

Applying for a Management Move

Frequently asked questions

What is a management move?

A management move is an agreed move from one Stonewater property to another. Management moves are available to customers where it can be evidenced their current home poses a significant risk to physical, emotional or mental health. This may also include circumstances of proven domestic abuse of hate crime, or where there is an order from the Court.

The criteria mirrors that of our local authority partners and where 'Emergency Banding' may be approved.

Your application will be added to the management move register for 6 months and Stonewater will look to match you with homes that meet the agreed criteria.

What other options do I have to move?

Even if your management move application is approved, it is important that you also explore other ways to move. There are several options open to you and the first place we would recommend looking is with the local authority.

Local Authority/Choice Based Lettings

Your local authority is the best place to start, as they advertise available homes in your area for all housing associations and councils. This enables them to offer a wider range of choice and you're likely to find a suitable home more quickly.

You should approach the council/local authority first and explain your circumstances. They will review your case and give you a banding based on your needs. In some circumstances, where you are in immediate risk of remaining in your home, your local authority may be able to provide you with temporary accommodation until a more suitable home is found.

Mutual Exchange


A mutual exchange, often referred to as 'MEX', gives you the opportunity to swap homes and tenancies with another housing association or council customer. Stonewater are registered with HomeSwapper, a website where you can look for others wanting to swap.

Moving Soon/Rightmove

Occasionally we advertise our homes through Moving Soon (www.movingsoon.co.uk) or on Rightmove. These properties are allocated on a first come, first served basis rather than needs based. There are a number of other housing providers who also advertise here, and you can search for homes nationally.

Direct Waiting Lists

You may wish to join a direct waiting list for particular schemes on our website. These tend to be for retirement living properties (age 55+) only. You can view our schemes on our website.



Housing associations are required to advertise a set proportion of their available homes through the local authority to ensure they're allocated fairly to those in the greatest need.

How can I apply for a management move?

If you feel you meet criteria for a management move due to being in significant risk in your current home, you can contact us, and we'll discuss your options with you.

To support your application, you will need to:

- Provide details and evidence of the risk you feel by remaining in your current home

- Demonstrate you have registered, or are in the process of registering, with the local authority.

What evidence might I need?

Every situation is different, and we will discuss with you what may be required to support your application when we speak. Below is a list of items that are often required, as a guide, so that you can prepare:

- Confirmation of registration from your local authority, or a reference number and banding
- If you are requesting a move on the grounds of health, we would ask for supporting evidence from medical professionals, along with occupational health assessments that determine that your current property is unsuitable
- If you are requesting a move on the grounds of anti-social behaviour, we would ask for supporting evidence from the police and gather evidence directly from your Stonewater case worker
- If your move is required due to suffering domestic abuse, you may be able to show that you are actively working with and being supported by an IDVA and, where appropriate, an outcome of your case being heard at MARAC.

How will a decision be made?

Our panel will review your case to ensure that you meet the criteria of needing a move due to imminent risk.

In considering the application, we will look at our rights with the local authority to make direct matches, property numbers in the area you have requested, evidence supporting your request, your engagement with the local authority and tenancy conduct, including any arrears.

We may approve your application in full or with conditions or alterations.

If your application is not approved, we will explain why and support you to explore other options. You can also appeal the decision if you disagree with us.

Do I have choice of where to move to?

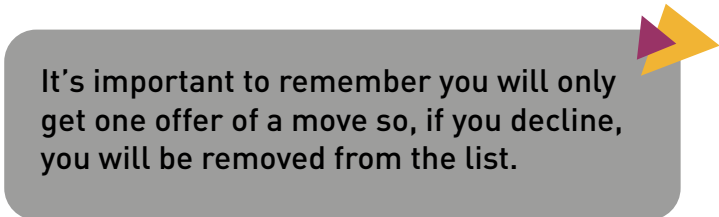
Yes, when you apply we will ask you what areas you would consider moving to (by local authority). We are unable to limit criteria to roads, schemes or districts unless there are extenuating circumstances.

In most instances we will look to find a suitable home in your current local authority area. Where a local authority has 100% nomination rights, we will need their permission before offering you a home. If they do not give their permission, we cannot process a management move offer for you. This is why it's so important for you to register with them.

Some villages and towns can have specific rules on ensuring those moving into homes have a local connection to the area, which can sometimes restrict the areas you can move to.

We encourage customers to be open minded when considering where they would move to as the more areas you consider, the higher the likelihood of a property coming available. However, it's important that you are realistic with your choices as once approved, if a property came up in that area, we would be offering it you.

You should also be aware that we have no properties within London, so we would not be able to support you with a move to this area.



It's important to remember you will only get one offer of a move so, if you decline, you will be removed from the list.

Can I have a bigger property or one with a garden?

In the majority of cases, your management move application is approved for a move to a property the same as the one you are currently in.

If you can provide evidence of what the local authority deems you as needing, we may consider this as part of your application. However, our main aim will be to move you out of immediate risk to a home with no lessor facilities than you already have.

I am in arrears, can I still be considered?

We know that this can be a barrier to moving house and we want to support our customers.

If you are in rent arrears, we would encourage you to work with your Income Officer to approach the local authority and make an application for Discretionary Housing Payments, which may assist in clearing any debt on your account. In addition, for a management move, if you can demonstrate that you are regularly paying your rent and have an agreement towards the debt that you are sticking to, this will go in your favour.

Next steps?

We hope you have found this information helpful. If you feel that you need support in applying for a management move, or exploring other options, please get in touch with us on customers@stonewater.org or 01202 319119.

Further information on moving can be found by visiting our website.