

## Allocations and Lettings policy

### 1.0 Introduction

1.1 The Wrekin Housing Group (“the Group”) is a Registered Provider that provides good quality homes to those in housing need. The Group recognises that as a major landlord, it plays a key role in the provision of accommodation to those in housing need and to the creation of balanced and sustained communities.

1.2 This policy outlines the Group’s approach to allocating and letting homes within its portfolio.

### 2.0 Policy Statement

2.1 The Group will provide a customer focussed service to ensure all of our homes are ready to live in and are safe and secure. We will involve the customer throughout the process.

2.2 Our Commitment is to ensure:

- The property will be ready to live in;
- All health and safety works are completed;
- The property will be structurally safe, secure, watertight and all drainage and rainwater goods will be functional and surfaces free of graffiti;
- The property will be sufficiently heated and insulated;
- The property will be clean;
- Gardens/curtilage will be clear of rubbish/detritus;
- Empty properties are managed professionally to discourage vandalism or anti-social behaviour.

### 3.0 Policy Scope

3.1 This policy applies to all Wrekin Housing Group staff involved in the allocation and letting of properties. It also applies to tenants / residents and potential tenants / residents of the Group.

### 4.0 Definitions

4.1 Tenant Ready - a term used to describe applicants that have undergone a detailed risk assessment of their financial and general capability to manage a successful tenancy. The assessment may include other household members moving with the applicant.

### 5.0 Roles and Responsibilities

5.1 The Group Chief Executive will be responsible for:

- Ensuring sufficient resources are provided for those working directly with the Group's customers and tenants with regards to available homes;
- Ensuring the policy is applied consistently and aligns with the Group's vision and values;
- Creating the sufficient structure with delegated organisational responsibilities for the implementation of this policy.

5.2 The Executive Director of Operational Services and Senior Managers will oversee the implementation of this policy in their respective business areas.

5.3 The Director of Care and Support, Head of Housing and Head of Operational Services will be responsible for:

- Ensuring that sufficient allocation of resources are available to deliver all the necessary activities in the management of voids and the letting of available homes;
- Ensuring suitable monitoring and reporting mechanisms are in place to measure activity, performance and satisfaction with both service and product.

5.4 The Sustainable Lettings Manager will be responsible for:

- Reviewing the policy and making sure it recognises changes in statutory and legal requirements;
- Ensuring the policy is up to date and relevant in terms of best practice, both within and outside of the sector, with a particular focus on new and emerging government initiatives;
- Ensuring that there is appropriate training, guidance and support available to allow for the contents of the policy to be delivered on a day to day basis.

5.5 The Housing Team, Care and Support Team and Operational Services Team will be responsible for:

- The day to day management of voids and lettings in accordance with the policy;
- Ensuring that the best practice promoted in the policy is delivered on a daily basis;
- Ensuring that the necessary focus on tenancy sustainment is applied and keeping tenants aware about all options open to them.

## 6.0 Letting our Homes

6.1 The Group will aim to make best use of available homes and ensure its Allocations and Lettings policy is fair and accountable. In some circumstances, the lettings on new and acquired developments will require the Group to comply with specific legal and local agreements.

6.2 The Group will work in partnership with local authority allocation policies (where required) to maximise choice and housing opportunities. The Group will ensure

that all transferring and potential new tenants have access to a tenancy sustainment service that provides advice, assistance and support to enable new tenancies to succeed.

6.3 The Group uses 5 methods to let homes:

- Waiting lists: These are used for general needs homes, Retirement Living Schemes, at each of our Shireliving (Extra Care) schemes and any of our specialised housing schemes;
- Using local letting schemes/nominations/referrals from local authorities and health professional bodies where appropriate and agreed;
- Advertising some homes openly;
- Direct lettings to satisfy urgent transfer requests from existing tenants or where an occupant of a property does not have the right to succeed after the death of a tenant. This will be at the discretion of the Head of Housing and dealt with on an individual basis
- Direct applications will be considered for learning disability and supported housing allocations.

6.4 Given the demographic change of an ageing population, reasonable preference for Retirement Living homes will be given in the first instance to applicants who:

- Are aged 65 years or over for bungalows;
- Are aged 55 years or over for flats or apartments;
- Have a need for additional support.

6.5 The Group expects all successful applicants to be 'tenant ready'. If an applicant is deemed not to be tenant ready, or would not become tenant ready even with appropriate support, the applicant will not be let a Group home.

6.6 Applicants for learning disability and supported housing will **not** need to be tenant ready.

6.7 Where applicable, the Group is legally required to check the right to rent status of all household members over the age of 18, even if they will not be named on the tenancy. As part of the Group's pre-tenancy checks, household members will be asked to provide documents to show that they have the right to live in the UK, either permanently or temporarily.

6.8 The Group will have discretion to carry out additional works where it is agreed with the prospective tenant or where it is deemed necessary for management reasons.

6.9 We want every customer to be happy with their new home. We will use customer feedback to make regular improvements to our lettings and allocations service.

<b>The Wrekin</b> Housing Group	<b>Policy control sheet</b> <b>Allocations and Lettings policy</b> <b>Policy reference number - 2021/021</b>
<b>Policy Author</b>	Kylie Anderson Sustainable Lettings Manager
<b>Direct Lead</b>	Andy Johnson Head of Housing
<b>Version</b>	1.1 – September 2021
<b>Target audience</b>	Employees of The Wrekin Housing Group Tenants / Potential Tenants of The Wrekin Housing Group
<b>Consultation</b>	Consultation has been carried out with employees, applicants, the Tenant's Panel and other stakeholders.
<b>Date of Equality Impact Assessment</b>	Vulnerable applicants will be provided with assistance in understanding and participating in the lettings process.
<b>Date of Data Privacy Impact Assessment</b>	Not required
<b>Approving Body</b>	The Wrekin Housing Group Board
<b>Date of final approval</b>	19 <sup>th</sup> April 2018
<b>Implementation date</b>	April 2018
<b>Monitoring arrangements</b>	Results of New Homes survey Tenancy Sustainment monitoring Monthly performance indicators measuring tenant satisfaction Individual service failure analysis Operational Framework – teams measuring their own performance in real time and problem solving locally Voids / Lettings Working Group Feedback from Real Shoppers
<b>Reporting</b>	Executive Management Group – Monthly Service Quality Committee – Quarterly
<b>Review date</b>	October 2022
<b>Expiry date</b>	April 2023
<b>Review cycle</b>	Five year review cycle
<b>Policy category</b>	Tenancy Management
<b>Associated policies and procedures</b>	Asset Renewal policy Care and Support process maps Complaints policy Confidentiality & Data Protection Policy Customer Service policy Home Ownership Policy Referral and Move in procedure Repair and Maintenance policy Safeguarding policy Tenancy Policy Tenancy Sustainment Policy Void procedure Local authority partners allocation policies

<b>Policy location</b>	Intranet The Wrekin Housing Group website
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### Summary of changes table

<b>Revision history</b>			
<b>Author</b>	<b>Summary of changes</b>	<b>Version</b>	<b>Authorised by &amp; date</b>
Diane North	Interim update to include all care and support settings ahead of the full policy review in October 2022.	1.1 – September 2021	Executive Management Group – 28 <sup>th</sup> September 2021