

## Allocations and Lettings Policy

<b>POLICY</b>
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- 1.1 Irwell Valley procures and manages housing stock within diverse and complex patterns of local market conditions. Demand and supply levels for the Association's stock vary from acute demand at one extreme to little (or no) demand at the other with the full variety of local conditions in-between these extremes. Different factors such as low demand, hot spots of crime and anti-social behaviour combine to compound and magnify lettings and management problems. Furthermore local circumstances can change over short timescales against a backdrop of longer term fundamental shifts in tenure choice, household formation and regional demographic movements.
- 1.2 Within the context described in 1.1 the purpose of the Lettings Policy is to provide a framework within which the Association ensures a fair, open and non discriminatory allocation of its general needs housing to those in greatest need, who do not have the means or resources to adequately meet their housing requirements. The Association also seeks to make best use of its housing and aims to present open and accountable policies to support self-sustaining and self-regulating communities.
- 1.3 'Best use of housing' - the Association may as and when deemed appropriate seek to utilise some of its housing stock for purposes other than residential use, such as an office or show house. Such use of its housing stock will be time limited and only where any alternative appropriate accommodation is unavailable.
- 1.4 The Association recognises the policy tensions that can arise between the broad aims of the Lettings Policy. The Association seeks to reconcile these tensions by the appropriate use of Local Letting Strategies and Policies to address the variety of problems and circumstances that can affect each residents quality of life and the sustainability of particular neighbourhoods. In this way the Association's Letting Policy practically assists with strategies to combat social exclusion, aid regeneration, make best use of stock and meet local housing needs. Benefits of Gold Service membership have been integrated into the Allocations and Lettings Policy.
- 1.5.1 Local Letting Strategies are subject to specific consultation with residents, partner Local Authorities (LA's) and agencies and are brought to Board for approval. Such strategies are implemented for fixed periods of time, monitored and reviewed regularly and sit within the wider context of area regeneration and neighbourhood management.

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## **PRINCIPLES**

### **2.1 HOUSING NEED**

2.1.1 The Association seeks to prioritise the allocation of its housing to those who, by reason of their circumstances, are deemed to be at a relative disadvantage in their ability to gain access to adequate and affordable rented housing. In so doing the Association seeks to give reasonable preference to groups prescribed by section 167 of the Housing Act 1996 as amended by DeTR SI No 1902. Section 4.3 of this policy sets out these criteria and the relative priority afforded such criteria by the Association.

### **2.2 LOCAL LETTINGS POLICIES, SAFER ESTATES AGREEMENTS, COMMUNITY DECLARATIONS AND STARTER TENANCIES**

2.2.1 In areas of poor demand, high turnover, high crime and anti-social behaviour, the Association seeks to support and encourage the establishment of Local Lettings Policies, Safer Estates Agreements, Community Declarations and the use of Starter Tenancies. The Association recognises that these specific tools are part of a general Housing Management approach that can significantly lessen the effects of social exclusion on these communities.

2.2.2 The particular purpose of any Local Letting Policy is to ensure that the Association allocates property in a responsible manner to mitigate and counteract socio-economic conditions which detract from the quality and self sustainability of life for residents in the areas concerned. The Association will, where reasonable and appropriate, seek to utilise starter tenancies, local allocation criteria and other such tools to further this objective. All allocations for housing within an area for which the Association has agreed a Local Letting Strategy or Safer Estates Agreement will be made within such a context. The Association will use the information provided by an applicant or other partner/landlord to reach a decision on whether or not to allocate accommodation.

### **2.3 CONFIDENTIALITY AND DATA PROTECTION ACT 1998 (DPA 98)**

2.3.1 All information is treated as confidential save that which the Association needs to service its obligations towards local partners and partnerships, the objectives of which are to assist in ensuring the social and economic sustainability of neighbourhoods. No information is disclosed to third parties, without the prior approval of the applicant, the consent of who forms part of the Association's application form. All files, manual (formal and informal) and electronic data are stored in accordance with the Data Protection Guidelines; in secure conditions accessible only by duly authorised employees of the Association or its duly appointed agents. More detailed coverage of this topic is set out in the Association's Policy entitled: Data Protection and Confidentiality Policy and Procedure.

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2.3.2 All applicants are entitled to view the information held by the Association and all information provided by third parties as required under the DPA 98 and on reasonable notice. Files will be made available at the Association's premises and supervised access will be facilitated. If an applicant contests the accuracy of information contained within the records they are entitled to contest the veracity of this information via the Association's complaints procedure without prejudice to any other right or remedy extended under the Data Protection Act.

## 2.4 VERIFICATION OF APPLICANTS ABILITY TO SUSTAIN A TENANCY

2.4.1 Before an applicant is accepted onto the live (not provisional) waiting list the Association will undertake referencing checks with current and/or previous landlords to ensure that the applicant and any member of his or her household, to be or likely to be, re-housed has conducted previous tenancies satisfactorily. In completing an application for housing, applicants have consented to the Association seeking references or information from relevant third parties which may include the applicant's current and/or previous landlord/s, local Police, previous employers and other agencies to verify their ability to sustain a tenancy and (where required within the context of a Local Lettings Policy) their ability to make a positive contribution to a community.

2.4.2 Information so gained will be used together with the assessment of the degree of housing need, the circumstances of the applicant and the existence of any local lettings criteria, (e.g. Safer Estates Agreements, Community Declarations and the use of starter tenancies) to determine whether to accept the applicant on to the waiting list. The following instances may provide evidence of non-satisfactory tenancy conduct (this is not an exhaustive list): property abandonment, neighbour nuisance, recent criminal activity conducted from or affecting either premises, neighbourhood or locality, damage to property, violent and threatening behaviour towards staff/public, rent arrears and the subject of an Anti Social Behaviour Order. Such instances directly relate to the terms of the Association's Tenancy Agreement.

2.4.3 Rent arrears shall not be an automatic barrier to access. Where applicants are deemed to be ineligible for housing because they owe rent for a previous tenancy, the Association shall actively encourage applicants to enter into agreements to pay their arrears. If such agreements are kept for a reasonable period, the application should be re-activated. Non-housing debt e.g. council tax arrears shall have no bearing on eligibility.

2.4.4 Where an applicant is suspended from the waiting list, the meaning and purpose of the suspension period shall be clearly defined and shall ordinarily last no longer than 2 years.

2.4.5 Where the Association considers that the applicant is unlikely to be able to keep to the terms of this agreement the Association may, in consideration of the legitimate interests and obligations of the Association or it's other residents and communities, decline to consider an application further. A

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person so refused has the right to appeal via the Association's appeals procedure. (see section 4.7 – Appeals & Complaints).

## **TYPES OF APPLICATION**

### **3.1 NOMINATIONS**

3.1.1 The Association has a duty to co-operate (as is reasonable in the circumstances) with Local Authorities in offering accommodation to people with priority on the authorities register, therefore assisting the local authority to discharge its housing functions, particularly to the homeless. These duties are set out in Part VI S.170 & Part VII S.213 of the Housing Act 1996.

3.1.2 The Association makes available a minimum of half of its vacancies (net of internal transfers) to nominations from partner Local Authorities waiting lists. Following negotiation with Local Authorities, nomination agreements are entered into and in some specific cases a higher percentage of nominations may be agreed where the Authority has provided additional assistance and/or subsidy. Nomination agreements include details of the procedures to be followed including time-scales for responses to requests for nominations. The Association aims to offer Local Authorities a representative cross section of its housing stock. All stock for which current nomination agreements exist are clearly identified.

3.1.3 Where no nomination is forthcoming from an Authority within a reasonable time the Association will seek to allocate the property to other applicants in accordance with the criteria contained in this Lettings Policy. If the Authority is repeatedly unable to make a nomination in particular localities, the nomination agreement may be suspended, on agreement, to enable other immediate offers to be made by the Association. In the alternative an assumption of nomination status for all other applicants will be made with the agreement of the Authority.

### **3.2 COMMON HOUSING REGISTERS**

3.2.1 The Association works closely with Local Authorities by collaboration with local arrangements under existing (and potential) Common Housing Registers. The term Common Housing Register covers a variety of operational arrangements whereby applicants for rented accommodation can access all LA and Registered Social Landlord (RSL) stock via one application to a common register. Participating RSL's including IVHA can offer accommodation to applicants on the register in accordance with the terms of their Lettings Policy.

### **3.3 CHOICE BASED LETTINGS**

3.3.1 The Association also works closely with Local Authorities in collaboration with Choice Based Lettings schemes. The term Choice Based covers a variety of operational arrangements whereby applicants for rented accommodation

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submit declarations of interest in particular properties, as opposed to waiting for an offer from the LA or RSL.

3.2.2 Close collaboration and the participation in a Choice Based Lettings scheme are subject to the same rigorous monitoring and review as allocations made within the context of IVHA existing policy.

### 3.4 TRANSFERS AND GOLD SERVICE MEMBERSHIP

3.4.1 The Association will consider transfer requests from residents who have been resident for a minimum of twelve months for starter residents and six months for all others at the date of transfer, save in the event of a management transfer (emergency transfer). Applicants will normally be expected to have conducted their tenancy in a satisfactory manner, have a clear rent account and be in a position to leave their property in good decorative order and reasonable condition in order to receive an offer of accommodation. A home visit from a Lettings Officer is necessary to ascertain compliance with this general requirement.

### 3.5 SOLID GOLD/GOLD SERVICE MEMBERS AND TRANSFERS WITHIN EXISTING STOCK

3.5.1 The Association will seek to provide existing residents with transfer priority to 10% of the Association's existing available relet stock. The Association's Solid Gold members will receive transfer priority over eligible Gold Service members who in turn will receive priority over non-Gold Service members who have the same assessed housing needs priority as the Solid Gold/Gold Service applicant.

3.5.2 Transfer requests from existing residents of the Association will not normally be considered from applicants who have:

- Caused substantial damage to their current home through unreasonable act or omission.
- Caused racial or other harassment, or used violence or threatening behaviour to any resident or member of staff.
- Received a Notice of Intention to Seek Possession for, nuisance or harassment
- Been found guilty of illegal or immoral use at their current premises
- Accrued rent and or service charge arrears
- Been the subject of an Anti Social Behaviour Order
- Breached the terms of any locally applicable housing management declaration or compact

3.5.3 Where there are competing transfer applications from two or more Solid Gold, Gold Service members or two or more eligible non-Gold Service members preference will be given to the applicant who has greater priority under the Association's housing needs criteria. Where two or more applicants have equal priority under the needs criteria preference will be given to the applicant

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who has been awaiting a transfer for the greater length of time. Emergency decants will be considered outside this system for example where property is destroyed and rendered uninhabitable or unsafe or where redevelopment is planned.

### 3.6 MUTUAL EXCHANGES

3.6.1 The Association participates in the national mobility scheme (MOVE UK) for all general needs properties. Applications are prioritised according to the same system as general waiting list applicants.

3.6.2 The Association also facilitates mutual exchanges between residents (including exchanges with residents of other Registered Social Landlords and Local Authorities) by operating a mutual exchange register, which is available from Lettings colleagues at Head and Regional offices, and through participation in the national HOMESWAP register.

3.6.3 Applicants for a Mutual Exchange require the written consent of their landlord before moving and is granted to residents with a clear rent account and tenancy conduct record. Approval for mutual exchange will only be withheld where:

- A property is larger than necessary to either party
- A property is not big enough and would create overcrowding
- The other landlord is a charitable trust or a Housing Association and the exchange conflicts with the purposes of the trust or Housing Association, or with Housing Corporation approved policies
- The dwelling has been adapted for a disabled person and the new resident has no need for specialist housing
- Either home is under a court order for possession

### 3.7 SUPPORTED HOUSING

3.7.1 The Association has a large and diverse provision of direct and agency managed supported housing. Allocations of places within supported housing schemes is determined by the type, level and mix of needs for which individual projects can cater. A detailed explanation on how individual projects select residents, along with their aims and objectives is published in a separate document made available to Local Authority Housing Departments, Social Services Departments etc. General principles are common to how the Association lets places within all its supported housing schemes. These are:

1. Referrals are made by agreed agency partners, who have the skill and expertise to carry out an informed assessment of the need for accommodation, care and support.
2. All of the Association's referring agencies are governed via an appropriate agreement detailing monitoring procedures and

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compliance with the Association's lettings and equal opportunities policy. In this way the Association ensures compliance.

3. The Agent shall be responsible for referring the residents for the schemes for both the initial lettings and all subsequent voids.
4. The Agent and the Association shall jointly agree the most suitable applicant to be offered the vacancy by the Association
5. In considering applications the Agent will consider: -
  - a) Applicants showing an interest in the scheme, and no applicant should be considered against their expressed wishes.
  - b) Efforts made to involve applicants in the process and to enable them to exercise informed choice.
  - c) Applicants accepting the "*rules*" of the scheme who will co-operate with support staff and other residents within the project.

### **3.8 VULNERABLE APPLICANTS AND SUPPORTED HOUSING MOVE-ON APPLICANTS**

- 3.8.1 A vulnerable applicant is someone whose physical, mental, emotional or intellectual capacities are such as that they are less able to live independently as they may wish and therefore are at risk of not being able to adequately discharge their duties as a potential resident without adequate support.
- 3.8.2 Where a vulnerable applicant is not housed within the Association's supported housing accommodation an offer of general needs accommodation may be considered subject to need where the Association is satisfied that suitable support is available directly via floating support services or indirectly from an alternative suitable statutory or voluntary body.
- 3.8.3 Where the Association is unable to offer accommodation within its supported housing stock and suitable alternative support is not available in the applicants preferred area of general needs accommodation then the Association may refuse to offer accommodation in exercise of its general duty of care. In such cases the Association will offer advice and guidance to applicants to assist them in their search for suitable alternative accommodation via another provider or in another area.
- 3.8.4 The Association also has a responsibility to move-on applicants from the Association's existing Supported housing stock. The Association seeks to optimise access to re-let accommodation for residents leaving short-term accommodation. More detailed guidance on the provision of move on accommodation and targets for this is set out in the Association's policy entitled; "Supported Housing Move-on Policy and Procedure" and "Vulnerable Residents and Housing Management Services Policy"

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### 3.9 APPLICANTS UNDER THE AGE OF 18 YEARS

3.9.1 The Association will re-house applicants who are under 18 years old, but regardless of area such applicants will be granted an Assured Shorthold Tenancy until they reach the age of 18. For those under the age of 18 years entitlement to state benefits may be in doubt consequently the Association will require a responsible adult to act as a guarantor. This may be a parent, guardian, close relative or statutory authority or trustee. The provisions of the section on vulnerable applicants (see 3.7 above) will be applied to applicants under the age of 18 years. The Association may refuse to make an offer of accommodation if it considers that adequate support, necessary in order to adequately discharge responsibilities is not available in the area in which accommodation is required.

### 3.10 ASYLUM SEEKERS

3.10.1 The Association recognises that particular difficulties may be suffered by individuals and families as a result of them having to seek asylum in the UK. The Association seeks to co-operate closely with Local Authorities, Social Service Departments and Refugee Agencies to enable the appropriate re-housing of asylum seekers. Applicants awaiting a determination by the Home Office of their application for Asylum will be considered in accordance with the Association's priority needs criteria and the particular difficulties arising from their status will be taken into account in assessing an applicant's priority. Those applicants who are solely dependent on the local Social Services Authority will be accorded suitable priority for an allocation of accommodation acceptable to the supporting authority.

#### 3.11.1 PERSONS SEEKING TO REMAIN IN THE UNITED KINGDOM FOR EMPLOYMENT

3.11.2 The Association operates an open waiting list and will therefore consider applications for re-housing from those currently working within the UK under the terms of a work permit. Where such an application is received all relevant documentation will be requested prior to any offer of accommodation being made. Applications from those working within the UK under the terms of a work permit will be considered in accordance with the Association's priority needs criteria. If an applicant has Leave to Remain, refugee status with Indefinite Leave to Remain, Exceptional Leave to Remain, Humanitarian Protect or Discretionary Leave to Remain the Association would require a

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copy of a passport with appropriate stamp or letter of confirmation from the Home Office.

### 3.12 **A8 NATIONALS**

3.12.1 The Association will also consider applications for re-housing from customers who are classed as A8 Nationals. Where such an application is received we would need copies of the Workers Registration Card (provided by the Home Office) which is valid for 12 months, and the Workers Registration Certificate (provided by the Home Office), which is specific to the employer and only valid during the employment period. All applications will be considered in line with the Association's priority needs criteria and in accordance with the A8 National eligibility criteria.

### 3.13 **SEX OFFENDERS AND POTENTIALLY DANGEROUS OFFENDERS**

3.13.1 The Housing of applicants who are registered under the terms of the Sex Offenders Act 1998 is an issue requiring particular sensitivity and diplomacy on the part of the Association. All such applicants should come to the Association via a referral from an appropriate authority (Social Services, Probation, Police and Hostel Staff). The Association must take all reasonable steps to ensure that the type and location of accommodation offered to the applicant are appropriate, that the tenancy is likely to be sustainable and that there is minimal risk to the surrounding community. In order to make such a judgement the Association must have access to relevant information, e.g. risk assessment and involve the referring agency in the offer of accommodation.

3.12.2 The Association is a signatory to, and will work within, the Greater Manchester Probation Service Protocol for "persons who are currently serving community sentences, due for release from prison, or post-release supervision (including voluntary supervision) or parole or licence and whose risk assessment is High/High or High Medium". i.e. the likelihood of the applicant causing a high level of harm again.

3.12.3 While the Association recognises the need for confidentiality in these cases, it is necessary, especially with regard to the needs of the surrounding community, that some (or all) of the following people form part of the decision making process: Deputy Managing Director (Neighbourhood Management), Lettings Manager, Regional Managers and Neighbourhood Officers. Depending on specific circumstances it maybe appropriate to inform more senior members of management.

3.12.4 The Policy of the Association is to treat all applicants under this heading under the same terms and priorities as other applicants. Where, after consultation with the referring agency, or where information is not forthcoming/incomplete the Association feels that it cannot make an appropriate offer of accommodation the Association reserves the right to refuse the applicant. Any applicant refused an allocation of housing within the above context has a right of appeal against such a refusal.

## **PROCEDURES**

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The Association has clear procedures for efficiently managing the allocations and applications process. All applications are input onto the Association's computer system within 48 hours of receipt, and housing need is assessed by dedicated administrative staff in the Association's Neighbourhood Management team in accordance with the Association's Lettings and Allocations Policy. Applications which are to be accepted by the Association are approved by the Lettings Officer prior to their full acceptance onto the list. All applicants receive written information regarding the status of their application, and are sent regular review letters. Full details of the procedures are contained within the Irwell Valley Allocations and Lettings Procedure.

#### 4.1 **INFORMATION PROVIDED TO APPLICANTS**

4.1.1 All applicants are provided with a pack containing:

- An application form.
- Details of the Association's properties.
- Housing Corporation Charter
- 'How to Rent a Home' leaflet

4.1.2 All information will be provided in plain English, and is available in those languages common to ethnic minorities in the Association's area of operation. Procedures ensure that where applicants are disabled, blind or partially sighted or have literacy difficulties individual assistance will be provided, at home if appropriate. Full particulars of the Association's position on the provision of information are set out in the Association's Provision of Information and Confidentiality Policy.

#### 4.2 **INFORMATION PROVIDED FOLLOWING APPLICATION**

4.2.1 Information will be provided to all applicants accepted (or rejected) onto the Association's waiting lists regarding their provisionally assessed priority. Applicants will be provided with a letter stating their awarded points and accepted waiting lists. All applicants also receive a leaflet advising of their right to contest the assessment.

4.2.2 Priority assessment will take account of any pertinent information about applicant's circumstances. Where, due to the lack of suitable property types, sizes or a lack of properties within a chosen area an application is refused, applicants will be offered advice and assistance about how they may access other suitable accommodation from other RSL's.

#### 4.3 **PRIORITY SYSTEM FOR GENERAL LET APPLICATIONS**

4.3.1 Applicants are asked to specify their main reason/s for requiring re-housing and are awarded points for housing need circumstances as set out below.

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Applicants are prioritised in order of need. Where two or more applicants for a property have equal priority allocation is decided on date order. Points allocated for each criterion are cumulative. Points are awarded as a guide to assist the assessment of need. Each Neighbourhood has a point's threshold determined by the Lettings Manager by reference to the number of applications and the number of vacancies occurring within the preceding year. The point's threshold for each scheme is amended annually in light of operational circumstances. In high demand/low turnover areas the thresholds will be higher than in areas with lesser demand and higher turnover rates.

### Category A

		<b>POINTS</b>
A1	Homeless/ threatened with homeless for reasons other than applicant's unreasonable acts or omissions (please attach written proof)	35
A2	Under threat of physical violence (including domestic and racial harassment) (please attach written proof)	35
A3	Irwell Valley HA decanting for improvement/redevelopment works	200
A4	Severe overcrowding (needing another 2 bedrooms) or Unsanitary conditions	45
A5	Relationship breakdown.	35
A6	Families with dependent children under the age of 16	35
A7	Significant medical needs (please attach written proof)	35
A8	Would positively contribute to a community under local letting strategies.	35
A9	Pregnant and requiring suitable accommodation (please attach written proof)	35
A10	Overcrowding (lacking 1 bedroom)	35

### Category B

B1	Mortgage arrears due to ill health, redundancy etc (please attach written proof)	25
B2	Those affected by Compulsory Purchase Orders (please attach written proof)	25
B3	Applicants living in Bed and Breakfast accommodation and Houses in Multiple Occupation, caravan or boat or living with family or friend temporarily	25
B4	Reunion of families currently separated due to work location or overcrowding.	25
B5	Children in flats above ground floor	25

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B6	Daily support required or provided	25
B7	Irwell Valley/LA/RSL residents under- occupying a large family home	25
B8	Tied tenancies/Leaving the armed forces	25
B9	Need to move to retain existing employment or improve take up prospects for employment (please attach written proof)	25
B10	Currently an Assured Shorthold Resident	25

### Category C

C1	Poor property condition	15
C2	Neighbour problems	15
C3	Need low-level support; i.e. regular but not daily assistance.	15
C4	Desire to move closer to family	15
C5	Owner occupier preference for rent	15
C6	For each 12 month period on the waiting list	15

## 4.4 SUPPORTED HOUSING ALLOCATIONS AND PROCEDURES

This Lettings Procedure is designed to ensure that all applications are dealt with fairly and in accordance with the agreed policy. Confidentiality is of the utmost importance.

1. All inquiries should be directed to the Agent.
2. All applicants shall complete the appropriate Housing Application Form.
3. Those applicants who do not meet the letting criteria will be notified in writing. The Agent's staff will interview the remainder.
4. Interviews with applicants will take place at a suitable location such as: the Agent's office. With the applicant's permission, additional support/evidence may be sought from the applicant's GP or Social Worker, etc.
5. When a vacancy occurs, following the interview, a written report will be presented to a meeting of representatives of the Agent and the Association. Allocation of a place will be made after considering:
  - client group
  - aims and objectives of the specific project
  - level of support available and the assessed needs of the individual
  - overall balance and mix of support needs within the accommodation
  - requirements of other funders for example, Resettlement Agency, Social Services, Health Trust etc,
  - move-on accommodation from the scheme if it is temporary housing

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6. A record will be kept of all applications and decisions. This will also apply to applications not considered by the Agent.
7. The Association retains the right to refuse a referral on reasonable grounds.

#### 4.6 OFFERS OF ACCOMMODATION

- 4.6.1 This section applies to general needs, bungalows/ disabled dwellings & sheltered accommodation. Prior to receiving an offer of accommodation, applicants are interviewed by the Lettings Officer or Lettings Assistant who verify the applicant's circumstances and give more detailed prospects advice.
- 4.6.2 Offers of accommodation will be made to those who appear at the top of the Association's waiting list for a particular area or property type except where there are other applicants with similar or lower priority but whose circumstances are such that an allocation to them would be in furtherance of a Local Lettings Policy or the sustainability of the local community.
- 4.6.3 Applicants are entitled to three reasonable offers of accommodation before their application is cancelled. Regardless of the circumstances the Association will not make more than five reasonable offers of accommodation. Persons unreasonably refusing an offer of accommodation or who have rejected three offers will be removed from the waiting list. All applicants have the right to appeal for reinstatement. In such cases all offers are recorded on the computer system along with reasons for refusal of properties.

#### 4.7 APPEALS AND COMPLAINTS

- 4.7.1 Where there is a disagreement about substantive issues relating to the Association's priority assessment, acceptance (or otherwise) on the list, refusal to accept an appeal can be initiated by the applicant within six months of the date the problem arose. A complaint is any other matter regarding the manner in which the applicant has been dealt with by the Association and its staff and/or against the policy itself. Appeals will be dealt with in accordance with the Association's Appeals procedure entitled: How to Appeal - Lettings and Allocations. Or, if appropriate, as a complaint under the Association's complaints procedure entitled; "How to Comment, Complement or Complain" copies of both publications are given to all applicants when they are notified of the Association's decision.

#### 4.8 MONITORING AND REVIEW OF POLICY

- 4.8.1 Lettings are monitored through regular statistical reporting to the Association's Board of Management and through the Association's participation in CORE. Internal auditors conduct checks of compliance with the Association's allocation procedures. Full details of the monitoring procedures are set out in "Irwell Valley Lettings and Allocations Procedures Systems".

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## RESPONSIBILITY

The Deputy Managing Director (Neighbourhood Management) is responsible for the effective implementation of the policy. The policy is applicable to all colleagues within the Lettings Department, Property Investment Department, Scheme Managers, Project Managers and all Neighbourhood Management teams with an involvement in the lettings process.

## PERFORMANCE INDICATORS/TARGETS/STANDARDS

- Compliance with the Audit Commission's Key Line of Enquiry 6
- Compliance with the Audit Commission's Key Line of Enquiry 7
- The COntinuous REcording System (CORE)
- Compliance with Housing Corporation Good Practice
- IVHA Corporate Objective No (Reduce turnover/relet times)
- IVHA Resident Inspectors – Joint Inspections
- IVHA Weekly KPI report
- IVHA Quarterly KPI Board Report
- IVHA New Resident Survey
- IVHA Lettings Service Excellence Plan
- IVHA Monthly Corporate Dashboard
- IVHA Housing Demand Information

## EQUAL OPPORTUNITIES AND DIVERSITY IMPLICATIONS

The Association seeks to operate a fair, transparent and non-discriminatory policy of allocation in full compliance with the requirements of:

- Sex Discrimination Act 1975
- Race Relations Act 1976
- Race Relations (Amendment) Act 2000
- Disability Discrimination Act 1995
- Protection from Harassment Act 1997
- The Human Rights Act 1998
- Commission for Racial Equality's Code of Practice in Rented Housing.
- The Housing Corporations Regulatory Code & relevant Regulatory Circulars

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This means that the Association will ensure that no individual or groups of persons will be treated less favourably than any other person or groups of persons by reason of their race, colour, ethnic origin, nationality, sex, sexual orientation, religion, disability or marital status.

The Association seeks, in close collaboration with its Local Authority partners and particular black and ethnic minority groups and their representatives to identify areas of housing access and provision disadvantage.

The Association's Equality & Diversity Strategy and Action Plan details the Association's commitment to equality & diversity and ensures compliance with The Housing Corporations Regulatory Code Good Practice Note 4.

<b>CROSS REFERENCE DOCUMENTS</b>
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References should be made to:

- Lettings & Allocations Policy and Procedure
- Local Lettings Policies
- Policy on Relet Minimum Standards
- Financial Regulations
- Repairs and Recharge Procedures
- Equality and Diversity Policy and Strategy
- Renting a Home Leaflet
- Supported Housing Move-On Policy
- Data Protection and Confidentiality Policy
- Transfer Policy

For additional advice and support regarding this Policy, please contact the author on 01204 454908.

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