



# THE PAN-LONDON HOUSING RECIPROCAL

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Tenants Guide

**saferlondon**

Safer London is a registered charity in England and Wales No. 1109444; and a company limited by guarantee No. 5190766.

# TENANTS GUIDE

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

# 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.

## Who the scheme supports

The scheme supports individuals and families who are affected by:

- Domestic violence and abuse
- Sexual violence and abuse
- Forced sex-working and human trafficking.
- So-called 'honour' based violence, female genital mutilation (FGM) and forced marriage.
- Stalking
- Hate crime
- Serious youth violence

The scheme is suitable for people who have a social tenancy and need to move to a different London borough in order to be free from harm. It also supports some people who are 'owed' tenancies by a local authority, for example as a care leaver.



# 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.
2. This may include information on any support you need, and support workers or organisations that you're working with.
3. The number of bedrooms you need in your new property.
4. The age and gender of you and anyone who will be moving with you.
5. Details of the property where you currently live
6. A list of boroughs that are safe for you to move to, and a list of boroughs that are unsafe.
7. 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?

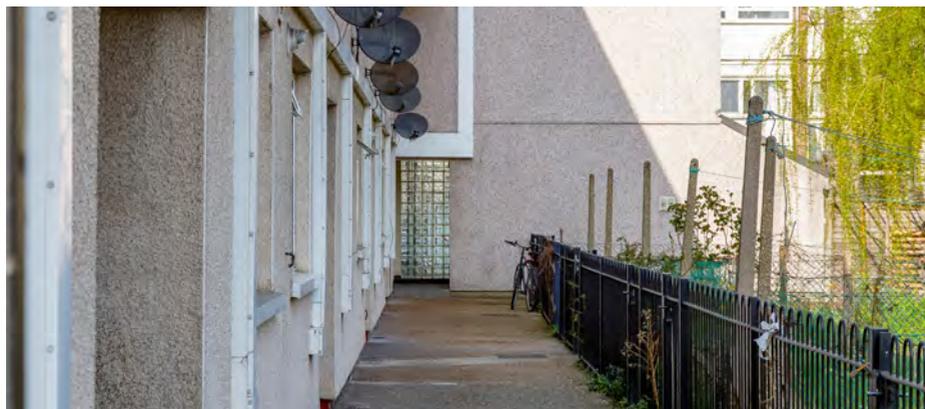
You can move to any London borough that you list as safe. However, we cannot guarantee which borough this will be, and we can't take requests for specific areas or postcodes. We encourage you to list as many London boroughs as possible to increase the chances of moving as quickly as possible.

Before you move, please take into consideration:

- You will receive one property offer through the Reciprocal
- The property you move into 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

We ask for a minimum of five boroughs of choice for most referrals, but we advise to add as many as possible. For referrals fleeing youth violence, we only ask for the boroughs of risk, and take all other boroughs as available options.

## 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 vary in size and type, and the majority are flats. The property you're offered may 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, for example houses or properties with gardens.

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?

We operate a one offer only policy, so if a property is refused then your application will be withdrawn from the scheme. Waiting times are variable and can sometimes take a long time, and refusing a property can compromise your safety and impact other applicants.

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.





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