

## 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 creation of balanced and sustained communities and making a positive difference to people's lives.

### 2.0 Policy Statement

2.1 The purpose of the Allocations & Lettings policy is to set out The Wrekin Housing Group's approach to letting homes.

### 3.0 Policy Scope.

3.1 This policy applies to all homes which become available to let by the Group. It applies to all Group staff involved in the allocation and letting of properties, and all tenants/residents and potential tenants/residents of the Group.

### 4.0 Aims and Objectives

- The Group will let homes in a fair, transparent and efficient way which considers the housing needs and aspirations of both current and potential tenants;
- The Group will make best use of its available housing;
- The Group will ensure that it works in partnership with our local authority partners to meet housing need and maximise choice and housing opportunities;
- The Group will ensure there is a simple and straightforward application process with clear decision making and appeals processes;
- The Group will have a flexible approach to lettings which considers and adapts to the differing needs of its applicants;
- The Group will minimise the time that properties are empty, whilst also ensuring the new tenancies are sustainable, to ensure that we are achieving value for money and can continue to meet housing need;
- The Group will work with tenants to ensure that all homes are ready to live in and safe and secure;
- The Group will ensure that lettings contribute to the creation of balanced and sustainable communities.

### 5.0 Group Values

#### 5.1 'Inspire positive change'

- We will continually review our lettings processes, systems and information, to ensure we are providing an excellent and innovative lettings service to all of our applicants;

- We will ensure that our lettings approach considers the different needs of our applicants and recognises the positive difference that a good quality, affordable home can make;
- All of our applicants will pass through our pre-tenancy assessment service to ensure that their new tenancy is going to be affordable and sustainable.

## **5.2 'Everyone matters'**

- We will ensure that all of our applicants are treated fairly;
- We will work to understand our applicants and to ensure our services are tailored to their needs, wherever possible;
- We welcome applications from all members of our communities;
- We aim to ensure that there are no barriers to applying for housing and regularly review our procedures and progress on this;
- We recognise that some of our applicants may need support with their new tenancy. All new tenants and transferring tenants will have access to Wrekin's services and advice to enable them to succeed;
- Our customers are at the heart of our lettings related decisions. We will work to ensure that our lettings do not contribute negatively to the communities where our properties are located;
- We want all of our applicants to be happy in their new homes and so will work closely with all new tenants on any repair work that needs to be carried out before, or after, they move in.

## **5.3 'Communicate clearly'**

- There are different ways to apply for Wrekin homes. We will communicate this clearly on our website and via our officers, providing information in different formats, where needed;
- We will communicate clearly with all of our applicants throughout our lettings process, ensuring that they are kept updated;
- We will have clear and open conversations about any outcomes related to applications, signposting applicants to support and offering feedback and advice with regards to future applications.

## **5.4 'Grow together'**

- We want to foster a positive landlord / tenant relationship at the earliest stage and will try to learn as much as possible about potential new tenants through our pre-tenancy services;
- We appreciate that homes don't always meet our tenants' long terms needs and will offer a transfer service for existing tenants with a need to move, particularly those who are over or under occupying a home;
- Through engaging and listening to our customers, we aim to create and maintain a user-friendly letting system.

## **6.0 Appeals and Complaints**

6.1 If an applicant is not happy with a decision related to their application, they can ask to have the decision reviewed via our appeals process. The appeal will be dealt with by a different Manager to the team who made the original decision.

Applicants also have the right to complain. All complaints will be dealt with as per the Group's Complaints policy.

<b>The Wrekin</b> <u>Housing Group</u>	<b>Policy control sheet</b> <b>Allocations and Lettings Policy</b> <b>Policy reference number - 2023/009</b>
<b>Policy Author</b>	Kylie Anderson Home Options Manager
<b>Direct Lead</b>	Nick Grubb Head of Housing
<b>Version</b>	V2.0: March 2023
<b>Target audience</b>	Tenants and Potential Tenants of the Group Employees of The Wrekin Housing Group
<b>Consultation</b>	Wrekin Voices (over 50 customers who are involved digitally with the Group) Customer Consultation Events and Interviews Customer Surveys & Themes Discussions with Tenants 'Getting to Know You' initiative Customer Committee Local Authority Partners Walkthrough of Service Executive Management Group Tenants Panel Senior Managers
<b>Customer Feedback Summary</b>	The policy has been sent to over 300 customers for their feedback
<b>Date of Equality Impact Assessment</b>	An Equality Impact Assessment was held on 12 <sup>th</sup> October 2022
<b>Date of Data Privacy Impact Assessment</b>	No personal data is processed as a result of the adoption of this policy.
<b>Approving Body</b>	The Wrekin Housing Group Board
<b>Date of final approval</b>	March 2023
<b>Implementation date</b>	April 2023
<b>Review date</b>	September 2025
<b>Expiry date</b>	March 2026
<b>Review cycle</b>	Three Year Review Cycle
<b>Policy category</b>	Tenancy Management
<b>Associated policies and procedures</b>	Social Value Strategy Equality, Diversity and Inclusion (EDI) Strategy Asset Renewal Policy Complaints Policy Confidentiality and Data Protection Policy Customer Service Policy Home Ownership Policy Repair and Maintenance Policy Safeguarding Policy Tenancy Policy Tenancy Change Policy Tenancy Sustainment Policy

	Void Procedure Local Authorities Allocation Policies
<b>Policy location</b>	Intranet Workplace Wrekin Housing Group website

### 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>
Kylie Anderson, Home Options Manager and Nick Grubb Head of Housing	In line with Policy Review Cycle  Links to Group Values and Strategies	V2.0: March 2023	Executive Management Group – 16.02.23  Customer Committee – 01.03.23  The Wrekin Housing Group Board - 29.03.23