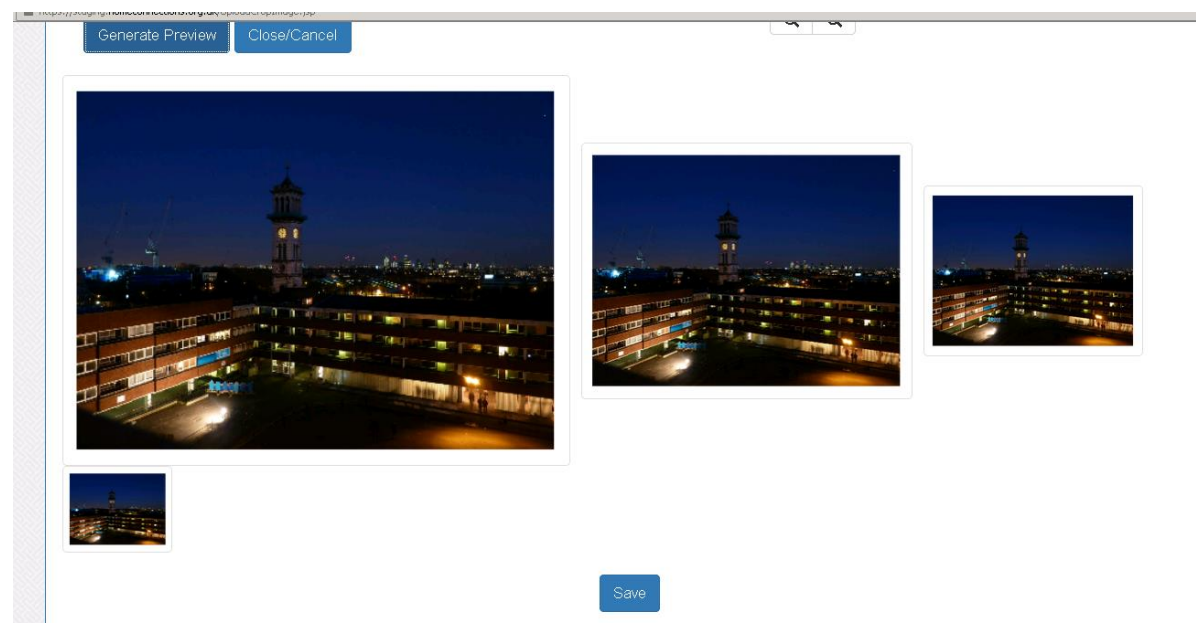
Choose file: Selecting this option opens the folder on your computer and/or network. Browse the file you need from your local system.



After selecting your image you can zoom in or out to select how much of the image to fit into the uploaded copy

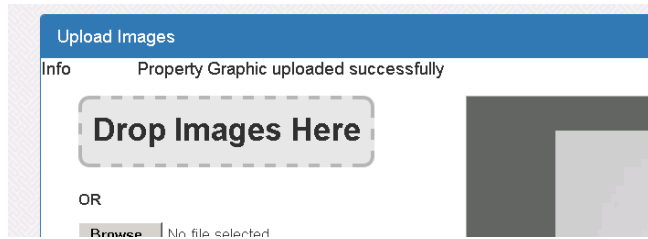


Once you type in the name of the image (a mandatory field) you select Generate Preview and the system shows a preview of the 4 standard site resolutions (which are 200*X , 100*X, 640*X, 200*X).



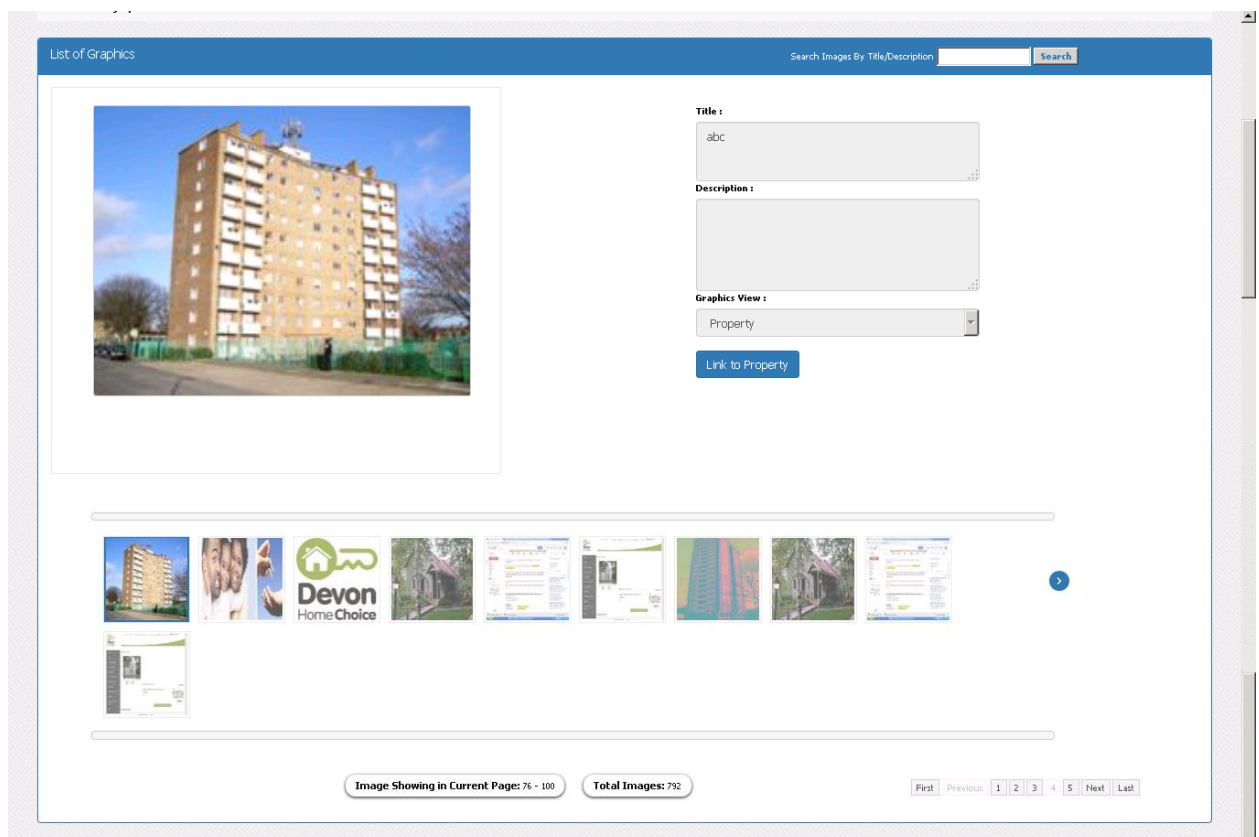
If you are happy with the preview select the Save Button and the 4 versions will get stored in the system with the title given.

A message will display at the top of the page to confirm the images have loaded



Updating properties with existing graphics

Existing images on the site are stored so they fit the standard format and you can select them to add when you are in the Add Graphics section. Always check to see if an existing photo exists on the system before adding another.



You can search for particular image in the search box at the top of the page and that will bring up the appropriate images



List of Graphics

Search Images By Title/Description:



Title :

Description :

Graphics View :

If you want to save the image to the property select the Link to Property button and the image will appear in the list of images associated with the property at the bottom of the page

View / Arrange Associated Graphics



Then select the save option at the bottom of the page and the image lists are saved.

Note: you can choose which order to display the images in in the public site by selecting the left or right arrows beneath the pictures.

Appendix 6 Quick guide for landlords: shortlisting applicants

Once a bidding cycle closes you need to carry out shortlisting to organise viewings and either let or withdraw the property.

1 Viewing bids for a property

Once the bidding closes for any advertised property the status will change from **'bidding current'** to **'in offer process'**.

To find any properties requiring shortlisting log into the CBL part of the Housing Moves system at <http://homeconnections.org.uk/admin>. On the home page within the large green **property status** box, click the number alongside the **'in offer process'** row and a new page will open up listing all the properties within your sub-portal in that status.

You will immediately be able to see how many bids have been placed for that property from the entry within the **'number of bids'** column. But for more detailed information, click **'view bids'** at the extreme right of that property row and a more detailed list will appear on screen.

2 Creating a shortlist

Each bidder will now be listed in priority order as calculated by the system but to create your shortlist you now need to click **'manage bids'**, which is one of the buttons at the bottom of the screen. The same list will appear but there will now be two editable boxes: **'status'** and **'bypass beason'**.

When shortlisting you can see how many other properties an applicant has bid for and the outcomes of this simply by clicking on their name. This information will appear in a new screen. You can view any current bids at various statuses and there is also a button to view any other unsuccessful bids. You can return to the shortlist by clicking the **'back'** button.

On the right hand side of each applicant's row is a button to view the full application. Click **'applicant details'** and their full details will appear on screen. You can view all this information, but as they are not your tenant you do not have edit details. You will also find the name and email address of the staff member who activated their application should you need to contact them during the shortlisting process.

4 Checking for alert notes

If there is a small pencil icon by the applicant's name, the current landlord has added an alert note, which must be read. You should open this by clicking on the icon. This will appear as a pop up box and will show the information that their current landlord wishes you to be aware of.

5 Preparing the shortlist

Once you have checked the details of all the bidders you can now prepare your shortlist of those applicants you may wish to invite for a viewing. Click the dropdown box in the **'status'** column and you will see a number of options. The ones you need at this stage are as follows:

- **'bid shortlisted'**: this should be selected if you are going to invite this applicant for a viewing

- **'bid lost'**: this should be selected if you bypass the applicant
- **'bid declined'**: this should be selected if the applicant is no longer interested.

If **'bid lost'** or **'bid declined'** are selected, you must also select a **'bypass reason'** from the dropdown list.

As soon as you set one applicant to shortlisted status you will see that all bidders below this one default automatically to bid lost. This is to save you the trouble of updating these manually. However, if you want to shortlist more than one applicant you can override this. Click the **'status'** box and select **'bid shortlisted'** for any applicant that you want to invite for a viewing.

Occasionally, when you click the status dropdown you will only see the **'bid lost'** or **'bid declined'** options. This occurs when the applicant has accepted another property through the scheme since placing their bid. You can check this by clicking on their name and looking in the **'property offers to applicant'** section. This functionality exists to prevent any applicant from being made more than one offer through the scheme. If the applicant has another property offer, you must set them to **'bid lost'** and add the appropriate **'bypass reason'**.

Once you have selected all the bidders you wish to shortlist and have amended their statuses to **'bid shortlisted'**, click **'ok'** to save the list.

A pop up box will appear asking if you wish to message the bidders. This is not mandatory and you can write to them instead if you wish. However, if you choose to message them you can click **'yes'** and you will be taken back to the previous page. Place a tick alongside each shortlisted applicant and then click **'send message'**. A new screen will appear with all the shortlisted applicants listed at the top. If they have a tick alongside their name, you can email them as the system will have recognised they have an email address. If there is no tick, then they do not have an email address and we recommend you write to them instead. Do not use the SMS or WIM options. You can either use a system template or add your own text in the email. The email title can be set manually. Once you are happy, click **'send mail'**. Please note that the email is sent from the Housing Mobility email address and is cannot be replied to. For more information about messaging through the system, see Appendix 6.

The property will now move from **'in offer process'** to **'shortlisted'** on the home page.

You do not need to do any more until the viewings have taken place. If an applicant has accepted the offer of a viewing and then changes their mind before the viewings have taken place, you should go back to the shortlist and amend their status from **'bid shortlisted'** to **'bid declined'** and enter a **'bypass reason'**.

5 Recording outcomes

Once the viewings have taken place, update the shortlist with the outcomes. The property can now be found in the **'shortlisted'** section of the property status box on the home page. Once you have found it click **'view bids'** and then **'manage bids'**. Anyone who has refused the property or failed to attend the viewing should have their status set to **'bid declined'** and a **'bypass reason'** entered. If an applicant verbally accepts the property you should change their status to **'bid accepted'**. An applicant can only be set to **'bid accepted'** for one property and the system will not allow them

to be shortlisted or bid for any more properties. You should therefore update their status as soon as possible as this will 'lock' them to your property and they cannot be set to **'bid accepted'** for anything else.

Before the tenancy agreement signed, it is vital that you double check that the applicant has not been set to **'bid accepted'** or **'bid let'** for any other property through the Housing Moves scheme in the interim.

Once the tenancy agreement has been signed, the applicant's status should be changed to **'bid let'**. You can find the property in **'offered'** in the property status box on the home page. Click **'view bids'** and then **'manage bids'** as before. Changing the status to **'bid let'** will amend their application status to **'housed'** on both parts of the system. It will also show as a move into your borough for equalisation purposes (other than for the additional properties contributed by the G15 landlords or through other sources not subject to equalisation).

Should the applicant wish to move again through Housing Moves, they will need to make a fresh application from their new address.

6 Withdrawing a property

If there are no suitable bidders or everyone has declined the property before or after viewing, you can withdraw the property from the system. It will count as a contributed property but will not affect equalisation, if applicable. You should not withdraw a property until you have checked every application on the shortlist and set it to either **'bid lost'** or **'bid declined'**.

To withdraw a property, find the property on the system. This can be done either from the **'property status'** box on the home page or by clicking the **'property'** tab, selecting **'list property'**, entering the reference number or part of the address and clicking **'apply filters'**.

When you have located the property, click **'view bids'** and then **'manage bids'**. Then click the **'withdraw property'** button at the bottom of the page. A message will appear confirming the property has been withdrawn.

Please note that the system will now show a **'reinstate property'** option if it has been withdrawn in error or an applicant who had refused an offer or viewing changes their mind.

If a property has been through a bidding cycle but there are no eligible or interested applicants, you must always withdraw it and NOT delete it. If you wish to delete a property, please email the GLA at **housingmobility@london.gov.uk** giving the property address and reference number and the reason it is to be deleted.

Appendix 7 Quick guide for landlords: messaging applicants

Background

Both the Housing Moves and Seaside & Country Homes CBL systems have the facility to message (or bulk message) applicants. This is useful for the GLA to inform them of changes, upgrades or unusual properties that may be advertised through Housing Moves. It is also useful for referring landlords who are shortlisting, to inform bidders about viewings etc or inform them if a property has to be withdrawn unexpectedly.

The messaging facility allows three forms of communication – email, SMS or WIM (web instant message). The most frequently used is email and this is the system default. It is not recommended that the SMS option is used as it is the most expensive and if the message is long it can break it down into three or four separate texts which is confusing for the applicant, or it may fail to send completely. If the applicant has no email then the WIM is the next best option as it creates a message that the applicant can see when they log into the Housing Moves website. However, this option relies on the applicant logging in so if they are not a frequent user of the system, they may not see the message.

A number of template messages and signatures have been set up within the bulk messaging part of the system. The GLA has permissions to be able to create, edit or delete these. Landlords do not have these permissions, to ensure they do not amend master copies of templates or signatures.

1 Selecting the applicants you want to contact

First, log onto the CBL at: <http://homeconnections.org.uk/admin>.

On the home page click the applicant tab and then click '**list applicants**'.

When the page appears, select the appropriate filter criteria at the top of the page and then click '**apply filters**'. A new list will appear using the filters you applied.

You now need to select those applicants you wish to message. Place a tick in the tick box to the left of their details. Please note that you can only select a maximum of 49 at any one time. Please also note that you can re-order the applicant list if necessary into ascending or descending values by clicking on any of the column headings.

Once all the applications are ticked click the button '**send message**'.

This will open the compose message screen. In the top right hand corner of the screen you will see tabs for email, SMS and WIM. The system defaults to email.

Beneath this you will see all your selected applicants listed. If they have a tick in the first column it means they have a valid email address held in the system. If the box is unticked there is no email address recorded. Please note that this functionality also exists for SMS but in the case of the WIM option, all applications will have a tick as it does not rely on the system holding an email address or mobile phone number.

If any of your selected applicants are unticked, you will need to send a WIM or write to/phone them as appropriate.

2 Composing the message

Below the list of applicants is the area where you compose your message. Take the following steps:

Templates: select a template, if you are using one. This can be selected from the dropdown. Click the template you wish to use and the standard text will appear in the message area.

Reply box: the default is that messages sent using this process cannot be replied to. If you want people to be able to reply place a tick in the tick box.

Signature: select the email signature you wish to use from the dropdown.

Subject: enter the subject line manually.

Attach file: you can attach a file if you wish. Click the attach file hyperlink and then click '**browse**' and select the file you wish to attach. Please note that the system allows you to select up to five attachments.

Message box: see '**templates**' above. You can use a template or standard text or you can manually type your message here. Note that if you are sending more than one batch of messages and have manually typed your message you may want to copy the text to use for the next batch.

Step 3 Sending the email

Once all the above steps have been taken and you are happy with the content, click '**send**' and the messages will be sent. You will see a message on screen confirming this.

You can now click the back button to return to your original list of applications and select the next batch as necessary.

Appendix 8 London Housing Mobility Group terms of reference

1 Background

- 1.1 In his initial proposals for a revised London Housing Strategy, the Mayor of London sets out his commitment to enhance choice and mobility in the capital's social rented sector, with the long term vision of affording a similar freedom to choose where they live to social tenants as is enjoyed by Londoners living in market housing. Increasing the levels of choice and mobility in the social rented sector will lead to opportunities to reduce levels of under-occupation and overcrowding, reward and incentivise those who are working or wish to do so, and help people live closer to their family and friends.
- 1.2 The Mayor is leading a number of projects to achieve these aims, specifically Housing Moves and Seaside and Country Homes.

2 Purpose

- 2.1 The London Housing Mobility Group brings together the GLA, London Councils, London boroughs and the housing association sector, and its purpose is to:
 - deliver the Mayor's aim of enhancing mobility and choice in London's social rented sector
 - retain strategic oversight of projects and services put in place to meet this aim, including governing any proposed expansions of or alterations to these projects and services
 - identify gaps in provision and resources, and seek to resolve these.
- 2.2 The group will be responsible for providing governance for the Mayor's mobility schemes according to the agreed policy framework. It will also be responsible for ensuring the long term sustainability of the schemes.

3 Structure

- 3.1 The group will direct its own activities. Richard Blakeway, Deputy Mayor for Housing, Land and Property will chair meetings of the group.
- 3.2 The group will report to the London Housing Board. It will be supported by the London Housing Mobility Working Group, a group of borough and housing association officers that advise the GLA on the development and implementation of the Mayor's mobility schemes.
- 4.3 It is proposed that where necessary any actions agreed by the group that cannot be developed and/or implemented by existing structures will be taken forward by issue-focused working groups. The frequency, membership and duration of such groups will be determined by the individual/organisation leading on an action as agreed by the group.

4 Membership

- 4.1 The membership of the group is made up of representatives from the GLA, boroughs, sub-regional partnerships and housing associations in London who

bring knowledge and expertise about housing mobility, deliver mobility services, and are committed to the group's aims:

Greater London Authority - Mayor's Office	1
Greater London Authority - officers	3
London boroughs (one from each of the five sub-regions)	5
Sub-regional housing partnerships	1
London Councils	1
g15	1
Housing associations (non g15)	1
National Housing Federation	1

4.2 London Councils will be asked to confirm London borough membership. The National Housing Federation will be asked to confirm housing association membership. The sub-regional housing partnership coordinators group will be asked to confirm their representative.

4.3 It is expected that the members will be at senior level, able to attend on a regular basis and the GLA should be notified about any substitutions.

4.4 Changes or additions to membership should be proposed to and agreed by the Chair.

5 Secretariat

5.1 The GLA will provide a secretariat service to the group. Minutes will be taken at all meetings. Papers will be sent out at least five days before the meeting.

6 Frequency and location of meetings

6.1 The group will meet at least every six months. All meetings will be at City Hall.

Appendix 9 Housing Mobility Working Group terms of reference

1 Background

- 1.1 In his London Housing Strategy, the Mayor of London sets out his commitment to enhance choice and mobility in the capital's social rented sector, with the long term vision of affording a similar freedom to choose where they live to social tenants as is enjoyed by Londoners living in market housing. Increasing the levels of choice and mobility in the social rented sector will lead to opportunities to reduce levels of under-occupation and overcrowding, reward and incentivise those who are working or wish to do so, and help people live closer to their family and friends.
- 1.3 The Mayor is leading a number of projects to achieve these aims, specifically Housing Moves and Seaside & Country Homes.
- 1.4 The London Housing Mobility Working Group supports the work of the London Housing Mobility Group.

2 Purpose

- 2.1 The London Housing Mobility Working Group brings together the GLA, the sub-regional partnerships, London boroughs and the housing association sector, and its purpose is to:
 - to identify and share good practice in housing mobility
 - to help the GLA to deliver the Mayor's aim of enhancing mobility and choice in London's social rented sector
 - to identify gaps in provision and resources, and make recommendations to the London Housing Mobility Group to resolve these.
- 2.2 Specifically, the Working Group will be responsible for advising, and making recommendations to the London Housing Mobility Group, on the delivery of Mayor's mobility schemes according to the agreed policy frameworks.

3 Structure

- 3.1 The group will direct its own activities. Its meetings will be chaired by the lead officer in the GLA's Housing Mobility Team.
- 3.2 The group will report to the London Housing Mobility Group.
- 3.3 It is proposed that where necessary decisions will be made by consensus and any that cannot be developed and/or implemented by existing structures will be taken forward by issue-focused working groups. The frequency, membership and duration of such groups will be determined by the individual/organisation leading on an action as agreed by the group.

4 Membership

- 4.1 The membership of the group is made up of representatives from the GLA, boroughs, sub-regional partnerships and housing associations in London who

bring knowledge and expertise about housing mobility, deliver mobility services, and are committed to the Group's aims:

Greater London Authority - officers	2
London boroughs (including one from each of the five sub-regions)	7
Sub-regional housing partnerships	1
g15	1
Housing associations (non g15)	1

- 4.2 The GLA will select all members. The sub-regional housing partnership co-ordinators group will be asked to confirm their representative.
- 4.3 It is expected that the members will be at officer level and able to attend on a regular basis. The GLA should be notified about any substitutions.
- 4.4 Changes or additions to membership should be proposed to and agreed by the Chair.

5 Secretariat

- 5.1 The GLA will provide a secretariat service to the Group. Minutes will be taken at each meeting. Papers will be sent out at least five days in advance of the meeting.

6 Frequency and location of meetings

- 6.1 The group will meet at least every six months. All meetings will be at City Hall.

Appendix 10 Borough weightings the pan-London top slice

Borough	HNI index
Barking and Dagenham	4.3%
Barnet	3.0%
Bexley	1.4%
Brent	4.1%
Bromley	3.1%
Camden	2.8%
City of London	0.1%
Croydon	3.8%
Ealing	4.6%
Enfield	3.5%
Greenwich	3.5%
Hackney	4.4%
Hammersmith and Fulham	2.2%
Haringey	3.8%
Harrow	2.6%
Havering	1.2%
Hillingdon	2.5%
Hounslow	2.5%
Islington	3.0%
Kensington and Chelsea	2.2%
Kingston upon Thames	1.2%
Lambeth	4.3%
Lewisham	3.2%
Merton	1.6%
Newham	6.2%
Redbridge	3.3%
Richmond upon Thames	1.0%
Southwark	5.3%
Sutton	1.2%
Tower Hamlets	4.1%
Waltham Forest	4.2%
Wandsworth	2.9%
Westminster	3.1%
Inner London	47%
Outer London	53%

Other formats and languages

For a large print, Braille, disc, sign language video or audio-tape version of this document, please contact us at the address below:

Public Liaison Unit

Greater London Authority
City Hall
The Queen's Walk
More London
London SE1 2AA

Telephone **020 7983 4100**
Minicom **020 7983 4458**
www.london.gov.uk

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If you would like a summary of this document in your language, please phone the number or contact us at the address above.

Chinese

如果需要您母語版本的此文件，
請致電以下號碼或與下列地址聯絡

Vietnamese

Nếu bạn muốn có văn bản tài liệu này bằng ngôn ngữ của mình, hãy liên hệ theo số điện thoại hoặc địa chỉ dưới đây.

Greek

Αν θέλετε να αποκτήσετε αντίγραφο του παρόντος εγγράφου στη δική σας γλώσσα, παρακαλείστε να επικοινωνήσετε τηλεφωνικά στον αριθμό αυτό ή ταχυδρομικά στην παρακάτω διεύθυνση.

Turkish

Bu belgenin kendi dilinizde hazırlanmış bir nüshasını edinmek için, lütfen aşağıdaki telefon numarasını arayınız veya adrese başvurunuz.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਹੇਠ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ ਜਾਂ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਰਾਬਤਾ ਕਰੋ:

Hindi

यदि आप इस दस्तावेज की प्रति अपनी भाषा में चाहते हैं, तो कृपया निम्नलिखित नंबर पर फोन करें अथवा नीचे दिये गये पते पर संपर्क करें

Bengali

আপনি যদি আপনার ভাষায় এই দলিলের প্রতিলিপি (কপি) চান, তা হলে নীচের ফোন নম্বরে বা ঠিকানায় অনুগ্রহ করে যোগাযোগ করুন।

Urdu

اگر آپ اس دستاویز کی نقل اپنی زبان میں چاہتے ہیں، تو براہ کرم نیچے دیئے گئے نمبر پر فون کریں یا دیئے گئے پتے پر رابطہ کریں

Arabic

إذا أردت نسخة من هذه الوثيقة بلغتك، يرجى الاتصال برقم الهاتف أو مراسلة العنوان أدناه

Gujarati

જો તમને આ દસ્તાવેજની નકલ તમારી ભાષામાં જોઈતી હોય તો, કૃપા કરી આપેલ નંબર ઉપર ફોન કરો અથવા નીચેના સરનામે સંપર્ક સાધો.