

2025

Management Move Policy

Housing & Community Safety
Nuneaton and Bedworth
Borough Council
5/20/2025

Management Move Policy Quality Record

Revision	Date	Description	Stage	Agreed
Draft	20 May 2025	First revision	Draft	1 August 2025
Draft	1 August 2025	Second revision	Draft	22 September 2025
Draft	22 September 2025	EqIA	Draft	22 September 2025
Draft	22 nd December 2025	Single Member Decision	Draft	Single Member Decision - Approved

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Approved by: Single Member Decision (Housing Portfolio)

Version no: 1

Date: 22 December 2025

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1. Introduction

- 1.1 Nuneaton and Bedworth Borough Council is a Local Authority with approximately 5,600 properties across the Borough.
- 1.2. Our tenants are offered a variety of tenancies during their first 12-months (unless the allocation was a transfer from another social housing tenancy) in-line with the Tenancy Policy and they will become a secure tenant after this time.
- 1.3. The Local Authority has a high demand for social housing in the borough; and therefore, all options for assisting our tenants remain in their current accommodation should be exhausted before considering an application for a Management Move – this includes a mutual exchange, additional safety measures etc.

2. Policy Statement

- 2.1. When letting the Council's properties, we have a duty to house those in greatest need of housing. The Council recognises that there will be exceptional situations where existing tenants may require urgent re-housing in specific circumstances. Agreeing to a management move is exceptional, as the decision overrides the Choice Based Lettings process and as a result delays the rehousing of other applicants on the transfer list and housing register who may also have high needs.
- 2.2. The circumstances of the tenant will need to be extremely serious to justify a management move. The Council will consider every case on its individual merits, and ensure the approach is reasonable and effectively controlled and monitored.
- 2.3. The Council recognises that moving is difficult and will offer alternative remedies to allow tenants and their permanent household members to remain in their homes, safely and promptly. However, we understand there are occasions where this is not possible, and an urgent move is the only way to alleviate a problem.

3. Legislation

- 3.1. Management Move are exempt from the rules under Part 6 of the Housing Act 1996 as this is treated as a transfer that is initiated by the 'landlord'.

4. Purpose

- 4.1 This policy sets out the Council's approach to managing emergency situations where tenants are unable to remain living in their homes and require urgent permanent re-housing in specific circumstances.
- 4.2. The purpose of this policy is to ensure that Nuneaton and Bedworth Borough Council have a consistent; fair; and transparent approach in the

way it deals with requests from tenants to urgently transfer to alternative accommodation in exceptional circumstances.

5. Scope

- 5.1 This policy outlines our approach to letting the Council's Housing Revenue Account (HRA) properties only in cases of a management move for existing Council tenants only.
- 5.2. This policy does not cover temporary or permanent decants where the tenant needs to or intends to return to the same property. These moves are covered in the Decant Policy.
- 5.3. Tenants who hold a tenancy with Nuneaton and Bedworth Borough Council may be considered for a Management Move depending on the assessment of their circumstances by the Local Authority.
- 5.4. Introductory tenants do not normally have the right to apply for a move until they become a Secure tenant. In cases where a Management Move is being considered, the Management Move Panel consisting of the Landlord Services Manager and Housing Solutions Manager must authorise the request.

6. Responsibility

- 6.1. The Assistant Director for Social Housing & Community Safety retains overall responsibility for the implementation of this policy.
- 6.2. The operational day to day delivery of the policy is the responsibility of the Landlord Services Manager, Housing Solutions Manager and Team Leaders.
- 6.3. Compliance with this policy from Officers will be randomly monitored through monthly 1-2-1s and quality and assurance exercises by Team Leaders.
- 6.4. All staff managing cases are responsible for reading and familiarising themselves with this policy and the associated procedures.

7. Criteria for a Management Move

- 7.1. Management Moves may be considered for existing tenants where they cannot remain in their current property or where it is demonstrated that remaining in their existing property would endanger their lives or the life of a permanent household member.
- 7.2. The following circumstances are where a management move may apply:

- **Risk to Life due to Crime, Anti-Social Behaviour and Hate Crime**- this occurs when a tenant, or permanent household member of the tenant is the victim of a threat of serious physical harm or has already been physically harmed. A threat would be considered where it can be demonstrated that perpetrators have been physically engaged in actions aimed at causing personal injury to either the tenant and/or their permanent household member. This can include physical damage to their property or belongings.
- **Risk to Life due to Property Condition** – this occurs where the Council or one of its duly appointed contractors identify any category one hazards as defined by the Housing Health and Safety Rating System (HHSRS) and that cannot be promptly resolved to reduce the risk posed to the tenant and their household.
- **Risk to Life due to Medical or Welfare Needs** – this occurs where the tenant or a permanent household member has an exceptional need to be rehoused and applying and waiting for a move via the housing register would endanger their lives.

7.3. Criteria not considered under the Management Move Policy

The following situations will not be considered for management moves:

- For survivors of domestic abuse, support to remain in the property or to move urgently to alternative accommodation is covered in our Domestic Abuse Policy and Allocations Policy.
- If a property becomes uninhabitable (for example: fire, flood, extensive structural works, damp & mould, or major repair works are identified); these instances are covered in the Decant Policy.
- Instances of neglect, intentional damage or refusal to have remedial works carried out to a property by a tenant, their household members or visitors are excluded from this policy.

8. **Management Move Applications**

8.1. If a tenant or permanent household member's life would be in danger to remain in their property, they must contact the Council immediately. This can be done in the following ways:

- Contact their Anti-Social Behaviour Officer
- Contact their Tenancy Management Officer or Independent Living Officer

- 8.2. The Lead Officer will contact the tenant within one working day of receiving the request for a management move to ascertain details of the situation endangering lives.
- 8.3. The Officer will compile a Management Move Review Pack within two working days of the request, and the Management Move Panel will hear the case within five working days of the request.
- 8.4. The Lead Officer will determine if temporary accommodation is required whilst the Management Move decision is pending, and if approved, whilst waiting for an offer of alternative accommodation.
- 8.5. When offering temporary accommodation, this is at the Council's discretion, and we will only offer temporary accommodation in a location we deem suitable for the tenant and their permanent household members.
- 8.6. Temporary accommodation availability is limited, and we can only make offers to temporary accommodation where there are vacancies. Please note that temporary accommodation could mean moving out of the local area. Every effort will be made to minimise distress and inconvenience where practicable.

9. Supporting Documentation for a Management Move

- 9.1. To enable the Council to risk-assess every situation, supporting documentation and evidence will be needed to support every application for a management move. The Council will need explicit consent to request this evidence from any relevant party or organisation to support the application. Failure to provide this consent will lead to the management move request being refused.

9.2. Crime, Anti-Social Behaviour and Hate Crime

When determining if a threat is credible, we will consider any current or previous actions or patterns of behaviour displayed by the perpetrator. We will also consider where there is a continuous and escalating pattern of more severe threats to the victim. In these situations, the combination of all previous incidents suggests that a serious threat, assault or other forms of physical harm is more likely to be carried out against the tenant or their permanent household members. Examples of this would include anti-social behaviour, hate crime and cuckooing.

Supporting documentation and evidence should include:

- Evidence from the Police (Inspector, or a Sargeant with Inspectors approval) which establishes that the tenant must move to reduce the risk to them and/or their permanent household members.

- Additional evidence from a third professional body (Victim Support for example) are also required to confirm how a move to alternative accommodation will solve/alleviate the issues.

In these cases, tenants will need to be assessed as being at significant risk of ongoing harm in their current property and/or locality and there are no other alternative remedies available to significantly reduce or eliminate the risk other than transferring to alternative accommodation.

Property Condition – Category One Hazards

The Housing Health and Safety Rating System (HHSRS) stipulates 29 potential hazards in the home which, when assessed alongside the likelihood of an incident occurring and how serious the outcome could be should the worst. For any cases of overcrowding, we will signpost to the Local Authorities Choice Based Lettings Team and promote mutual exchange. Should we be aware of any severe cases of overcrowding, we will assess using the HHSRS and where it is determined that this is causing a Category 1 hazard, we will consider a Management Move application.

Where a tenant is being considered for a Management Move due to HHSRS and/or Cat1 Hazards, all evidence must be given to the case officer by the Local Authorities Capital Projects and Property Services Team as soon as possible – including photographs, referral forms, inspection forms, and evidence of conversations had with the tenant(s) involved.

Medical or Welfare Need

Where there is an urgent medical, disability or welfare need which means that the tenant cannot access or continue to occupy their current property, we will consider if remaining in the property would endanger their life. Examples of this include trauma, a life changing accident, a medical condition requiring specialist equipment that there is insufficient space for in the current property.

Supporting documentation and evidence should include:

- Confirmation of any diagnoses, medication, medical history and treatments by medical professionals
- An assessment provided by an Occupational Therapist to determine what accommodation is required
- Partnership working with agencies, where there are physical or mental health needs, is key to successfully considering a managed move and support needs for customers.

- If a Management Move is necessary for these reasons, the Landlord Services Team will complete a consultation with other residents that may be affected to ensure their properties are habitable.

10. Partnership Working

10.1. Where possible, we will work with other agencies to combine resources and take a partnership approach to find a suitable solution for our tenants, including gathering all evidence. Examples of our partner agencies include, but are not limited to:

- Warwickshire Police
- Warwickshire Fire & Rescue Service
- MARAC
- Warwickshire County Council and other relevant Local Authorities departments (including Environmental Health, Children and Adult Services, Housing and Education)
- Probation Service
- Youth Justice
- Refuge and other domestic abuse support services
- Substance misuse support services
- Warwickshire Modern Day Slavery Network

10.2. Where an agency such as the Police refer a tenant to us for assistance for a Management Move, the assigned Anti-Social Behaviour Officer for the area will contact the tenant(s) directly for further information and to start an investigation and consider whether the tenant and their permanent household members require temporary accommodation via the Decant Policy.

11. Panel Meetings

11.1. The Landlord Services Manager; Housing Solutions Manager; Anti-Social Behaviour Team Leader; Tenancy Management and Engagement Team Leader; Independent Living Team Leader; Choice Based Lettings Team Leader; and Housing Solutions Team Leader have authority to make decisions on Management Move applications.

11.2. The panel meetings must take place within 14-days of the application being submitted and there must be at least 2 Managers/Team Leaders sitting on the panel.

11.3. The tenants do have the option to attend the panel meetings for their Management Move applications and bring a friend/representative/family member along if they wish to do so.

- 11.4. The case officer must confirm the date and time of the panel meeting with the tenant and a member of the panel will write to the tenant to confirm the decision within 5-working days of the meeting.

12. Management Move Decisions

- 12.1. Once the Management Move Panel have made their decision, this will be communicated verbally and in writing to the tenant.

12.2. Approved

Where Management Moves are approved, the following applies:

- The type of accommodation that will be offered
- The elements of the property that are needed, e.g. level access bathing facilities, ground floor accommodation, wheelchair accessible accommodation
- The localities in which accommodation will be offered in
- Rent arrears – where a tenant has rent arrears, the tenant must be made aware that all of their rent arrears (incl. court costs accounts etc) will be transferred over to their new tenancy agreement.

Refused

Where a Management Move has been refused, reasons for this decision will be provided to the tenant. The tenant has a right of appeal if they are dissatisfied with this decision.

12.3. Offers of Accommodation, Reviews and Monitoring

One offer of suitable accommodation will be made under the Management Move Policy. If this offer is refused, the Management Move status will be withdrawn and the tenant must return to their property as their main and principal home.

If the tenant does not believe the offer of accommodation is a suitable offer, they have the right of appeal.

When offering accommodation, the Council will work to the Allocations Policy to determine property and locality suitability depending on the needs of the tenant and/or their household members are identified in the Management Move Review.

Tenure will not be impacted by a Management Move.

Where there is a risk identified to the tenant and their permanent household in their current accommodation, the Council will not consider them for housing within a two-mile radius of their current property.

If the tenant requires rehousing outside of the Borough, the tenant must apply directly to the relevant Local Authority or Housing provider in the area they need.

- 12.4. Tenants who have been approved for a Management Move will have their cases reviewed bi-monthly by the Landlord Services Manager and Housing Solutions Manager. Each case will be reviewed individually to ascertain any significant changes. In some cases, some tenants will be removed.

Examples of cases being removed from the Management Move list could include:

- The perpetrator(s) have moved/terminated their tenancy
 - Injunction(s) have been awarded and offer protection to the tenant(s)
 - The tenant has refused a reasonable offer of alternative accommodation; and/or
 - The tenants are failing to engage with the case officer.
- 12.3. The case officer will be responsible for contacting the tenant for regular updates and should their case be removed from the Management Move list; they must be informed via telephone or in person, and followed up in writing, outlining the reason for the removal.

13. Appeals

- 13.1. A tenant can appeal the decision for a Management Move – they must put their appeal in writing to the Landlord Services Manager within 10 working days from the date the decision was made and provide all supporting evidence and supplementary information for their appeal.
- 13.2. The Landlord Services Manager or Housing Solutions Manager (either manager who is not involved in the original panel meeting) will review the Management Move review form; supporting evidence; decision letter; and case notes when completing the appeal.
- 13.3. Regardless of the appeal outcome, this will be confirmed in writing with the tenant within 10 working days of receiving the appeal request.

14. Related Documents

- 14.1. This policy relates to the following documents:
- Tenancy Policy
 - Decant Policy
 - Domestic Abuse Policy
 - Allocations Policy

15. References

15.1. This policy refers to:

- Tenancy Policy
- Decant Policy
- Domestic Abuse Policy
- Allocations Policy
- Anti-Social Behaviour Policy
- Hate Crime Policy
- Anti-Social Behaviour Procedure
- Management Move Procedure
- Housing Solutions Procedure

16. Review

16.1. This policy will be reviewed every three years or on the introduction to new legislation; regulation; or good practice guidance.

Delegated authority to change; amend; and update this policy will be given to the Landlord Services Manager or Assistant Director for Social Housing & Community Safety in consultation with the Portfolio Holder.