

THE PAN-LONDON HOUSING RECIPROCAL

Tenants Guide

saferlondon

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This guide has been produced by Safer London for tenants who have been referred to the Pan-London Housing Reciprocal.

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For more information visit www.saferlondon.org.uk

THE PAN-LONDON HOUSING RECIPROCAL

The Pan-London Housing Reciprocal is a scheme that means people with social tenancies who are at serious risk of harm, can access another social tenancy in a different borough in London and remain safe.

The scheme supports individuals and families who are affected by:

- Domestic violence and abuse
- Sexual violence and exploitation (including prostitution and trafficking)
- So called 'honour' based violence, female genital mutilation (FGM), forced marriage
- Stalking
- Hate crime
- Serious youth violence

The scheme is for only for people who have a social tenancy who need to move to a different London borough in order to be free from harm.



WHAT DO I NEED TO DO?

For safety reasons we can't accept applications directly from tenants. To be considered for the scheme your housing officer or support worker must make an application on your behalf.

To process your application you will need to provide the following information:

1. The reasons why you need to move.
This may include information on any support you need, and support workers or organisations that you're working with.
2. The number of bedrooms you need in your new property.
3. The age and gender of you and anyone who will be moving with you.
4. Details of the property where you currently live
5. A list of boroughs that are safe for you to move to, and a list of boroughs that are unsafe.
6. Any floor requirements. Please note that this will only be taken into consideration in medical cases.

Once we receive your application we'll send it to our property partners. We'll then work together to help find you a safe and secure place to live.

WHERE CAN I MOVE TO?

You can move to any London borough where you feel safe. However, we can't take request for specific areas or postcodes. For example, you can request to move to Southwark, but you can't specify specific areas such as Peckham, Canada Water etc.

Before you move please take into consideration:

- The property you move to won't be furnished.
- Most properties won't be decorated and often won't have flooring, such as carpet (you'll have to arrange this).
- If you're moving with your family and need a larger property, you may have to wait longer as these are harder to find.
- In accepting a property, you're signing a new tenancy.
- You will need to respond to property offers quickly.

When you move, we recommend you look into options to support you settling in. You should also take steps to keep you and your family safe. This may include safety planning around changing your routines, schools, local places and online activity. Speak to your support worker for help and guidance.

If isn't safe to remain in your home while waiting for a reciprocal referral, contact your housing officer for further information and advice on emergency accommodation options.

HOW LONG DOES IT TAKE?

Moves take time and it may take a while for you to be offered a property. In some cases moves are not possible at all.

Social housing in London is in short supply. The purpose of the scheme is to allow survivors of violence, abuse or exploitation to move to safety without sacrificing their social tenancies. It's important to keep this in mind whilst waiting to move to a new area.

However, there are things you can do to help increase your chances of being offered a property sooner.

Number of boroughs

List as many boroughs as you will be safe and willing to live. The more boroughs you put down, the more likely you are to receive a property offer.

Agency Support

If you're being supported by a service you're more likely to receive an offer. Local services can support with your application and advocate on your behalf.

Floor level

Ground and lower-level properties are prioritised for people with health needs and/or disability. Try to be flexible with your floor requirements.

Pets

Unfortunately not all providers accept pets. If you consider rehoming your pet, this may open more housing options.

FREQUENTLY ASKED QUESTIONS

What kind of property will I get?

Properties may vary in size and type. You may be offered a flat instead of a house, a property could be smaller than the one you currently live in, and the rent and tenancy type may differ.

You can't make specific requests on property type. We will not accept requests for houses or gardens.

What's offered to you depends on what's available in the boroughs on your application. Many properties offered are on estates, as this is where the majority of social housing is in London.

What happens if I turn a property down?

The wait for property offers can be long, Refusing properties impacts other applicants and compromises your own safety.

If you turn down a property the local authority or housing association who offered it will not offer you another one. You'll also be deprioritised to give other people a chance to receive an offer. Your landlord may choose to remove you from the scheme if you refuse a property.

What if I am overcrowded in my property?

Requests for a larger property is at the discretion of your landlord.

FREQUENTLY ASKED QUESTIONS

Who can I talk to about my application?

For safety and confidentiality reasons our team are unable to speak to you about your application. For any questions about your application the professional who supported your application can contact us.

Can I change the information on my application?

Yes. You can add or remove information, such as boroughs of choice or floor levels. To make any changes, ask the professional who supported your application to contact us.

Can I apply if I'm staying with family, in refuge or temporary accommodation?

Yes. You can apply if you're living somewhere other than your home, as long as you have a social tenancy. Refuge professionals can support you in making an application.

FURTHER SUPPORT

National Domestic Violence Helpline: 0808 2000 247

The Men's Advice Line: 0808 801 0327

National LGBT+ Domestic Abuse Helpline: 0800 999 5428

Samaritans (24hrs, 7 days a week): 116 123

Victim Support: 0808 1689 111

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