



ASSIGNMENT POLICY

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Gloucester City Homes Document Format Information

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

Gujarati

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براہ مہربانی ہم سے رابطہ کیجئے۔

Bengali

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براہ مہربانی ہم سے رابطہ کیجئے۔

(Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.)

STATUS (Draft / Approved / Updated / Archived)	REFERENCE
Second DRAFT	GloscityS76/GCH/ALMO Project/policies & procedures/06 Current GCH Policies & Procedures/Tenancy & estate management/GCH assignment policy & procedures controlled document
<p>Important Notice: Printed paper copies of this procedure are uncontrolled. The current version of this procedure is available on the Intranet</p>	

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1	5.12.06			RSH	

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INTRODUCTION

This document sets out Gloucester City Homes policy and procedure with regards to receiving a request for assignment of a tenancy.

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POLICY

Overall Aim

To provide a better quality of life to every customer of Gloucester City Homes by delivering exceptional services and providing decent homes in successful communities.

Supporting Aims

This policy and procedure assists us to comply with one of the Council's key priority being efficiency and effectiveness and also the Council's key aim "a city with good housing and health.

Relevant Legislation

A secure tenancy is not capable of being assigned except in the case mentioned in subsection three of the Housing Act 1985 as follows.

The exceptions are:-

Assignment by way of exchange.

Assignment in pursuance of an order made under that Matrimonial Causes Act 1973 (Property adjustment orders in connection with matrimonial proceedings).

Assignment to a person who would be qualified to succeed the tenant if the tenant died immediately before the assignment.

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SERVICE STANDARDS

All requests for assignment of tenancy will be acknowledged within 5 working days.

A decision will be made with regards to this request within 28 days from receipt of enquiry.

We will not unreasonably refuse permission.

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DIVERSITY

Gloucester City Homes is working towards equal opportunities and diversity in both the way we provide services and in the way we recruit and employ staff. We will endeavour to ensure that all employees, potential employees, clients and customers are treated fairly and consistently with respect to, and in accordance with, the principles of equal opportunities and human dignity. We are committed to valuing diversity in the workplace and in the community we serve, recognising our legal and moral responsibilities to be fair.

We will ensure that, during their dealings with us, no one is treated less favourably on the grounds of race, colour, gender, language, age, religion or belief, disability, sexual orientation, or any other grounds (as outlined in the Human Rights Act 1998), which cannot be justified.

RESPECT

Gloucester City Homes will endeavour to apply the core commitments of the respect agenda into our policies. Included are commitments applicable to this procedure

Accountability, leadership & commitment

Landlords need to make a visible commitment to the community so that everyone is clear they take issues of anti-social behaviour and respect seriously and will deliver what they say they will.

Support to tackle the causes of anti-social behaviour

Provision of support can put an end to unacceptable behaviour by tackling underlying causes. This leads to sustainable outcomes and gets peoples lives back on track.

PERFORMANCE TARGETS

A request for alteration must be acknowledged within 5 working days.

Should an inspection be required following the request this should be arranged within 10 working days. A decision must be made concerning the request within 10 working days from receipt of the request if no inspection is required.

A decision must be made concerning the request for alteration within 5 working days following the inspection.

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