



**ALLOCATIONS AND
LETTINGS POLICY**

The Wrekin
Housing Group

Policy No. 04/18

Background

The Wrekin Housing Group (the 'Group') is a Community Benefit Society (CBS) registered with the Financial Conduct Authority under the Co-operative & Community Benefit Society Act 2014. Our main business is the provision of social housing, care and support, adding social value to the lives of the people who receive our services and live in our communities. This policy outlines the Group's approach to allocating and letting homes.

Policy Aims

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 sustainable communities.

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.

Policy Statement

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.

The Group uses four methods to let homes:

1. Waiting lists. These are used for general needs homes, Retirement Living schemes (formerly known as Sheltered Housing), at each of our Shireliving (Extra Care) schemes, and any of our specialised housing schemes (e.g. Octavia Court).
2. All other homes are advertised openly.
3. Using local lettings schemes/nominations from the relevant local authority where appropriate and agreed.
4. Direct lettings to satisfy urgent transfer requests from existing tenants where necessary.

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;
- Over 55 years or over for flats or apartments; and
- Have a need for additional support.

The Group expects all successful applicants for their homes to be '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.

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.

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

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.

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.

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

Policy category	Housing Management
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