

Management Moves Policy

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TWO RIVERS HOUSING

Management Move Policy

1. Statement of Intent

- 1.1. The purpose of this policy is to clarify how Tenants may move outside of choice-based lettings in serious or exceptional circumstances, or for the purpose of Two Rivers Housing (TRH) managing its own homes.
- 1.2. This policy supersedes section 7 of the Allocations Policy and applies in extremely restricted circumstances. This policy does not apply to Leaseholders or Shared Owners.
- 1.3. A management move is a move that will only be agreed by TRH in exceptional circumstances and in the instance that the Tenants need to move homes cannot reasonably be met by the Local Authorities choice-based lettings scheme or the Mutual Exchange process.
- 1.4. TRH will work to support Tenants and work collaboratively with the Local Authority to look at all options.
- 1.5. We aim to maintain a positive relationship with our tenants. To help achieve this we will ensure accurate information, good communication and dedicated support is provided to make the move process go as smoothly as possible.
- 1.6. This policy should be applied in conjunction with all TRH policies in existence at the time of using it. Most specifically:
 - Allocations Policy
 - Tenancy policy
 - Tenancy Management policy
 - Safeguarding policy
 - Equality, Diversity and Inclusion policy
 - Reasonable Adjustments policy.

- 1.7. This policy is legally compliant at the time of writing and will be reviewed on any change in law or best practice.

2.0 What is, and what is not a management move

- 2.1 A management move is not a right under the terms of the tenancy agreement, nor is it a right under housing legislation.
- 2.2 A management move is not an emergency move, we do not keep homes empty without good reason, and therefore any request for emergency accommodation should be referred to the local authority's homeless team.
- 2.3 Management moves are carefully considered and are not "normal" practice.
- 2.4 Tenants must be registered on Homeseekerplus and continue to seek alternative accommodation via the choice-based lettings system. The mutual exchange route of moving must be considered.
- 2.5 TRH will

- Consider management moves if required for a tenant's safety or wellbeing.

Examples include:

- Where TRH needs a tenant to vacate their home, for example to carry out major repair work, this will normally be on a temporary basis (See Decant Policy) but may be considered as permanent, at the request of the tenant, and if there are additional reasons or where reasonable adjustments need to be considered.
- Where a tenant needs to move because of serious violence, domestic violence or serious antisocial behaviour.
- Where a tenant has serious social or medical problems requiring a move.
- Where TRH requires possession to facilitate a redevelopment scheme (see Decant Policy).
- Where there are serious health and safety concerns.
- A management move will only be considered where we have availability of a suitable home, or we could reasonably expect a suitable home to become available within 6 months.

2.6 TRH may:

- Require the Tenant to re-apply if they are not offered suitable accommodation within 6 months. This will include providing up to date evidence.
- Request that the tenant completes an affordability assessment.
- Request proof of eligibility, such as child benefit or information to show a requirement for a certain type of property, such as level access bathroom/medical evidence.
- Require supporting evidence from other agencies to support the move, such as Police, Social Care, or support agencies.
- Refuse to grant a Management Move request if Tenants are in breach of any of the conditions of the tenancy, or if money is owed to TRH.
- Attach reasonable conditions to agreeing the move, for example Tenants may be expected to clear any debt owed to TRH, carry out repair works that are tenants' responsibility, or clean and clear any rubbish from the property before a moving date can be arranged.

2.7 TRH will not:

- Make more than one offer of suitable accommodation under this policy. If an offer is refused, the tenant will need to apply for alternative accommodation through the normal channels such as Homeseecker plus and by Mutual Exchange.
- Guarantee that suitable accommodation will become available within a specified period. We cannot do this as available accommodation is normally dependent on another tenant moving out.
- Guarantee that all Tenant preferences can be met. TRH will do all we can to find an alternative home that suits the Tenants needs, however meeting personal preferences may not be possible in all cases.
- Cover the removal or other moving costs, unless previously agreed or if the move falls within the Decant, or Reasonable Adjustment policy.

- Pay compensation or the Statutory Homeloss Payment (unless the conditions are met) as management moves are discretionary, and at the Tenants' request.

3.0 Right of appeal

3.1 When writing with a decision to refuse the management move we will advise of the reason for our decision and of the right to appeal.

3.2 A tenant or applicant can appeal our decision for the following reasons:

- The tenant believes we have made a mistake when deciding they are ineligible or non-qualifying.
- There is information that the applicant thinks we have not taken into account, either about their status as a non-qualifying person or in relation to any disability, medical condition or vulnerability.

3.3 We cannot accept an appeal for any other reason – we know tenants and applicants may not be happy with a decision but unless the appeal is for one of the reasons here, we will be unable to consider it.

3.4 To appeal our decision, you should contact us and tell us which reason you are using to appeal and provide us with any supporting information. There is a deadline for this - you will need to contact us within 15 working days of our decision.

3.5 We accept an appeal in all of the following ways:

- Emailing customerservices@2rh.org.uk with the title – Request to Appeal Management Move Decision; or
- Telephoning us on 0800 316 0897 advising us you are appealing a decision. We will ask for you to provide the information above and may need you to send further information in by email or post.
- In person – you can advise any member of staff that you wish to appeal a decision. We will ask for you to provide the information above and may need you to send further information in by email or post.
- By post to Two Rivers Housing, Riversmeet, Cleeve Mill Lane, Newent, GL18 1DS

3.6 The appeal will be heard by an Assistant Director or above, who was not involved in the original decision and our response to your appeal will be sent within 15 working days.

- 3.7 In exceptional cases it may take us a little longer to consider the appeal. If this is the case, we will let you know and agree a date when you will have a decision.
- 3.8 As part of dealing with the appeal, we may contact you to ask questions to ensure we have all of the right information.
- 3.9 Once the appeal decision has been made there will be no further appeal.
- 3.10 If you are unhappy with how we have managed your case, you can make a complaint by contacting us in any of the ways listed above. Any complaint received will not form an appeal of the decision made.

4.0 Responsibilities

- 4.1 The Neighbourhood Manager will gather information and evidence from our tenants and make a recommendation to the Housing Manager as to whether a management move should be granted.
- 4.2 If requested by a tenant, a management move request should be referred to the Housing Manager within 21 days (unless an emergency applies) all evidence must be included in the management move request otherwise it cannot be considered.
- 4.3 The Housing Manager will check all paperwork is and evidence and add any comments to the request.
- 4.4 The decision as to whether a management move is agreed or not is determined by the Head of Neighbourhoods in the first instance, although the Head of Safer Neighbourhoods and the Head of Income may also make the determination.
- 4.5 The Lettings team are responsible for setting up the new tenancies on the management system.
- 4.6 The Housing Managers are responsible for ensuring that this policy is followed, that timelines are adhered to and legal documents are properly completed.

5.0 Monitoring and review

- 5.1 The Head of Neighbourhoods is responsible for monitoring this policy to ensure that it is correctly applied.
- 5.2 The Head of Neighbourhoods is responsible for ensuring that reviews of this policy are carried out.

- 5.3 TRH will undertake regular reviews of this policy; the procedures related to it and staff training needs to ensure that it continues to operate in line with best practice and that service improvements are made and implemented.
- 5.4 In the absence of any trigger for review, the policy will be reviewed at 3-year intervals or such other periods as the Board of TRH may from time to time determine.
- 5.5 On review, if possible, this policy will be reviewed with our Tenant Voice or a panel of tenant representatives.

Version	Date	Author	Change description	Approved by	Date approved
1.0	February 2026	Sally Howell	Creation of standalone policy. Separation from Allocations Policy.	Customer, Culture, Colleague Committee	17 th June 2026