

- Establishing the amenities available to the household including access to a garden or park nearby
- Advise the applicant on options for reducing the impact of overcrowding in their current home which will include:
  - Decluttering and re-organising the way the home is used, e.g. changing the use and occupation of rooms
  - Advising on different types of space saving furniture, e.g. bunk beds or folding tables to make better use of space in the home
  - Advising on options to assist adult children to move into their own home including the New Generation Enfield residents Scheme
  - Use of libraries and Homework clubs / after school clubs to support children with their homework
- Advise the household on alternative housing options including the private rented sector and low cost home ownership schemes
- Where funding is available, make recommendations for a feasibility study to consider loft conversion or extension if funding is available.

### **Council Transfers for Exceptional and Emergency Reasons**

Council tenants may be considered for an Exceptional or Emergency Transfer (known internally as 'Management Transfers') in the following circumstances including:

- Child abuse from within the family or within the neighbourhood
- Threat of violence or actual violence
- Rape or assault within the home or immediate locality
- Unnatural death (suicide or murder within the home)
- Irretrievable breakdown in the relationship with neighbours
- Threat of or actual gang violence where this is confirmed after a full investigation with police reports, and all available legal remedies have been exhausted.

Enfield's Exceptions and Special Applications Housing Panel will usually decide an Exceptional or Emergency Transfer. Urgent moves will be decided by the Head of Housing Options and Advice or other delegated officer. The decision will be based on an investigation undertaken by housing management staff evidence of the reason for needing to move urgently and any health and well-being assessment available.