



# Allocations and Lettings Policy

## POLICY STATEMENT

**CHP recognises how important it is for CHP tenants to be able to access alternative housing solutions to address housing need. This document explains how CHP tenants and customers can apply for one of our properties, who gets what property and why, and the nominations agreements that exist within different local council partnerships across Essex.**

We allocate properties through direct nominations from local authorities and through our own transfer applications. CHP also hold a direct waiting list for harder-to-let properties.

Our properties available to transferring tenants are advertised via Choice Based Lettings (CBL). This policy explains how CHP tenants and direct applicants are prioritised for housing and advises the size and type of accommodation applicants will be housed into.

## 1. POLICY AIMS

- 1.1 This policy sets out guidelines on how our properties are advertised, allocated and let. Lettings to intermediate or market rental properties are outside the scope of this policy (see Intermediate Housing Policy for these).

## 2. STATUTORY, REGULATORY AND CORPORATE RESPONSIBILITIES

- 2.1 As a social housing provider, CHP is required to comply with the current regulatory requirements.

Therefore, we will:

Let our homes in a fair, transparent and efficient way. Take into account the housing needs and aspirations of tenants and potential tenants.

Demonstrate how we:

- Make the best use of available housing;
- Ensure lettings are compatible with the purpose of the housing;
- Contribute to local authorities' strategic housing function and sustainable communities;
- Implement clear application, decision-making and appeals processes.

CHP will comply with regulatory requirements

- 2.2 The principles of this policy are central to our corporate plan objectives.

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### 3. WHERE WE OPERATE

3.1 We operate across the geographical county of Essex with local councils who have statutory obligations to assist people with housing needs and we work in partnership with them to achieve this. To this end, we have nomination agreements with the appropriate local council. The table below lists the nominations agreements CHP holds with local council partners throughout Essex:

Local council	CBL scheme – website address	Nomination Agreement
Basildon	<u>Basildon's CBL scheme</u>	100% Nominations from Local council
Braintree	<u>Gateway to Homechoice</u>	100% Nominations from Local council
Brentwood	<u>HomeOption</u>	75% Nominations from Local council / 25% to CHP transfers
Castle Point	<u>Castle Point CBL Website</u>	75% Nominations from Local council/25% to CHP transfers
Chelmsford	<u>HomeOption</u>	75% Nominations from Local council / 25% to CHP transfers
Colchester	<u>Gateway to Homechoice</u>	100% Nomination from Local council
Harlow	<u>Harlow CBL website</u>	100% nominations from Local Council
Maldon	<u>Gateway to Homechoice</u>	100% Nominations from Local council
Rochford	<u>Rochford Housing Register</u>	100% nominations from Local Council
Southend	<u>Southend CBL Scheme</u>	100% Nominations from Local council
Tendring	<u>Tendring District Council - Allocations</u>	75% Nominations from Local council /25% to CHP transfers
Thurrock	<u>Thurrock CBL Scheme</u>	75% Nominations from Local council /25% to CHP transfers
Uttlesford	<u>HomeOption</u>	75% Nominations from Local council /25% to CHP transfers

3.2 Where agreement with a local council for nominations exists, allocations to nominated applicants will be subject to the local council's own Allocations and Lettings Policy including any decision on appropriate size of property.

3.3 CHP holds a waiting list of applicants who have applied directly to us for housing. This waiting list will be specifically for hard-to-let properties (hereafter called "immediately available homes"). This means that where

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properties have been advertised via Choice Based Lettings (CBL) and no eligible applicants have expressed an interest, then CHP will hold an open waiting list of direct applicants and in certain circumstances from direct applicants or nominations from other agencies.

#### **4. HOW CHOICDE BASED LETTINGS (CBL) WORKS FOR CHP TRANSFERRING TENANTS**

- 4.1 This policy applies to Fixed Term, Assured or Protected Assured tenants only. Assured Shorthold tenants do not have the right to transfer within CHP stock – please refer to section 5.13 for treatment of Assured Shorthold probationary tenants. Fixed Term Tenancies will be treated in line with the CHP Tenure Policy.
- 4.2 The CBL system aims to make allocation services responsive, efficient and fair. We advertise properties we have available to let and invite applicants to register an interest in properties they would like to rent from us.
- 4.3 We will advertise vacant properties every week. To ensure the best use of properties we may arrange multiple viewings with applicants where the CBL scheme supports this option.
- 4.4 Advertisements will include details of:
- Location;
  - Property type;
  - Floor level (if flat);
  - Number of bedrooms;
  - Any special features, for example adaptations, garden;
  - Any restrictions on applicants who are eligible;
  - Rent and service charges;
  - Amenity Charges where appropriate.
- 4.5 To make a bid for a property you can use a number of methods, which include:
- Internet;
  - Text message;
  - Telephone.
- Full details are included in the scheme’s online newsletter and website.
- 4.6 Applicants will be able to make three bids for properties for which they are eligible, per advertising cycle.
- Where CHP tenants who want to transfer have not expressed an interest in properties then CHP will accept applicants from the local council’s housing register in priority order, according to their band priority within the local council’s allocations scheme.
- 4.7 There may be certain unforeseen circumstances that arise when a property advertised via CBL is subsequently withdrawn during a bid cycle. Discretion for withdrawal of a property rests with the Director of Housing. This might be because the property is required by a temporary decant or management move.

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#### 4.8 National Mobility

The Government is interested in facilitating ease of movement for tenants for economic and personal reasons. This lettings policy allows for CHP Housing Options Manager to agree using up to 1.25% of available annual relets to assist tenants of other registered providers who need to move for economic or social reasons. CHP would support its own tenants who need to move to other locations for financial or social reasons by seeking a reciprocal agreement with other registered providers.

### 5. POLICY DETAILS

#### 5.1 Who we will house

We will consider applications from people through:

- Nominations from local councils **excluding** applicants that have an interest in another property save where they are households about to be evicted for mortgage arrears;
- Our existing tenants who wish to move to other accommodation;
- Other agencies where we have agreements;
- Our own waiting list.

5.2 Each local council where we have properties will have a designated percentage of nomination rights – that is, people identified as in need of accommodation on the council’s housing register (please refer to section 3.1). The remaining percentage is made available to those existing tenants of ours wishing to transfer to another of our properties, followed by direct applicants on our waiting list.

5.3 All the local council nominations will go through the respective council’s designated letting system. Most of CHP’s local council partners operate a choice based letting system (CBL). Council nominees are subject to the council’s own Allocations and Lettings Policy.

5.4 For CHP transfer properties we will endeavour to use CBL as much as is possible, except in extenuating circumstances where we will make direct offers to some categories of applicants outside of CBL system to ensure the most efficient use of the housing stock, where for example (this list is not exhaustive):

- The household needs to be transferred for the effective management of stock, e.g. re-designation of current accommodation, development purposes;
- Where a family is experiencing problems of a nature which we are unable, as part of our role as a landlord, to resolve, but which could be resolved by a move to other accommodation, provision will be made for a ‘management move’ to a similar type and size of property;
- Nominations may on occasion be accepted from appropriate agencies for applicants who fall within our selection criteria.

5.5 CHP tenants wishing to transfer will be placed into allocation bands determined on priority of housing need (see Attachment 1). Priority within the bands will primarily be on the date of the application. The date of your application will be the date when placed into initial relevant banding. CHP

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will review transfer applications at point of offer. Tenants will be required to supply evidence to support the household's current circumstances before confirming any offer of accommodation. If the applicant is subsequently re-assessed due to a change of circumstances and the applicant's banding increases, the date of the decision will be the date the reassessment of banding took place.

- 5.6 In the case of a transfer applicant owing a debt to CHP, the ability to express an interest for a property is withdrawn until the debt is cleared as outlined in paragraph 5.14 of this policy.
- 5.7 CHP may suspend applications from existing tenants where any of the grounds set out in section 7 apply and in particular:
- Legal enforcement action has or is being taken for ASB or breach of tenancy;
  - An injunction or possession order or postponed possession is in place for ASB or any other breach;
  - Tenancy has been demoted;
  - Current property condition is unsatisfactory.

All transfers will be subject to a satisfactory property inspection which will be carried out prior to an offer being confirmed.

- 5.8 Tenants will be advised of the size of property they are eligible for (see Attachment 3) and provided with a CBL identity number.
- 5.9 We hold an assisted bidders list which is a list of applicants that have difficulty accessing the CBL system and are in either band one or two. CHP's Housing Options Team will express an interest in appropriate properties for applicants on this list as and when properties become available.

- 5.10 **Direct Applicants**  
CHP will from time to time have properties that are immediately available; these will have been advertised through CBL but no eligible applicant will have expressed an interest in moving to these properties. These are usually designated elderly or sheltered properties. These "hard-to-let" properties will be allocated to direct applicants in priority order as outlined in Attachment 2.

- 5.11 **CHP tenants who have negotiated a surrender of their tenancy**
1. In situations where a tenant enters institutional or therapeutic care and it is known that a return to their current accommodation would be inadvisable, the tenant may be advised to surrender their tenancy. When the individual is ready to return to the community and are able to sustain a tenancy, they will be given band one priority for rehousing.
  2. At the discretion of the Director of Housing, former CHP tenants may be placed in band one of the Allocations and Lettings Policy as a transfer applicant where they have negotiated the surrender of their tenancy on the understanding that they will be offered accommodation upon their release from prison.
  3. Before agreeing to a tenancy surrender, we must be satisfied that:

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- (i) when the tenant(s) was taken into custody the offence did not mean that they had breached their tenancy; and
  - (ii) they have, or are likely, to be sent to prison for more than 13 weeks (including the time spent on remand); and
  - (iii) they have conducted their tenancy in a reasonable way and have not broken their tenancy agreement; and
  - (iv) their rent is up to date; and
  - (v) they have not been served with a “notice of seeking possession”; and
  - (vi) they were living alone, require only a bedsit or one bedroom property.
4. These former tenants will be placed on the assisted bidders list. It is not however possible to guarantee the availability of accommodation for a particular individual or date and applicants may have to rent privately or rely on family and friends initially.

**5.12 People not eligible for accommodation**

We reserve the right to refuse an application subject to providing reasonable justification for such refusal. Examples of reasons for refusal include, but not limited to:

- a) Where unsatisfactory references are provided;
- b) Where there is insufficient evidence of a satisfactory package of care and support;
- c) Where the tenant has not complied with tenancy conditions, which includes outstanding rent arrears as outlined in section 5.14 of this policy and failure to report repairs or allow access for property inspections or causing deliberate damage to a property;
- d) Applicants or a member of the household who have previously been involved with any conduct of anti-social behaviour or have had legal action taken against them. An assessment will be carried out and particular attention will be given to how the situation could impact on our residents and the wider community;
- e) The applicant or a member of their household has caused anti-social behaviour serious enough to make them unsuitable to be a tenant;
- f) Applicant details not verified by nominating authority, and / or CHP;
- g) Household has accepted a move to another CHP property;
- h) Property has age restriction and the applicant or member of household is not of the correct age;
- i) Property is subject to local lettings plan which, if it is a local council nomination, has previously been agreed with the relevant local council and applicant does not meet criteria laid out in the plan;
- j) Applicant’s household size does not meet our allocations policy – please refer to Attachment 3 to this policy;
- k) Sensitive letting required;
- l) Fraudulent application;
- m) Applicant has previously sublet to a third party a social housing property in breach of his/her then tenancy agreement;
- n) Applicant previously sublet from a social housing tenant knowing (or where he / she should have known taking into account all the circumstances of the subletting) that the tenant was not entitled to do so under their tenancy agreement or had not obtained the necessary consent from their landlord;
- o) Property would need to be suitably adapted to meet needs of

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applicant(s) to ensure housing needs are met in the long term and the applicant is not willing to pay rent loss incurred while adaptation works are on-going and is not willing to agree to building costs over and above DFG funding available;

- p) Applicants circumstances have changed since original application;
- q) Property type not suitable;
- r) Property is not affordable for the applicant which would mean the tenancy is not sustainable;
- s) Not able to visit / contact to verify information within five working days of receiving nomination from local council or completing shortlisting when all reasonable efforts have been made to contact the applicant (other local council policy may apply);
- t) The applicant holds an existing interest in another property e.g. as an owner, leaseholder or licensee, which is not subject to a repossession order. However, with the agreement of the Director of Housing in exceptional circumstances, we may accept applicants into sheltered or designated elderly properties – please refer to Attachment 2;
- u) You have been moved by us under the Spacesaver scheme and received financial compensation for this move – we will not accept an application to move into a larger property if payment to downsize has been granted or any incentive paid will have to be repaid prior to a move being agreed;
- v) Applicant fleeing domestic violence and would be at risk if housed in the area the property is located.

NB: When an applicant holds sole, joint or tenancy-in-common or financial interest in another property, and they are unable to return to their home because of domestic violence with the agreement of the Director of Housing CHP may agree to grant an Assured Shorthold Tenancy.

This list may change and we reserve the right to add other reasons for refusal that may arise from time to time.

- 5.13 A probationary tenant will not generally be permitted to apply for transfer. The Quality of Life manager has discretion to accept a probationary tenant for consideration for a transfer. If in the first 12 months of the tenancy an alternative offer of accommodation is made by CHP the tenancy granted to this household will, at the discretion of the Quality of Life Manager, be a further 12 month probationary tenancy.
- 5.14 Where an applicant has outstanding debts such as, but not restricted to, rent arrears or recharged costs (whether to us or other third parties), we will only consider housing where:
  - There are extenuating social and welfare reasons for the build-up of the debt; or
  - There has been an error on behalf of the housing benefit authority or DWP for Universal Credit.
  - In all cases above, an arrangement to pay off any debt(s) (to CHP or other third parties) has been upheld for the past three months and currently have a clear rent account;
  - Where a move / transfer to a smaller property would prevent an

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existing CHP tenant from accruing rent arrears as a result of the under-occupation penalty.

- 5.15 With the agreement of the Director of Housing our transfer applicants can be moved when it is in the best interests of housing management, e.g. use of SpaceSaver scheme money to clear debt to make available larger family sized accommodation for transfer applicants.
- 5.16 CHP will only agree to grant joint tenancies where applicants are spouse, civil partner and partner. CHP will grant a joint tenancy to partners when evidence is provided that the partners have lived together for a minimum of 12 months.

## **6 GUIDELINES ON THE OPERATION OF THE BANDING CRITERIA**

### **6.1 Offer of accommodation**

At the end of each bidding cycle we may offer up to the three highest priority applicants within bandings an accompanied viewing at the advertised property. The property will be let to the highest accepting applicant.

### **6.2 Age-related properties / Adapted properties**

Where adapted or age-related properties are advertised these will be ring-fenced for applicants that meet the criteria of the property to ensure appropriate letting.

To accommodate appropriate letting of properties with adaptations adverts will include details of any adaptations in the vacant property. Applicants who express an interest in the property and need similar adaptations will be prioritised. In the event that no applicant needing adaptation expresses an interest the property will be let to the highest priority applicant. Properties where possible will be let with adaptations in situ, for example level access showers.

### **6.3 Relationship breakdown**

Our relationship breakdown leaflet identifies how we will deal with applications for housing by tenants who have suffered relationship breakdowns.

### **6.4 Overcrowding and under occupation**

We will comply with the terms of the Housing Act 1985 in relation to statutory overcrowding and permitted numbers in the allocation of property and the Housing Health and Safety Rating System 2004.

In order to make the best use of our stock we may from time to time operate an incentive scheme for tenants who are under-occupying homes suitable for families This is called the SpaceSaver Scheme please see leaflet for details

CHP will assess household members according to their dependency with the lead or joint tenant. CHP will not recognise household members who are not dependant on the lead or joint tenant when determining accommodation size and type required as outlined in Attachment 3.

### **6.5 Pregnancy**

As soon as a woman has passed six months gestation (evidence from GP to be provided) the household will require an additional bedroom to

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accommodate the expected child as outlined in Attachment 3.

**6.6 Visiting children**

Due consideration will be given to transfer applicants who can prove they have joint custody, care and control of children for four days or more each week. Proof should be provided in the format of either a court order or solicitor's letter confirming a signed agreement between two parties and confirmation / evidence that they have not got a bedroom provided for them in social housing either in CHP stock or another Registered Provider. The Housing Options Manager will consider the application for a transfer and take into consideration the housing need of other applicants on the transfer list. For example if there are any applicants that have main custody care and control of children living in similar circumstances these households will always take precedence over applicants who have joint custody of children

**6.6 Condition of property**

Tenants who are subject to a prohibition order or category one property defect under the Housing Act 2004 which cannot be remedied immediately will be given band 2 priority within the banding system. However, if the prohibition order relates solely to overcrowding according to the Housing Health and Safety Rating System see attachment 1.

**6.7 Multiple need**

We will take into account multiple categories of need to reach a composite assessment of the needs of the applicant(s). In these circumstances, if applicant's housing needs are such that they are not appropriately addressed by the banding priority criteria, they will be jointly assessed by the Housing Options Manager and Director of Housing. An example of this would be households with more than one child that cannot walk unassisted living above the ground floor without any lift access. The living conditions could result in health and safety implications for the household.

CHP retain discretion to reach a composite assessment of the needs of the applicant(s). In these circumstances, if the applicant's housing need are such that they are not appropriately addressed by the banding priority criteria, they will be jointly assessed by CHP's Director of Housing and Housing Options Manager. However, applicants with single or multiple needs are not prevented from remaining in the same band.

**6.8 Size and type of accommodation**

Properties will be offered to transfer and direct applicants as per Attachments 2 and 3 of this policy. It should be noted that CHP will give priority to applicants for a family home with a self-contained garden who have children of the age of 15 years or younger in their household. CHP reserve the right to allow greater occupation of family homes providing this would not be applicable to a hazard notice regarding a crowding and space assessment under HHSRS (part one HA 2004). In all cases this would be in agreement with the local council and applicants.

**7 Immigration Act 2014 and right to rent checks**

**7.1** Under the Immigration Act 2014 we are not allowed to grant a residential tenancy to any one unless the prospective tenant is a British citizen, or EEA or Swiss National, or has a right to rent in the UK. Tenants have a right to

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rent if they are present in the UK lawfully, in accordance with immigration laws.

Where an applicant(s) meet the limited right to rent checks they may be granted an assured shorthold tenancy which will be reviewed annually.

Applicant(s) with no right to rent will not be allowed entry onto our waiting list and will not be offered accommodation under any circumstances.

The Home Office website contains the step-by-step checklist which enables a landlord to check whether a prospective tenant has the right to rent residential property. We will use this to carry out our checks: <https://www.gov.uk/landlord-immigration-check>

## **8 HOW TO APPEAL**

- 8.1 If an applicant disagrees with our decision on qualification for re-housing, priority awarded or reasonableness of an offer, they can make an appeal. The applicant should first contact the Housing Options Co-ordinator to discuss the reasons for the association's decision. The applicant can also appeal to the Housing Options Manager in writing within 10 working days of the decision. A written response will be given within 10 working days of an appeal being received. If an appeal is from a CHP tenant and is identified by the Housing Options Team as a possible service failure then the CHP complaints process will be followed. On the first rejection all rejected applicants will be informed in writing within five working days and be given information on how to appeal against the decision. Any subsequent rejection for the same reason the applicant will be contacted by telephone or their preferred method of communication.

## **9 SUSPENDING TRANSFER APPLICANTS FOR UNREASONABLE REFUSAL**

- 9.1 CHP will suspend transfer applicants who have refused three properties unreasonably. The applicant should have fully understood the type and size of property for which they have expressed an interest and will, before viewing, have this confirmed to them via their preferred method of contact. If the applicant refuses unreasonably three times then CHP will cancel their application for a transfer and the applicant(s) will be advised that they are able to re-apply for a transfer after 12 months has passed from the date the suspension decision was made.

## **10 POLICY CONSULTATION, PROMOTION AND EVALUATION**

- 10.1 We will monitor both usage of, and satisfaction with, the service to identify if there is a particular group which is less successful or less participative than others and why. The policy may be developed in response to these findings.
- 10.2 The policy will be produced in a number of formats to ensure that applicants who are potentially at a disadvantage, i.e. due to literacy difficulties, visual impairment, or for whom English is not a first language, are not disadvantaged.

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- 10.3 This policy will be available from a variety of places including the internet, intranet, our offices, in local advice centres and other public areas such as libraries, council offices and voluntary organisations.
- 10.4 The delivery of this policy is the responsibility of the Director of Housing and the CHP's Executive Management Team and Board is responsible for its monitoring and development.

## 11 EQUALITIES CONSIDERATIONS

- 11.1 Equality and diversity within lettings will be monitored and quarterly reports be produced by Housing Options Manager to the executive management team to ensure that lettings are in line with demographics of the community.

## 12 LINKS

- 12.1
- Asset management strategy;
  - Rent restructuring policy;
  - Equality and diversity policy;
  - Mutual exchange policy;
  - Succession policy;
  - The regulatory framework for social housing – Tenancy standard;
  - Tenure and Affordable Rent policy;
  - Pet Policy.

## Attachment 1 - Bandings

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**Band one**

- Where the tenant, or a member of the tenant's household, has an immediately life-threatening or progressive medical condition which is seriously affected by their current housing. This band priority will be for a maximum of 6 months after which the medical panel will review activity on CBL to ensure the household is engaging and/or is on the assisted bidders list.
- Tenants who are fleeing domestic violence or whom are subject to either violence or harassment which is racial, sexual, and homophobic or hate crime (subject to supporting evidence from the Quality of Life team);
- Tenants who are living in a three or four bedroom general purpose property and are under-occupying their current accommodation and are moving to a one-bed property;
- Tenants who are living in a 4 bedroom general purpose property and are under-occupying their current accommodation and are moving to a 2 bedroom general purpose, designated or sheltered property;
- A household member has either the contractual or statutory right to succeed to a tenancy as outlined in CHP Succession Policy and CHP have determined the property is unsuitable because it is larger than they reasonably need or has special facilities which they do not need;
- The tenant's current accommodation is due to be demolished, modernised, refurbished or needs major work which cannot reasonably be done whilst they are living in the property;
- Households that are statutorily overcrowded in line with the 1985 Housing Act;
- Management move agreed by Director of Housing example of this would be property un-inhabitable due to need for extensive repairs; victims of severe antisocial behaviour; to prevent child or elder going into institutional care.

**Band two**

- Tenants currently under-occupying current accommodation with three or more bedrooms and need a two bedroom property
- Tenants who are under-occupying their current two bedroom general purpose property or two bedroom designated elderly bungalow and are moving to a one-bedroom property;
- Tenants who are under-occupying their current four-bedroom house and need to move to a three bedroom house;
- Where the current housing conditions are having a major adverse effect on the tenant's, or a member of their household's, medical condition;
- CHP are satisfied that the tenant is living in a property subject to a prohibition order or which has a category one property defect under the Housing Act 2004 which cannot be remedied immediately; the local council may seek to remedy defects through enforcement action and this banding award will only apply if the defect cannot be remedied.
- Tenants over 60 years of age, living in general needs or designated elderly accommodation and willing to move into sheltered accommodation;
- The applicant is living in accommodation which has had a crowding and space assessment under HHSRS (part one HA 2004) which has identified a category one hazard, at which there is a lack of two or more bedrooms and

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that this has not occurred through any deliberate or unnecessary overcrowding;

- Tenants in receipt of housing benefit and deemed through housing benefit regulations to be under occupying their property by 2 bedrooms.

**Band three – household has to meet at least two of the following criteria to be in this band**

- Tenant's households which through no fault of their own are forced to live apart;
- Where the current housing conditions are having a moderate or variable adverse effect on the tenant's, or a member of their household's, medical condition;
- Where tenants accommodation is not suitable as they have been approved by social services to provide foster care.
- Tenants requiring a bigger property due to growth in family size/age of children. (For size refer to sections 6 to 10 in Attachment 3 to this policy).
- Applicants who have lived in their flat for a period of not less than one year, have at least one child under the age of fifteen and are using the tenancy address as their sole or principal home.
- The applicant is living in accommodation which has had a crowding and space assessment under HHSRS (part 1 HA 2004) which has identified a category 1 hazard, at which they are lacking one bedroom and that this has not occurred through any deliberate or unnecessary overcrowding.

**Or meeting the following criteria:-**

- Tenants in receipt of housing benefit and deemed through housing benefit regulations to be under occupying their property by 1 bedroom.

**Band four – households have to meet one of the following criteria**

- Tenant households which through no fault of their own are forced to live apart;
- Where the current housing conditions are having a moderate or variable adverse effect on the tenant's, or a member of their household's, medical condition;
- Where a vulnerable person needs to move to receive support that would not be available to them in the vicinity of their current home;
- Where a CHP tenant needs to move closer to a relative/partner to provide support which is not available to the relative/partner by any other means;
- Where agreement has been reached with social services e.g. fostering to provide permanent accommodation for our tenant;
- Tenants requiring a bigger property due to growth in family size/age of children. For size refer to sections 6 to 10 in Attachment 3 to this policy;
- Families living in flats requesting a transfer to a house because they are applicants who have lived in their flat for a period of not less than one year, have at least one child under the age of fifteen and are using the tenancy address as their sole or principal home.

**Band five**

- Tenants wishing to move to similar sized property
- Tenants who want to move because their current home does not meet religious or cultural requirements.

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## Attachment 2

Band priority for direct applicants on CHP open waiting list

### Band 1

CHP tenants who meet the guidelines for accommodation size and type as outlined in Attachment 3

### Band 2

Direct applicants who meet the guidelines for accommodation size and type as outlined in Attachment 3

### Band 3

Direct applicants who meet the guidelines for accommodation size and type as outlined in Attachment 3 and who own their own home. In these circumstances an assured shorthold tenancy will be granted with no right to apply for a transfer. If the property becomes unsuitable due to medical grounds a financial assessment will be undertaken by CHP prior to any transfer being granted. If the tenant does not have the financial means to resolve their housing need a transfer will be considered.

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### Attachment 3

**Guidelines for accommodation size and type – for all applications made to us for re-housing, other than nominees from some local councils (which are subject to the council’s own property size criteria).** CHP reserve the right to allow greater occupation of family homes providing this would not be applicable to a hazard notice regarding a crowding and space assessment under HHSRS (part one HA 2004). In all cases this would be in agreement with the Local Council and applicants

	Family composition	Property type	Comments
1	One adult  Over 50/60/or applicant with disability	Studio flat or one bedroom flat or bungalow – designated elderly or sheltered unit	Prospective tenants must be:  i) Over 60 years or over 50 and in receipt of Disability benefits to be offered sheltered accommodation;
2	Two adults (co-habiting couple)  Two adults with medical needs for separate bedrooms	One bedroom flat or bungalow  Two bedroom flat or bungalow	ii) Over 50 years or in receipt of Disability benefits to be offered non-sheltered elderly designated bungalows or flats.  Note: Assessment will be made to ensure applicants are suitable for older person properties.
3	One adult	Studio flat or one bedroom flat	General purpose accommodation.
4	Two + adults	One or two bedroom flat or bungalow	Each additional adult (over 18 years) may have a bedroom if not a part of a co-habiting couple General purpose accommodation. Priority will be given to providing families with children 15 years and under with access to a separate garden wherever possible (General purpose accommodation)
5	Two adults with medical needs for separate bedrooms	Two bedroom flat, or bungalow	Each additional adult (over 18 years) may have a bedroom if not part of a co-habiting couple (General purpose accommodation) Priority will be given to providing families with children 15 years and under with access to a separate garden wherever possible (General purpose accommodation)

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6	One adult + one child	Two bedroom flat house or bungalow	Priority will be given to providing families with children 15 years and under with access to a separate garden wherever possible (General purpose accommodation)
7	One adult + one child two adults (co-habiting couple) + one child	Two bedroom flat, bungalow or house	Priority will be given to providing families with children 15 years and under with access to a separate garden wherever possible (General purpose accommodation)  Two children of the opposite sex may share a bedroom until one reaches the age of 6 years after which priority will be given for separate bedrooms. (General purpose accommodation)
8	One adult + two children or 2 adults (co-habiting couple + two children	Two or three bedroom flat, house or bungalow	Priority will be given to providing families with children 15 years and under with access to a separate garden wherever possible (General purpose accommodation)  Two children of the opposite sex may share a bedroom until one reaches the age of 6 years after which priority will be given for separate bedrooms. (General purpose accommodation)
9	One adult + three children Or two adults (co-habiting couple) + three children	Three or four bedroom flat or house	Priority will be given to providing families with children 15 years and under with access to a separate garden wherever possible (General purpose accommodation)  Two children of the opposite sex may share a bedroom until one reaches the age of 6 years after which priority will be given for separate bedrooms. (General purpose accommodation)
10	Larger households with children	Three or four bedroom house	Limited number available. General purpose accommodation. Priority will be given to providing families with children 15 years and under with access to a separate garden wherever possible. (General purpose accommodation) Two children of the opposite sex may share a bedroom until one reaches the age of 6 years after

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			which priority will be given for separate bedrooms. (General accommodation) purpose
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## Attachment 4

### Definition of a true void (voids less priority transfers)

True voids are:

- i. Voids within new build or newly rehabilitated schemes;
- ii. Voids created through tenants moving to other landlords where no reciprocal arrangements exist;
- iii. Voids created through tenant transfers to other social landlords;
- iv. Voids created by the death of a tenant, where there is no statutory right to succession, or a contractual right to second succession;
- v. Voids created by tenants buying their own property in the private sector;
- vi. Voids created as a result of abandonment of a property or by eviction of the tenant;
- vii. Non – priority transfers where we will transfer households if we need to do so.

### Definition of a priority transfer

Voids resulting from priority transfers will **not** be classified as true voids. A priority transfer is defined as:

- i. Applicants under occupying their present accommodation and moving to smaller accommodation;
- ii. Households, which are within the statutory definition of overcrowded;
- iii. Households including someone with a medical condition that is aggravated by their present housing situation;
- iv. Where appropriate families living in flats may also be considered for a transfer to a house. To be considered for a house applicants must have lived in the flat for a period of not less than one year, have at least one child under the age of fifteen and are using the tenancy address as their sole or principal home. The number of properties apportioned to such families will be assessed regularly and will depend on housing circumstance in the area. Wherever possible, choice of available accommodation will be provided to applicants who will indicate their preferred option. Applicants will be initially selected according to the date of their transfer application;
- v. Where a family is experiencing problems of a nature which CHP is unable to resolve, but which could be resolved by a move to other accommodation then provision will be made for a “management transfer” in accordance with authority delegated to the Director of Housing. Any such move will be to a similar type and size of property;
- vi. Cases of domestic violence, racial, sexual or homophobic harassment are considered a priority transfer.
- vii. We will also transfer households if we need to do so.
- viii. A ‘management’ transfer.

A management move may be allowed for all tenants including assured shorthold tenants.

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