

[REDACTED]
(By email)

Our Ref: MGLA261119-7836

13 December 2019

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority received on 26 November 2019. Your request has been dealt with under the Freedom of Information Act 2000.

Our response to your request is as follows:

1. *GLA's Seaside and Country Homes scheme includes 27 Devon & Cornwall Housing Association bungalows in Winston Road, Exmouth, Devon. Please can you tell me:*
 - (a) *How many of these bungalows were let through the Seaside and Country Homes scheme in:*
 - (i) 2016-17;
 - (ii) 2017-18, and
 - (iii) 2018-19?

In 2016/17 there were two vacancies

In 2017/18 there was one vacancy

In 2018/19 there were no vacancies

2. *How many current Seaside and Country Homes applicants have expressed an interest in moving into one of these bungalows?*

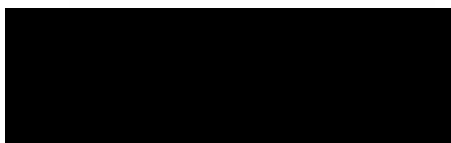
At present (28 November 2019 there are 71 households registered for this location.

3. *How does the GLA decide which applicant is offered a home under the scheme when several people have expressed an interest in it? For examples there an allocations policy or a similar policy or procedure document?*

The current Policy and Procedure Document for Seaside & Country Homes is attached for your attention

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely



[Redacted Name]

Housing Mobility Area Team Manager

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

SEASIDE & COUNTRY HOMES

1 April 2019

MAYOR OF LONDON

MAJOR ROBERT BISHOP

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DEFINITIONS

The **scheme** is the Seaside & Country Homes mobility scheme.

The **nomination agreement** is a written agreement between the Mayor of London and Places for People, setting out the principles of the SCH scheme.

An **SCH home** means a home covered by the nomination agreement.

An **SCH tenancy** means an assured tenancy of an SCH home as set out in the Housing Act 1988 (as amended).

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

The **Housing Mobility Team** is the team within the GLA responsible for delivering the Mayor's mobility schemes – Seaside & Country Homes and Housing Moves.

An **SCH landlord** is a landlord granted a leasehold interest in the SCH homes and responsible for the management of those homes. An SCH landlord will be the **receiving landlord**, that is the landlord of the SCH homes.

A **funding borough** is a borough that has contracted to pay a fee to the GLA for SCH lettings.

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

An **applicant** is a tenant (including joint tenants) who is applying to the SCH scheme. On acceptance onto the scheme an applicant becomes a **registrant**.

A **partner** means the married, civil, or unmarried partner, including same-sex partner, of an applicant or registrant.

A **property** is a social rented home that has been offered up to Seaside & Country Homes by an SCH landlord.

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

Verification is the process by which applicants' landlords check the details in new and amended applications and decide whether to accept or reject applications.

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

- the **Housing Moves website** - the public website provided for the Mayor's mobility schemes, where applicants can find out about the schemes and register for them. Applicants to Housing Moves, though not SCH, can also use the website to view and bid for properties and amend their application.

- the **housing register** – where applicants' details are held and amended, and where new applications are verified
- the **CBL** - which holds property details, facilitates input of property details, creates shortlists from bids made by registrants and allows the management of bid lists and letting of property.

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

1 OVERVIEW

1.1 Background

- 1.1.1 Seaside & Country Homes (SCH) is a housing mobility scheme for London's social tenants that has been operating since 1968. It has two key objectives:
- to give older social housing tenants in London greater opportunities and choice to move to other parts of the country
 - to free up family-sized social housing in London for households in need.
- 1.1.2 SCH consists of around 3,300 properties in over 70 towns across the country, but with concentrations in the popular seaside and countryside resorts of the south east. Around 180 of these properties become vacant every year.
- 1.1.3 The scheme is underpinned by a nomination agreement between the Mayor of London and Places for People (see Appendix 1). This agreement, dated 28 March 1988, was novated from the Secretary of State to the Mayor on 1 October 2013.
- 1.1.4 On occasion, properties in schemes other than those in the SCH portfolio of 3,200 become available for households registered with or interested in SCH. These nominations and lettings are not covered by the above nomination agreement and may be subject to different policies and procedures to mainstream SCH.
- 1.1.5 SCH is funded through financial contributions from London boroughs and potentially other London social landlords, on a fee-per-letting basis. The level of fee is determined by the number of SCH lettings expected during that year, the expected costs to the GLA of running the scheme and any surpluses that may have accrued. A fee is payable both for mainstream SCH lettings and additional lettings (as outlined in 1.1.4 above), and will be at the same level for both.

1.2 Key participants in Seaside & Country Homes

- 1.2.1 The **Greater London Authority (GLA)** has, since 1 April 2011, run the scheme.
- 1.2.2 **London's social tenants aged 55 or over** can apply to and be housed through the scheme.
- 1.2.3 **London's boroughs and housing associations** are **referring landlords** to the scheme, in that their tenants can apply to the scheme. They may also be **funders**, by contributing towards the costs of running the scheme.
- 1.2.4 **Nine housing associations outside London** have a leasehold interest in and manage SCH homes:
- Accent Nene
 - Anchor Trust
 - Bournemouth Churches Housing Association
 - Cotman Housing Association

- Guinness Trust
- LiveWest Housing Association
- L&H Homes
- Places for People

1.2.5 **Other providers of out-of-London properties for letting** may include social landlords and their intermediaries.

1.3 Governance of the scheme

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 and its membership comprises 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 GLA's Housing Mobility Area Team Manager and its membership comprises lettings and allocations officers from London boroughs, housing associations and one of the London sub regional co-ordinators.

1.4 Legal framework

1.4.1 All participating organisations must adhere to all relevant legislation when providing the SCH scheme 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
- 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, and the GLA has a complementary duty to promote equality of opportunity arising from the GLA Act 1999.

1.5 Key documents and promotional material

1.5.1 This **policy and procedure guide** sets out the policies that underpin Seaside & Country Homes, and the roles and responsibilities of all key participants in the scheme, to ensure its successful delivery. 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.

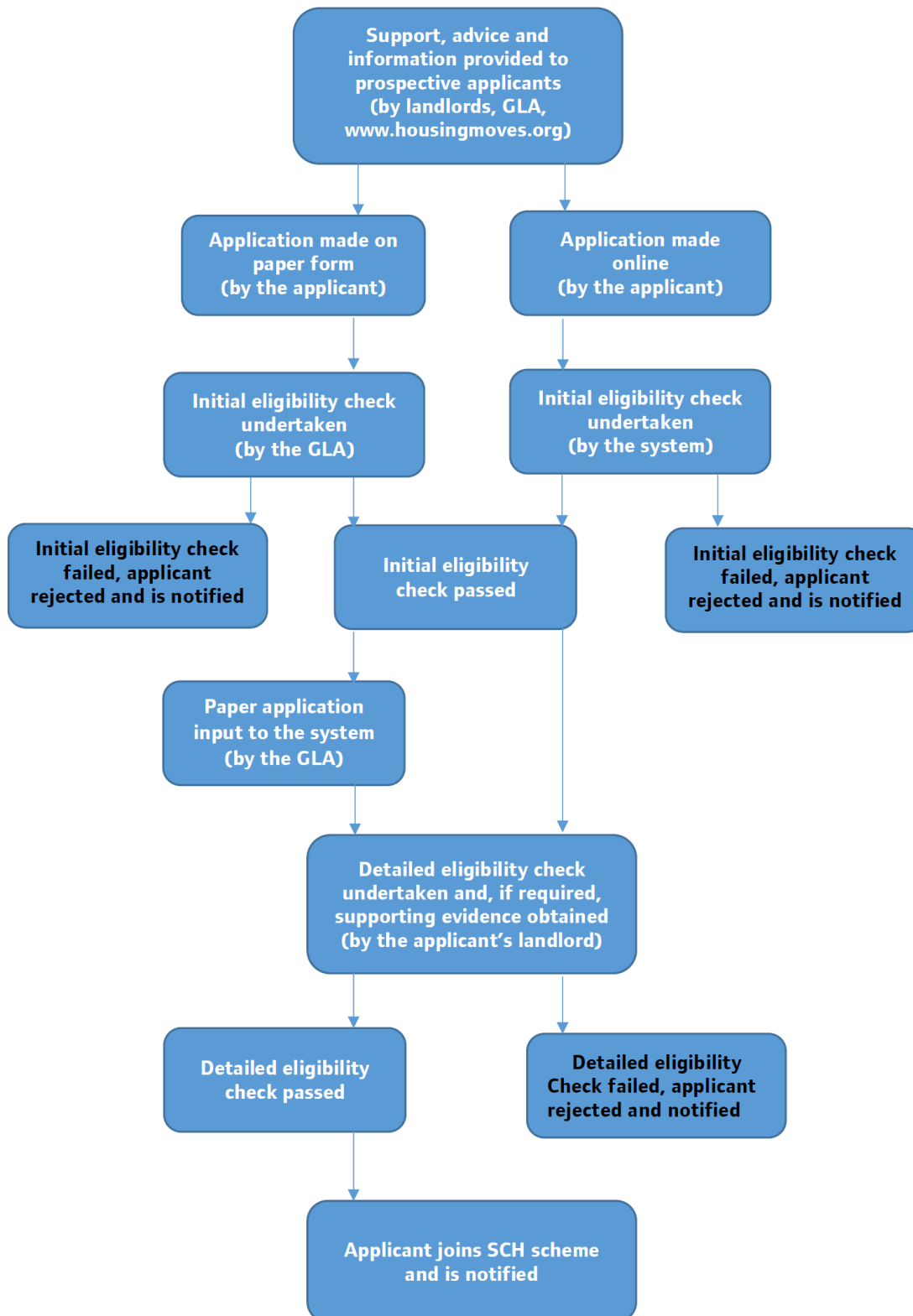
Operating the system

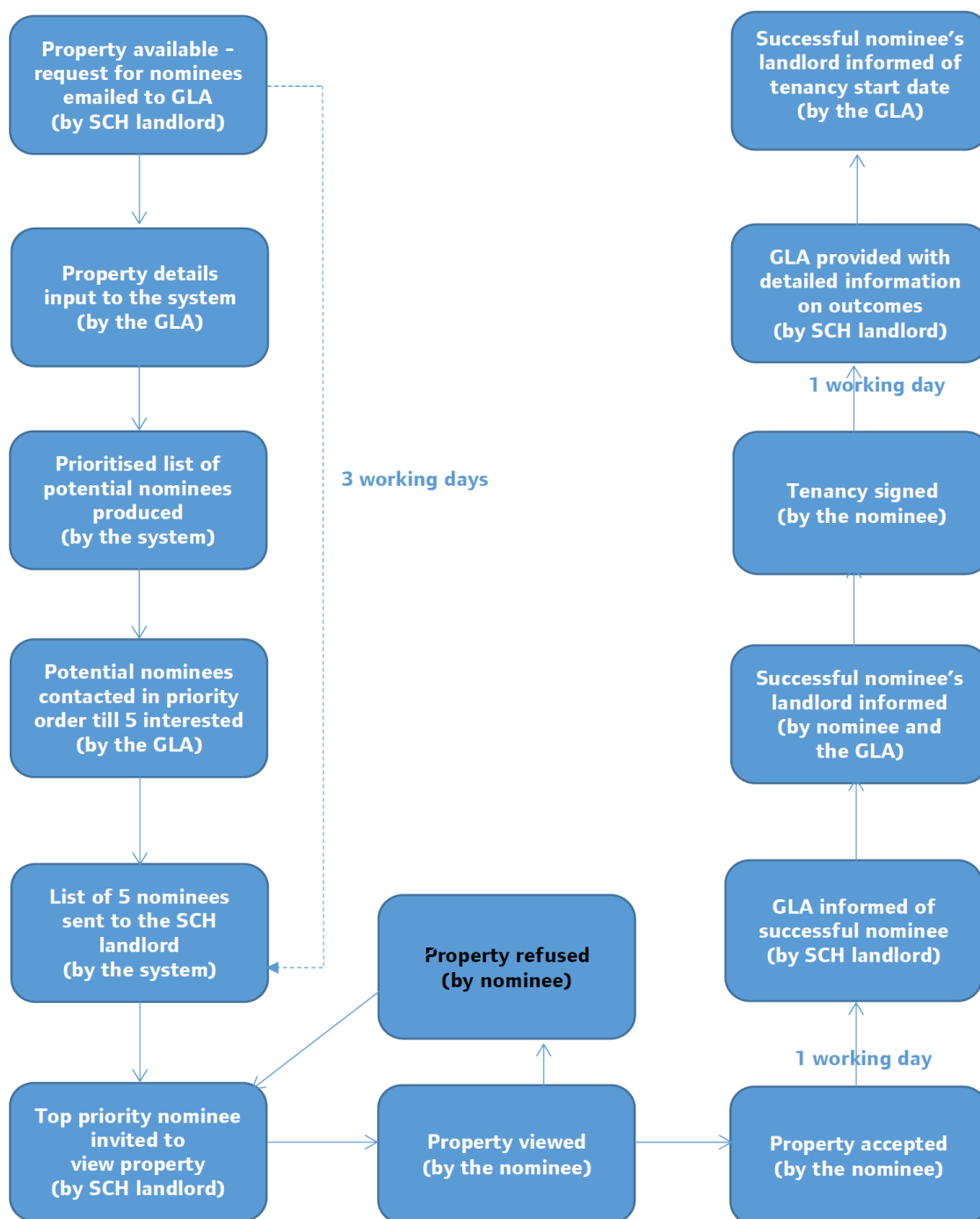
- 1.5.2 A **user guide for landlords** sets out everything officers need to know about operating the system that underpins Seaside & Country Homes.
- 1.5.3 A series of **quick guides** to operating specific aspects of the system are also available. They are provided in the appendices of this document and cover:
- verifying an application
 - reassigning an application
 - amending an application.
- 1.5.4 The **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.

Promoting the scheme

- 1.5.5 To enable the scheme to be widely promoted – by the GLA, landlords and others - to prospective applicants, the GLA has produced the following material:
- **SCH flyer**
 - **SCH poster**
 - **SCH areas and properties guide** – a detailed guide for applicants about the characteristics of each of the areas and developments covered by the scheme
 - **SCH 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 GLA website www.London.gov.uk/seaside . Applicants are also directed to the above guides when they apply, either in hard copy or online. They are also available to landlords and tenants on request from the GLA, either as PDFs or in hard copy.

1.6 Overview of the application and lettings processes





Note that if none of the nominees put forward are successful, a second list of nominees will be provided. If none of the second list are successful, the property will go to a local nomination.

2 POLICY FRAMEWORK

2.1 Eligibility for the scheme

- 2.1.1 To be eligible for acceptance on the scheme, the applicant must
- live in London
 - be a current social rented tenant(s) with an assured or a secure tenancy (this can be a fixed term tenancy)
 - be resident (irrespective of landlord) in a borough that is funding the scheme
 - 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 anti-social behaviour.
- 2.1.2 One or both of the applicants must be at least 55 years of age to be eligible to apply for SCH. The lead applicant who wishes to apply to become a sole legal tenant (or in the case of multiple tenants, a joint legal tenant) of an SCH home must be at least 55 years of age.
- 2.1.3 Where the applicant has someone who is over 55 years of age living with them as part of their household, that person will be able to move with them and may be offered a joint SCH tenancy at the discretion of the SCH landlord.
- 2.1.4 Where the applicant has a partner, joint tenant, registered carer or dependant adult child who is under 55 years of age living with them as part of their household, that person will be able to move with them at the discretion of the SCH landlord.
- 2.1.5 Where an applicant wishes to move with a person under the age of 55 other than as described in paragraph 2.1.4, the GLA shall have the discretion to refuse the application and the SCH landlord shall have the discretion to refuse a nomination.
- 2.1.6 Applicants from two separate households may make a single application providing both parties are eligible for the scheme in their own right.
- 2.1.7 No more than three people can make a single application. In such cases two members of that household must be eligible to share a bedroom.
- 2.1.8 Where an applicant has unspent convictions or a history of anti-social behaviour that is not ongoing, the decision to approve an application shall be at the discretion of the referring landlord.

- 2.1.9 If an applicant meets all eligibility criteria, once their application has been verified (see section 4.5) the applicant becomes a registrant.
- 2.1.10 Eligibility criteria 2.1.2 to 2.1.7 may not apply to households that agree to be nominated to properties in schemes that are not part of the SCH property portfolio (see section 1.1.4). In particular, the minimum age may be lower – though is very unlikely to be less than 50.

2.2 Priority for the scheme

- 2.2.1 Priority for nomination through the SCH scheme is determined by the size of property that will be vacated if the registrant accepts a move.
- 2.2.2 Each time a property becomes available, a list of applicants that have chosen the location, property type and other characteristics of the property will be created. This list will be prioritised based, first, on the number of points each applicant is awarded, second, the age of the oldest household member and, third, how long ago they applied, as outlined below.

	Points
Current property size	
0	1
1	10
2	20
3	30
4	40
5	50
Whether current property is sheltered	
Yes	5
No	10
Whether current property is adapted	
Yes	10
No	5
Whether current property is tied accommodation	
Yes	10
No	5
Prioritisation stage 1: age of applicant - older applicants are prioritised	
Prioritisation stage 2: date of application - older applications are prioritised	

- 2.2.3 Where registrants from two separate households wish to be rehoused together the accumulated priority from both registrants will be awarded.
- 2.2.4 Where an urgent move may be required, for example, due to extreme harassment, intimidation or similar these can be dealt with outside of the normal priority structure. Such cases will, however, still be subject to the eligibility criteria set out above.
- 2.2.5 Nominations to substantially adapted SCH properties may also be dealt with outside the normal priority structure.

2.3 Verification

- 2.3.1 All applications are verified by the referring landlord at the application rather than the shortlisting or letting stage, to ensure that only applicants who are eligible for the scheme are able to be shortlisted. Applications will proceed to the verification stage only if they meet the eligibility criteria set out in section 2.1.1.
- 2.3.2 The system automatically calculates which landlord should be responsible for verifying an application from the landlord and borough information provided by the applicant on the application form.
- 2.3.3 Applications are re-verified if the applicant makes a change to their application that could impact on their eligibility or priority.
- 2.3.4 The above policies around verification may not apply to households that agree to be nominated to properties in schemes that are not part of the SCH property portfolio (see section 1.1.4).

2.4 Suspension from the scheme

- 2.4.1 Where, in the opinion of the GLA or SCH landlord, a registrant has refused three reasonable offers without good reason the registrant's registration may be suspended for six months. After the period of suspension, their application will be reinstated and the qualifying date will be the date the application was reinstated.
- 2.4.2 Registrants failing to attend a viewing of a SCH home without notifying the SCH landlord or providing an adequate reason within a reasonable timeframe will have their registration suspended for three months. After the period of suspension, their application will be reinstated and the qualifying date will be the date the application was reinstated.
- 2.4.3 Where a registrant is found to have knowingly made a false declaration either on their original application or subsequently when notifying the GLA of any changes of circumstances, they will be removed from the scheme permanently and should they apply again they will not be considered eligible.
- 2.4.4 Any registrants on the SCH waiting list who live in boroughs that do not commit to funding the scheme in a given year are suspended from the scheme until and unless their borough funds the scheme.
- 2.4.5 Registrations from tenants in boroughs that fund the scheme will be suspended if their borough's maximum number of lettings is reached, until and unless their borough buys further lettings for that year.

2.5 Transfers between SCH homes

- 2.5.1 Households who are living in SCH homes are eligible to transfer to another SCH home if there is a strong case that the mental or physical health of the transfer applicant will be improved through a move or if family providing ongoing support, move from the area. All transfer requests will be considered in accordance with the GLA's transfer policy and must be submitted on the prescribed form.
- 2.5.2 Transfers cannot result in households moving to a property with more bedrooms than they have in their current home unless unavoidable.
- 2.5.3 Transfer applicants who refuse one reasonable offer of a property will not be considered for a further offer for twelve months.

3 APPLICANTS

3.1 Applying for the scheme

- 3.1.1 Before applying, applicants are advised to read the **SCH areas and properties guide**.
- 3.1.2 Applications must be made using the SCH application form online through the Housing Moves website or via a hard copy form.
- 3.1.3 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 may include but is not restricted to instances where
- an applicant or other household member has support needs. In such cases, information may include care or support plans
 - an application includes a carer who is a family member or friend of the applicant (either paid or unpaid). 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.
- 3.1.4 Applicants can expect to receive advice and support with their application and all aspects of the SCH process from the GLA and from their landlord.
- 3.1.5 Applications will not be accepted from social tenants whose landlords are not set up to take part in the scheme (see sections 4.5.1).
- 3.1.6 Applicants can expect their landlord to verify their application within 15 working days.
- 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. Those without an email address can expect to be informed of this by the GLA.
- 3.1.8 Applicants must notify the GLA of any changes relevant to their application, including a move to a different home or any changes in their desired areas or preferred type of home. These changes can be notified in writing, by phone or by email. Some changes may require further verification by the referring landlord, in which case section 4.5 will apply.
- 3.1.9 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 the GLA. This can be done in writing, by phone or by email.
- 3.1.10 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.

3.2 Being considered for a property

- 3.2.1 Registrants are responsible for making their own arrangements for viewing SCH homes.
- 3.2.2 Registrants are responsible for liaising directly with the SCH landlord when entering into a tenancy agreement.
- 3.2.3 Registrants must view SCH homes on the date agreed with the SCH landlord. They will be given seven days' notice of the date of viewing, but may view sooner if that is convenient for the applicant.
- 3.2.4 Once an offer of an SCH tenancy has been made, the registrant has two days (including weekends) in which to decide whether or not to accept it.
- 3.2.5 Registrants may refuse an offer for an SCH home, though may be suspended for three months if they refuse three reasonable offers without good reason.
- 3.2.6 The policies outlined in sections 3.2.1 to 3.2.5 also apply to households that are nominated to properties in schemes that are not part of the SCH property portfolio (see section 1.1.4).

3.3 Becoming a Seaside & Country Homes tenant

- 3.3.1 Registrants who accept a tenancy offer from a SCH landlord will then become a tenant of the SCH landlord on an assured lifetime tenancy.
- 3.3.2 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 4.4.3)).
- 3.3.3 Existing SCH tenants who wish to return to London must notify their SCH landlord.
- 3.3.4 Existing SCH tenants who wish to transfer to another SCH home must complete an SCH transfer form (see Appendix 5) and submit this to their landlord, along with supporting evidence of the need for a move on health grounds. This will be considered in accordance with the SCH transfer policy
- 3.3.5 The policies outlined in sections 3.3.1 to 3.3.3 also apply to households that are nominated to properties in schemes that are not part of the SCH property portfolio (see section 1.1.4).

3.4 Raising issues and making complaints

- 3.4.1 All SCH applicants and registrants are able to request from the GLA 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 database of registrants and their subsequent consideration for nomination.
- 3.4.2 All SCH applicants and registrants are able to request from the GLA a review of any decision in regard to their application and must be informed of these rights when being informed of any decision being taken against them.

- 3.4.3 Any SCH applicant or registrant who wishes to appeal against a decision made by the GLA should notify the GLA in writing within 28 days of the date of the decision letter.
- 3.4.4 Any SCH applicant or registrant who wishes to appeal against decisions made by a referring landlord or an SCH landlord should do so in accordance with the appeals procedure for the relevant organisation.
- 3.4.5 SCH applicants may have further right to appeal via the Local Government Ombudsman (if the appeal is to the GLA) or Housing Ombudsman, either directly or via a designated person, (if the appeal is to a referring landlord or an SCH landlord) as appropriate.

4 LONDON BOROUGHES AND HOUSING ASSOCIATIONS

4.1 Key roles of London boroughs and housing associations

- 4.1.1 London boroughs potentially have two roles in the scheme, as referring landlords and as funders, while London housing associations may be referring landlords only.
- 4.1.2 As tenants of London boroughs and housing associations can apply to SCH only if they live in boroughs that are funding the scheme, neither London boroughs nor housing associations in non-funding boroughs can be referring landlords unless or until those boroughs purchase lettings in the scheme.
- 4.1.3 Both funding organisations and referring landlords will deliver 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
 - enabling applications and nominations
 - verifying applications.

4.2 Funding the scheme

- 4.2.1 Each year, boroughs must inform the GLA of the maximum number of SCH lettings that they wish to fund in the following financial year. This request must be submitted by 31 December each year. If no request is received, the number of lettings in the following financial year will be the same as it is in the current financial year.
- 4.2.2 Should a borough wish to terminate its Seaside & Country Homes contract with the GLA, it must give two months' notice.
- 4.2.3 All outstanding fees will be charged in arrears on a quarterly basis as and when lettings are made. Referring boroughs must pay invoices within 30 days of receiving them.
- 4.2.4 Funding boroughs may submit a request to the GLA for additional lettings during the year, either when they have received all of the lettings they have bought or at any other point.

- 4.2.5 Boroughs that have not bought lettings prior to the start of the financial year may also submit in-year requests to the GLA to buy lettings.
- 4.2.6 As the scheme is operated on a demand-led basis, funding boroughs may not in practice receive their maximum number of lettings over the year. Unused lettings cannot be carried over from one year to the next. However, any unused borough fees received by the GLA will be remitted or, if approved by the borough, carried forward to fund lettings to applicants from that borough in the next or subsequent years.
- 4.2.7 Boroughs will be responsible for funding all moves out of the borough irrespective of landlord. The GLA will advise the borough (or their representative) of the move as outlined in section 6.6.8 and it will be the responsibility of the borough or their representative to ensure that the resulting void property is offered to them for nomination or to seek reimbursement from the landlord for the cost of the letting.

4.3 Promoting the scheme

- 4.3.1 Referring landlords will ensure that the scheme forms part of any housing options package and advice for older social tenants, particularly for households underoccupying their current property.
- 4.3.2 Referring landlords are expected to make best use of the marketing and promotional material provided by the GLA (see section 1.5). They will ensure that it is made available to potentially eligible households and is on display in appropriate public areas where such opportunities exist.

4.4 Enabling applications and nominations

- 4.4.1 Referring landlords are expected to assist applicants in applying to SCH. This may include explaining the scheme in detail to the applicant before the application form is sent to the GLA, helping applicants to complete forms and to collate any supporting evidence where appropriate, and assisting them to submit completed applications to the GLA.
- 4.4.2 Where a referring landlord requires an applicant or registrant to move urgently due to extreme harassment, intimidation or similar, they may apply to the GLA on the applicant's behalf for a priority move. Such moves must be supported by written evidence.
- 4.4.3 Referring landlords will provide timely information on any available incentive or assistance packages to which the registrant may be entitled.
- 4.4.4 Referring landlords will endeavour to be flexible in respect of notice periods where a registrant is moving to an SCH home.
- 4.4.5 Referring landlords are responsible for notifying applicants and registrants in writing of any decisions that they may take in regard to their applications.
- 4.4.6 Although applicants are required to submit completed application forms through the Housing Moves website or to the GLA, there may be occasions when applicants make their application

direct to the referring landlord, either in hard copy or by email. If this happens, the referring landlord must either

- submit the application form by email or post to the GLA. The GLA will then complete an online application through the Housing Moves website on the applicant's behalf and an assessment will be made of the applicant's eligibility. If the applicant is eligible, the referring landlord will subsequently be requested to verify the application through the Housing Moves website, or
- complete an online SCH application form on behalf of the applicant through the Housing Moves website and, if the applicant is eligible, await a verification request through the Housing Moves website.

4.5 Verifying applications

- 4.5.1 All referring landlords must ensure that they are set up by the GLA to verify SCH applications online through the Housing Moves website.
- 4.5.2 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.
- 4.5.3 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).
- 4.5.4 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. These requests will relate to both new applications and to changes of circumstances reported by existing applicants. 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.
- 4.5.5 Referring landlords must approve 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 sections 2.1.1 to 2.1.8). 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 verify the information that the applicant has provided, and approve or reject the application as appropriate.
- 4.5.6 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 approving or rejecting the application.

- 4.5.7 The referring landlord will need to check and verify:
- eligibility
 - household details and property size
 - rent arrears
 - anti-social behaviour
 - relevant unspent convictions
 - possession proceedings and eviction
 - where appropriate, carers' details.
- 4.5.8 Where applicants have rent arrears, referring landlords must only approve the application where these arrears are as a result of Housing Benefit administration issues. In all other cases of rent arrears, referring landlords should not approve the application.
- 4.5.9 Where an applicant is subject to possession proceedings or being evicted, or there are ongoing anti-social behaviour issues, referring landlords should not approve the application.
- 4.5.10 Where an applicant has unspent convictions, or a history of anti-social behaviour that is not ongoing, the decision to approve the application shall be at the discretion of the referring landlord.
- 4.5.11 Where an application is from a main applicant (who must be aged 55 or over) plus a second applicant aged under 55 who is the carer of the main applicant, referring landlords must obtain documentation showing that the carer is receiving a carers allowance or, if not in receipt of carers allowance, other satisfactory documentation. Referring landlords must also be satisfied that second applicants are an existing member of the applicant's household.
- 4.4.1 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.
- 4.5.12 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 viewing shortlists.
- 4.5.13 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 has two options:
- if the application is at unassigned status, the referring landlord should inform the GLA by email, quoting the name and reference number of the application and, if known, the correct landlord or borough. The GLA will then assign the application to the correct landlord or contact the applicant to find out the correct landlord borough should be and then reassign. The GLA will also note their actions on the system
 - if the application is at assigned status, the referring landlord should place the application on suspended status and enter a note on the application overview page with the reason. If the landlord knows who the correct borough and/or landlord is, they should include this

in the note. They should then inform the GLA as above and the GLA will take appropriate action.

- 4.5.14 Once an application has been checked, the referring landlord must change its status to either 'active' or 'rejected' within the 15 day turnaround time.
- 4.5.15 Quick guides to verifying applications and to reassigning an application to another user can be found at Appendix 8.

5 SEASIDE & COUNTRY HOMES LANDLORDS

5.1 Key roles of SCH landlords

- 5.1.1 As receiving landlords, SCH landlords will deliver the scheme in accordance with the SCH nomination agreement and the policies and procedures set out in this document, as amended from time to time. This includes
- contributing properties and receiving nominations
 - dealing with transfers, mutual exchanges and successions.

5.2 Contributing properties and receiving nominations

- 5.2.1 When an SCH landlord is notified of a vacancy, or impending vacancy, of an SCH home, they must advise the GLA. This must be done by completing a nomination request form (see Appendix 3) and emailing it to the GLA. If any of the required information is missing then the GLA will seek that information from the SCH landlord and the three-day target time for providing a list of nominees will not commence until such time as all the necessary information has been received. Equally, should the SCH landlord discover that the property information provided on the initial nomination request was incorrect; the target times will not apply until the correct information is received by the GLA and any time prior to that information being received shall be disregarded.
- 5.2.2 The SCH landlord is required to offer the vacancy to the registrant deemed by the GLA to have the highest priority (as per section 2.2) and, in the event that the registrant with the highest priority refuses the viewing or tenancy offer, the SCH landlord must only contact registrants in the order they have been listed by the GLA.
- 5.2.3 The SCH landlord is responsible for arranging for viewings, conducting pre-tenancy interviews, completing affordability assessments, making initial offers and all arrangements in regard to the letting of the SCH home. When telephoning registrants to arrange a viewing the SCH landlord should give applicants seven days' notice for the viewing to take place. The viewing may take place earlier if this is convenient for the applicant. Landlords should always telephone applicants to arrange the viewing as this allows the applicant to ask questions and obtain more information. Confirmation of the viewing date and time along with any additional information should be posted or emailed to the applicant. Following a viewing the nominee will have a maximum of 48 hours to advise the SCH landlord whether they wish to accept the property. If the 48 hours terminates over a weekend, the nominee will have until the Monday to confirm their decision.

- 5.2.4 Prior to the viewing, the SCH landlord should provide details of the area, neighbourhood, local amenities, transport links and similar to ensure that an offer would be appropriate for the registrant. This should be reiterated by the SCH landlord at the viewing. An SCH tenancy offer should only be made once the viewing is complete and this information has been provided.
- 5.2.5 Unless absolutely necessary, SCH landlords should avoid inviting more than one nominee to view a property at any one time. However, where this is deemed necessary, SCH landlords should make it clear to the applicants that are not first priority that those in greater priority will also be viewing and will take precedence. Travel expenses should also be made available by SCH landlords to those being offered multiple viewings.
- 5.2.6 If the SCH landlord wishes to refuse or object to a nomination, reasons must be provided in writing to the GLA within one working day of the decision being made. If concerns arise once a nomination is being processed then these should be brought to the GLA's attention immediately.
- 5.2.7 If the SCH landlord is unable to make a letting from the first list of nominations put forward by the GLA, they must contact the GLA within one working day of this becoming apparent:
- to request a further nomination (using the nomination request form set out in Appendix 3)
 - with the details of why each of the previous nominations was unsuccessful, by email using the pro forma set out in the email sent by the GLA to the SCH landlord with details of the nominees for the property, and supplying a reason for each nominee (using the framework of reasons set out in Appendix 4).
 - Where there are no successful nominees from any list provided the SCH landlord will request subsequent lists from the GLA until a maximum of 10 nominees have been provided
 - The GLA will endeavour to provide subsequent nominees within 24 hours of request by the SCH landlord wherever possible but have up to a maximum of three working days on each occasion if required.
- 5.2.8 If the SCH landlord is unable to make a letting to any of the nominees provided (to a maximum of 10) they shall then be able to let to applicants from their own local lists, in which case section 5.2.14 applies. However, they have the discretion to request subsequent nominees from the GLA. In all cases where a letting cannot be made from the total nominations, they must email the GLA within one working day of this becoming apparent with the details of why each of the nominations was unsuccessful (as set out in section 5.2.7 above) and advise on that same email that they now intend to let the property locally.
- 5.2.9 If a registrant accepts the offer of an SCH tenancy, the SCH landlord must notify the GLA by email within one working day of the registrant's acceptance. This notification should be made by email using the pro forma set out in the email sent by the GLA to the SCH landlord with details of the nominees for the property.
- 5.2.10 SCH landlords may ask for a deposit payment on commencement of the tenancy and this will be explained to the registrant at the point of nomination by the GLA and during the phone call to arrange the viewing. The SCH landlord will advise of the amount and acceptable payment methods at this point. If for any reason the nominee or their family/representative are unable to make the payment, the SCH landlord should advise the GLA immediately as their landlord may be willing to make the payment on their behalf. If this is the case the GLA will advise their current landlord to make immediate contact with the appropriate officer at the SCH landlord.

- 5.2.11 Once the registrant has signed the tenancy, the SCH landlord must notify the GLA of this within one working day of the tenancy start date. This notification should be made by email, updating the pro forma previously sent to the GLA when the registrant initially accepted the property with the tenancy start date.
- 5.2.12 If a registrant is offered and accepts an SCH tenancy and it is subsequently found that a false declaration has been made on their original application then section 6.3.15 applies.
- 5.2.13 The SCH landlord will provide registrants moving into an SCH home with details of the property, local amenities, utility companies, emergency contact details and additional useful information that will enable the registrant to move into the property on the tenancy start date.
- 5.2.14 If the GLA is unable to provide details of any registrants within three working days from submission of a nomination request under section 5.2.1 or a subsequent requests under 5.2.7, the SCH landlord shall then be able to let to applicants from their own local lists. In such cases the SCH landlord must advise the GLA by email that they intend to let the property locally (see 5.2.8). The SCH home shall remain under the SCH scheme and must only be let to an applicant who meets the SCH age criteria. The SCH landlord must then notify the GLA of the details of the letting to the local applicant within five working days of the tenancy start date. When the property becomes vacant again it must be offered to the GLA as per section 5.2.1. SCH homes must not be offered to tenants of the SCH landlord or any other applicants that are not SCH nominees without the written permission of the GLA. Any shortfall in SCH homes as a result of their being let to local applicants must be made up from the SCH landlord's own housing stock.
- 5.2.15 All information given by the SCH landlord to the GLA as part of the nomination request and outcome process should be provided by email or phone. Any information provided by phone must be confirmed by email.
- 5.2.16 SCH landlords are responsible for notifying applicants and registrants in writing of any decisions that they take in regard to their applications.

5.3 Dealing with transfers, exchanges and successions

- 5.3.1 All transfer requests involving SCH properties should be made on the SCH transfer form (see Appendix 5 and sections 3.3.4 and 6.5).
- 5.3.2 If an SCH household is transferred into another property owned or managed by the SCH landlord, the void SCH home should be treated as a vacant SCH home as per section 5.1. Where the SCH landlord wishes to make a local transfer into an SCH property in exchange for SCH having the right to nominate into an alternative property, a request must be made to the GLA.
- 5.3.3 Where the SCH landlord is approached by an existing SCH tenant who wishes to return to London, the SCH landlord must contact the GLA. The GLA cannot guarantee to rehouse anyone outside the standard SCH transfer policy but will liaise with the relevant borough(s) to check their policy for registrations and where possible, advise the SCH tenant of housing providers who may be able to assist with a move. The GLA is unable to guarantee a move in such circumstances as it has no nomination rights to properties outside the standard SCH stock or any housing stock of its own.

- 5.3.4 Where a tenant wishes to exercise their legal right to mutual exchange, the SCH landlord will be responsible for, insofar as the law permits, ensuring that the incoming tenant satisfies the age-related eligibility criteria of the scheme. All such decisions are the responsibility of the SCH landlord. The property will be made available to the GLA when it next becomes vacant.
- 5.3.5 Following the death of a tenant who holds a secure tenancy that pre-dates the Housing Act 1988, a member of their family, as defined by Section 113 of the Housing Act 1985, would be eligible to succeed to the tenancy, subject to meeting any other requirements imposed by the Housing Act 1985 and provided there has been no prior succession
- 5.3.6 Following the death of a tenant who holds a tenancy granted under the Housing Act 1988 (as amended) their spouse or civil partner will be eligible to succeed to the tenancy provided they meet any other requirements imposed by the Housing Act 1988 and Localism Act 2012 and provided there has been no prior succession.
- 5.3.7 If, following the death of a tenant a person who is not qualified to succeed to the tenancy is in occupation of an SCH property the SCH landlord will, if the person wishes to remain in occupation of the SCH property, prepare a report for consideration by the GLA, who will make the final decision on the request. The report submitted will detail:
- the age of the applicant
 - the length of time they have been resident at the property they occupy
 - their relationship to the deceased tenant
 - any support they may have given to the deceased tenant
 - their conduct whilst they have lived at the property.
- 5.3.8 In the event that a tenant moves out of an SCH property leaving behind a person who is not a party to the tenancy then the SCH landlord will, if the person wishes to remain in occupation of the SCH property, prepare a report for consideration by the GLA, who will make the final decision on the request. The report submitted will contain the details set out at 5.3.7.
- 5.3.9 SCH landlords are responsible for notifying applicants and registrants in writing of any decisions taken in regard to the above.

6 GREATER LONDON AUTHORITY

6.1 Key roles of the GLA

- 6.1.1 The GLA will deliver the scheme in accordance with SCH Nomination Agreement and 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, including supporting them through the process
 - making nominations
 - dealing with transfers and successions of existing SCH tenants
 - supporting London boroughs and housing associations, and SCH landlords, to participate fully and effectively in the scheme, including providing advice, assistance and training on the system
 - monitoring and reporting on all aspects of the scheme
 - operating a funding regime to ensure that SCH is financially sustainable
 - ensuring that the scheme is run efficiently and cost effectively
 - being accountable to the London Housing Mobility Group, and secretariatting both this group and the London Housing Mobility Working Group see (Appendices X and Y).
- 6.1.2 The GLA will also seek to maximise opportunities for additional lettings to older social tenants in London, over and above those within the mainstream SCH stock portfolio. Such nominations will be governed by the appropriate agreements between the GLA and the landlord or intermediary requesting nominations.

6.2 Marketing, promotion and communications

- 6.2.1 The GLA is responsible for the SCH 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, prioritisation, the SCH homes and locations, and contact details for the GLA's Housing Mobility Team.
- 6.2.3 The GLA will review the marketing requirements with regard to the SCH 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 SCH officers, to ensure that referring landlords are aware of all aspects of the SCH scheme. The GLA will provide regular updates for referring landlords and arrange user group meetings and training where required.
- 6.2.5 The GLA will work closely with SCH landlords to ensure that information on the SCH homes and their main characteristics is up-to-date and all relevant methods of promotion are considered to ensure demand for less popular areas.
- 6.2.6 The GLA will ensure that all marketing material and promotional activity conforms to government guidelines, relevant equalities legislation and the principles of social inclusion.
- 6.2.7 The GLA will provide and maintain a public website for SCH. This will include information on SCH homes, their locations and their main features, and how to access the scheme including application forms, marketing material, eligibility criteria, prioritisation and contact details. This website can be used by applicants to apply for the scheme.
- 6.2.8 The GLA will provide referring landlords with logins to and guidance and, where necessary, training on the operating system, primarily in relation to verifying applications (see section 4.5.1).
- 6.2.9 The GLA will ensure that support is available to referring landlords and SCH landlords to deal with any technical queries or issues relating to the operating system.
- 6.2.10 The GLA will, as and when appropriate, provide information direct to SCH applicants over and above that outlined in sections 6.3, 6.4 and 6.5. 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.

The GLA will encourage all applications to be made online by the applicant or where this is not possible, their representative or landlord. Where an online application is not possible the GLA will at its discretion, provide a paper form for the applicant to complete.

- 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 any joint applicant
 - the applicant's signature (and joint applicant's signature where there is a joint applicant) (paper applications only)
 - name and type of current landlord

- details of the type and size of current property
- details of the type and size of property, and areas, that the applicant wishes to be considered for
- equalities monitoring information
- whether the applicant has rent arrears, a history of anti-social 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 made online through the Housing Moves website 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 The GLA will ensure that applicants applying in hard copy or by email with the completed application form as an attachment receive an acknowledgement and other details as set out in 6.4.5, but within five working days if they have an email address and within ten working days otherwise.
- 6.3.6 The GLA will ensure that, providing that there is no information missing from the application, applicants receive an acknowledgement of their application by email or, where they have not provided an email address, by letter within five working days. 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. Those assessed as being ineligible (for example, because they are under 55 or because they are not a social tenant) will, with this acknowledgement, be informed that their application has been unsuccessful and why this is the case.
- 6.3.7 Where applications are received but lack the information required to assess initial eligibility, the GLA will contact applicants within ten working days of receiving the application to endeavour to obtain this information.
- 6.3.8 Where the required supporting information for an application is not provided (for example, details of support needs, care plans and evidence relating to carers), the GLA shall have the discretion to refuse the nomination. The GLA will inform the applicant and referring landlord in writing of this decision.
- 6.3.9 In certain circumstances it may be necessary for the GLA to seek written information from third parties before a final assessment can be made. These circumstances may include, but are not limited to:
- information from family members in regard to support needs
 - information from care, health and social services and GPs regarding support needs (and/or relevant SCH landlords and relevant local authority in respect of local ability to continue to meet these needs, the cost of which should be met by the referring landlord if the applicant is unable to meet the costs)

- information from the referring landlord regarding conduct of the current tenancy.

- 6.3.10 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.
- 6.3.11 The GLA will support referring landlords to ensure that applications are verified within 15 days of the verification request being made.
- 6.3.12 The GLA will ensure that, following verification by the referring landlord and consideration of any other information, eligible applicants receive written confirmation (either by email or letter) that they have been accepted onto the scheme. Ineligible applicants will be informed in writing (either by email or letter) that their application has been unsuccessful and why this is the case.
- 6.3.13 Where an applicant applies with another person who is considered ineligible, but is themselves otherwise eligible under the scheme, they will be informed that they may re-apply as a sole applicant if they wish to do so and be registered on the scheme.
- 6.3.14 The GLA is responsible for determining verified eligible applicants' priority in accordance with the criteria set out in section 2.2.2.
- 6.3.15 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. Where a registrant withdraws from the scheme, the GLA will notify the referring landlord.
- 6.3.16 The GLA will make best endeavours to keep the database of registrants up to date and accurate.
- 6.3.17 The GLA will provide advice and assistance to applicants and registrants on all aspects of the SCH application and registration process.
- 6.3.18 The GLA will allocate a demand rating to each property location and where appropriate, type. Applicants will through the online application process, only be able to select locations where they have a realistic chance of being offered a nomination to a vacancy. The GLA will ensure that information to this effect is provided to the applicant during the application process.

6.4 Making nominations

- 6.4.1 When notified of a vacant SCH home, the GLA will supply the SCH landlord with details of two registrants within 24 hours where possible but no longer than three working days of receipt of the nomination request form.

- 6.4.2 Where notification is via a completed nomination request form, the GLA will enter the details of the void property onto the SCH database through the Housing Moves website.
- 6.4.3 The GLA will make every effort to find a suitable registrant for every vacancy. However, if the GLA is unable to provide details of any registrants within three working days they must inform the SCH landlord of this in writing no later than the first working day after the three days have passed.
- 6.4.4 The GLA will share the information on the nomination request form with registrants only. The GLA will only nominate registrants who have been contacted by telephone, who are expressly interested in moving and are able to do so and whose criteria are matched by the SCH home. The GLA will ensure their circumstances remain the same as they were at the point of acceptance or the last applicant review.
- 6.4.5 If the GLA is requested by an SCH landlord to provide a subsequent list of registrants, it will aim to do so within 24 hours but must do so within three working days of receipt of the request. In such cases the refusal reasons for nominees on the preceding list of nominees must be provided at the same time as the request for further nominees is received.
- 6.4.6 Where an applicant has unspent convictions or is subject to a Notice of Seeking Possession, the GLA will bring these points to the attention of the SCH landlord before nominating the applicant.
- 6.4.7 Where the SCH landlord sends an acceptance form to the GLA, the GLA shall in turn notify the appropriate referring landlord in writing within three working days.
- 6.4.8 Where an SCH landlord notifies the GLA that they wish to refuse or reject a nominated registrant they must put their reasons for doing so in writing to the GLA and the registrant within 24 hours and, in turn, the GLA will report to the referring landlord in writing all cases where an SCH landlord refuses or objects to a nomination.
- 6.4.9 Where an SCH landlord notifies the GLA that a registrant has refused a property, the GLA shall record the reason(s) for refusal on the registrant database through the Housing Moves system.
- 6.4.10 Where a single application has been made from two separate households and only one registrant moves, the GLA will inform the referring landlord in writing. The referring landlord may wish to take action in accordance with its own policies and procedures to recover the home if intentional fraud is evident and can be proven. If only one registrant is able to move due to the bona fide withdrawal of the other registrant, following a written offer of accommodation, the offer can still be made to the remaining registrant.
- 6.4.11 The GLA's lead officer for SCH has the discretion to nominate to substantially adapted SCH properties outside of the normal rules for prioritisation.
- 6.4.12 Where an application for an urgent move is received from a referring landlord, this shall be considered by the GLA's lead officer for SCH. In such cases, this officer shall liaise with the referring landlord to establish where the applicant wishes to move to and, if appropriate, suggest areas where property is more readily available.

- 6.4.13 Where a registrant refuses an offer the GLA will where necessary contact the registrant to discuss the reasons for their refusal and, where possible, assist the registrant with alternative housing options.
- 6.4.14 Where an applicant is suspended from the scheme because they have refused three reasonable offers or have failed to attend a viewing without informing the SCH landlord, the GLA will notify them in writing and advise them of the date from which the suspension applies and when the suspension will be lifted.
- 6.4.15 The GLA will provide advice and assistance to applicants and registrants on all aspects of the SCH nomination process.

6.5 Dealing with transfers and successions

- 6.5.1 All transfer requests shall be decided by the GLA in accordance with the GLA's transfer policy.
- 6.5.2 The GLA will respond within three working days to requests from SCH landlords to make a local transfer into an SCH property (in exchange for SCH having the right to nominate into an alternative property).
- 6.5.3 If, following the death or departure of a tenant, a person who is not eligible to succeed to the tenancy or who is not party to the tenancy is in occupation of an SCH property, the SCH landlord must obtain the approval of the GLA before permitting that person to succeed to the tenancy.

6.6 Advising and assisting referring and receiving landlords

- 6.6.1 The GLA is responsible for providing advice and assistance to referring and SCH landlords on all aspects of the SCH process.
- 6.6.2 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.
- 6.6.3 The GLA is responsible for ensuring that technical advice and assistance is available to referring and receiving landlords using the operating system.
- 6.6.4 The GLA will provide referring and receiving landlords with logins to the operating system.
- 6.6.5 The GLA will provide appropriate training and guidance on SCH processes and procedures, including use of the operating system, to referring and receiving landlords.
- 6.6.6 The GLA will direct tenants, applicants and registrants who require information and advice about housing options other than the SCH and the Mayor's Housing Moves scheme to their landlord.
- 6.6.7 The GLA will check the data upload list within the CBL every day to identify any verified applications that have not transferred to the CBL part of the operating system. 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.

- 6.6.8 The GLA will inform referring landlords each time a letting of one of their tenants takes place, within two working days of receiving the notification of the letting from the SCH landlord. Where the referring landlord is a housing association, the borough in which the applicant was resident will also be informed.

6.7 Funding the scheme

- 6.7.1 Each year, the GLA, in consultation with the London Housing Mobility Group, will determine the cost per SCH letting for the following financial year. This will take into account the number of SCH lettings expected during that year, the expected costs to the GLA of running the scheme and any surpluses that may have accrued.
- 6.7.2 By 30 November each year, the GLA will write to all London boroughs giving them the opportunity to determine, up front, the maximum number of lettings that they wish to fund in the following financial year.
- 6.7.3 The GLA will inform funding boroughs when they are approaching their maximum number of lettings, giving them the option to purchase additional lettings.
- 6.7.4 The GLA will deal with in-year requests from funding landlords who wish to top up their lettings during the year.
- 6.7.5 The GLA will deal with in-year requests from boroughs that do not buy in lettings in advance.
- 6.7.6 The GLA will invoice funding boroughs for a third of the fees in the year preceding the financial year to which the fees apply. The quarterly invoices thereafter will be sent by the GLA to the funding borough following the end of the quarter to which they apply.
- 6.7.7 Where the GLA has unused fees from a funding borough at the end of the financial year (because the lettings paid for have not all been taken up), it will seek the approval of the borough to carry forward this income to cover some of that borough's lettings in the next financial year. If approval is not given, the GLA will remit the outstanding sum to the borough.
- 6.7.8 The GLA will ensure that surplus income that accrues (because the actual number of lettings over the year exceeds the expected number) is invested back into the scheme or is used to reduce lettings fees in future years. This will be backed up by a robust monitoring and governance arrangement.
- 6.7.9 Where there is a shortfall between the cost of running the scheme and fees received because the actual number of lettings over the year is less than the expected number, this shortfall will be met from any surpluses that have accrued to the scheme. If there are insufficient surpluses, the GLA will meet the funding gap.
- 6.7.10 The GLA will inform in writing any registrants in non-funding boroughs that their application is suspended and will provide the reason for their suspension. If any borough has failed to provide a signed contract for the current year by the end of quarter one (June 30th) the GLA reserves the right to suspend any current SCH registrants from that borough until the signed contract is received. All affected SCH registrants will be advised by the GLA of their suspension in writing.
- 6.7.11 Where a borough has received all of the lettings that it has bought before the end of the financial year, and does not buy additional lettings, the GLA will inform in writing registrants in that borough that their application is suspended and will provide the reason for their suspension.

- 6.7.12 Should any lettings for the forthcoming year remain unsold to boroughs as at 15 January, the GLA will seek funding for these from other organisations.
- 6.7.13 Where two properties are freed up through a single SCH letting and both are in the same borough, the borough will be charged for only one letting. Where two properties are freed up through a single SCH letting and they are in different boroughs, each of the two boroughs will be charged for one letting.

6.8 Monitoring and reporting

- 6.8.1 The GLA will provide relevant reports and data on SCH applications, registrations and moves to the London boroughs, relevant London housing associations, SCH landlords, the London Housing Mobility Group and other groups that request them.
- 6.8.2 Funding landlords will be advised by the GLA of the details of all lettings made to their residents each quarter.
- 6.8.3 Funding landlords will receive a detailed monitoring report from the GLA at the end of each financial year.
- 6.8.4 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 The GLA is responsible for notifying applicants and registrants in writing of all decisions that taken in regard to their applications. Such notifications must include clear reasons for the decision and must be based on relevant facts.
- 6.10.1 The GLA's lead officer for SCH will consider and respond to appeals of decisions taken by the GLA within 28 days. Appeals against decisions taken by referring landlords or SCH landlords will be dealt with by the appropriate landlord.
- 6.10.3 Any complaints made to the GLA will be dealt with in line with the GLA's complaints policy, which can be found at <http://www.london.gov.uk/contact-us/complaints/gla-complaints>.

7 OTHER LANDLORDS OR INTERMEDIARIES CONTRIBUTING PROPERTIES

7.1 Agreements

- 7.1.1 Any social landlord, or intermediary of a social landlord, that requests nominations from the GLA to properties outside of the mainstream SCH stock portfolio will enter into an appropriate agreement with the GLA. This will include
- the circumstances in which the landlord or intermediary will offer the GLA properties
 - details of the types of properties to be offered (for example, ownership and management type, tenancy and rent type, tenancy length, quality)
 - timescales and process for the GLA to provide nominations
 - arrangements for direct liaison with the landlord (where the GLA's agreement is with an intermediary)
 - timescales for the landlord or intermediary to provide the GLA with information on the outcomes of nominations
 - where relevant, fee structures and related invoicing arrangements.

APPENDICES

Appendix 1 Deed of novation and nomination agreement

Available on request from the GLA.

Appendix 2 Application form

The paper version of the form was withdrawn in August 2017.

The link to the online form can be found at:

<https://hmlive.homeconnections.org.uk/housingmoves/Welcome.aspx?pid=55>

Appendix 3 Nomination request form

MAYOR OF LONDON

Seaside & Country Homes

SCH landlord details**Name of housing association****Name of housing officer****Telephone number****Email address****Address of void property****Availability****Void date (when the property has been/is being vacated)****Available date (when viewing is likely to take place)****Housing costs****Weekly rent****£****Weekly additional service charges
(please put £0 if there is none)****£**

Property details				
What is the condition of the property?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Poor <input type="checkbox"/>	<i>Section 1.01 on't know</i> <i>Section 1.02</i>
If poor, will any of the following be available?	Decorating vouchers <input type="checkbox"/>	Redecoration by the housing association <input type="checkbox"/>	No assistance available <input type="checkbox"/>	
Type of property	Bungalow <input type="checkbox"/>		Flat <input type="checkbox"/>	
Floor level (if a flat)				
Is there a lift (if a flat)	Yes <input type="checkbox"/>		No <input type="checkbox"/>	
Number of bedrooms	One <input type="checkbox"/>		Two <input type="checkbox"/>	
Bathroom type	Bath <input type="checkbox"/>		Level access shower <input type="checkbox"/>	
Are pets allowed?	Yes <input type="checkbox"/>		No <input type="checkbox"/>	
If yes, please provide details of any restrictions on pets				
Is there a garden?	Yes – private <input type="checkbox"/>	Yes – shared <input type="checkbox"/>	No <input type="checkbox"/>	
Driveway?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not applicable <input type="checkbox"/>	
Is there space for mobility scooter?	Yes <input type="checkbox"/>		No <input type="checkbox"/>	

Please provide any other information about the property

Appendix 4 Exchange of information between the GLA and SCH landlords

Outlined in the SCH Guidance for SCH landlords. Available on request from the GLA.

Appendix 5 Transfer request form

Seaside & Country Homes

1 What is your title?

Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Other ☐

2 What is your first name?

3 What is your surname?

--	--

4 What is your full address?

Postcode <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

5 Do you have an email address?

Yes ☐ No ☐

5a If yes to question 18, what is your email address?

--

6 What is your home telephone number?

7 What is your mobile telephone number?

--	--

8 What is the name of your current landlord?

--

9 What is the name, phone number and email address of your housing officer?

--

10 Why do you want to move to another home?

--

--

11 Which area(s) do you wish to move to

--

12 Which type(s) and size of property do you wish to move to

--

13 How many bedrooms does your *current* property have?

1 ☐ 2 ☐

14 What type of property do you *currently* live in?

Flat ☐ Bungalow ☐ Either ☐

Landlord signature	
Date	
Applicant signature applicable)	Joint applicant signature (where
Date	Date

Please return this form, with supporting medical evidence, to the Housing Mobility Team at the Greater London Authority – by email to housingmobility@london.gov.uk or by post to 3rd Floor, City Hall, 2 The Queen’s Walk, London SE1 2AA.

MAYOR OF LONDON

Appendix 6 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 underoccupation 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. The Group's meetings will be chaired by Richard Blakeway, the Deputy Mayor for Housing, Land and Property.
- 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 co-ordinators 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. All meetings will be minuted. 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 take place at City Hall.

Appendix 7 London 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 underoccupation 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 and 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 GLA's Principal Housing Mobility Officer.
- 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 take place at City Hall.

Appendix 8 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 **verify** 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 9 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. 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 '**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 as necessary and 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 10 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.

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

You will need to supply your name, your postal address and state the format and title of the publication you require.

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 bản 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.