



## Considering an application for an internal move?

Please read the following guidance. It is designed to help you determine whether you are eligible for consideration for an internal move, and to facilitate the application process.

- Other than in exceptional circumstances, the minimum period of tenancy after which a request for a move will be considered will be one year.
- You must be able to demonstrate that your present home is or will shortly be overcrowded due to an increase in family size.
- Or, conversely, if, following the departure of family members the house is under occupied and the move to a smaller property would be of significant advantage to you, a move may be permitted.
- If at the initial let the property was the only one available and this resulted in under occupation, a request for an internal move may be considered later.
- In exceptional circumstances a move to a similar sized property may be approved where the request is to move from a house without a garden to a house which has one. The number and age of resident children shall be the major consideration in such cases.
- Your rent account history will always be taken into account when considering a request for a move.
- You must not have rent arrears at the time of the move or any debts outstanding to the Association.

Neighbour nuisance and annoyance will not be considered acceptable grounds for an internal move.

- Where a customer is caused nuisance or annoyance or is harassed by a neighbour the Association will lend assistance in remedying the situation, wherever possible.
- Where the neighbour is a customer of the Association we will take the necessary action to prevent the nuisance reoccurring, including legal action if necessary.
- If a customer is suffering anti-social behaviour from a neighbour then a move can be facilitated at our discretion.
- Where a Customer is the subject of any form of Harassment and an internal move is required, an exception will be made to the procedure outlined and a move will be permitted.



**Other relevant policies:**

Mutual Exchange Procedure  
Policy on dealing with Racial Harassment  
Equal Opportunities  
Anti -social Behaviour Policy