

Allocations and Lettings Policy

1. Introduction

1.1. The Housing Plus Group ('the Group') provides good quality homes for people who need them. As a major landlord, we aim to create places people are proud to call home.

2. Policy Statement

2.1. This policy sets out how we allocate and let our homes.

3. Policy Scope

3.1. This policy covers homes that become available to rent from the Group, colleagues who are involved in letting those homes, and current and future tenants.

3.2. It does not cover:

- ◆ Low-Cost Home Ownership lettings.
- ◆ Market Rent Property lettings.

4. Aims and Objectives

4.1. 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, ensuring all accepted applicants have a realistic opportunity to find a new home.
- ◆ Make best use of its available housing.
- ◆ Work closely with local councils to understand and meet local housing need. This approach can be different and depends on arrangements with individual local authorities.
- ◆ Keep the lettings application process simple, with clear decisions and a fair appeal process.
- ◆ Be flexible to meet the different needs of applicants.
- ◆ Minimise the time that properties are empty, ensuring we achieve a balance of value for money, meeting housing need and ensuring new tenancies are sustainable.
- ◆ Make sure homes are safe, secure and ready to move in to.
- ◆ Contribute to the creation of balanced and sustainable communities.

5. Allocations and Lettings – Our commitments through our values

5.1. Own It

- ◆ We aim to ensure that there are no barriers to applying for housing and regularly review and improve our lettings service.

- ◆ We will clearly explain how to apply for our homes, online, in our offices, over the telephone or in other formats if needed.
- ◆ All applicants will undergo pre-tenancy checks to make sure their new tenancy will be affordable and sustainable.
- ◆ We will keep applicants informed, communicate clearly and provide advice, feedback and signposting.
- ◆ We will support new tenants with advice and services to help them settle and succeed in their new home.

5.2. Improve it

- ◆ We will listen to applicants and partner agencies and use their feedback to keep improving our service.
- ◆ We will make our lettings service easy to use and tailor this to applicant's needs, wherever possible.
- ◆ We want all our applicants to be happy in their new homes. We will work with new tenants to ensure any repairs are completed before, or shortly after, moving in.

5.3. Live It

- ◆ We welcome applications from all members of our communities. 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.
- ◆ We will ensure that all our applicants are treated with fairness, respect and courtesy.
- ◆ We make decisions with our customers and communities in mind, aiming to create positive, sustainable neighbourhoods. We will get to know new tenants through our pre-tenancy service so we can build positive relationships from the start.
- ◆ We understand that needs change over time and offer a transfer service for tenants who need to move. For example, due to overcrowding, under-occupying, domestic abuse, safety concerns or unsuitable homes.

6 Appeals and Complaints

- 6.1.** If an individual is not happy with a decision relating to their application, they can ask to have the decision reviewed through our appeals process. The appeal will be dealt with by a different manager to the team who made the original decision, and we will aim to get back to you within ten working days.
- 6.2.** Applicants also have the right to complain. All complaints will be dealt with through the Group's Complaints Policy.



Policy Control Sheet - Allocations and Lettings Policy

Policy Author	Kylie Anderson – Home Options Manager Becky Hughes – Head of Lettings
Direct Lead	David Wells Executive Director of Customer Experience
Version	1.0 -
Target audience	Tenants and potential tenants of HPG Employees of HPG
Consultation	Wrekin Voices Customer Partnership Panel Customers who have been through the allocations and lettings process – 2025 Housing Teams, Lettings Teams, Income Teams, Neighbourhood Teams, Customer Voice Teams, Shireliving Teams Directors Executive Management Team SPaCE Committee members Local Authority Partners
Date of Equality Impact Assessment	An Equality Impact Assessment completed on the 9th September 2025
Date of Data Privacy Impact Assessment	A Data Privacy Impact Assessment not required
Approving Body	Executive Management Team
Date of final approval	11 December 2025
Implementation date	December 2025
Monitoring arrangements	
Reporting	
Review date	June 2028
Expiry date	December 2028
Review cycle	Three-year review cycle
Policy category	Housing
Associated policies and procedures	Damp and Mould Policy Equality, Diversity, and Inclusion (EDI) Strategy Asset Renewal Policy Complaints Policy Confidentiality and Data Protection Policy Good Neighbourhood Management Policy Home Ownership Policy Repair and Maintenance Policy Safeguarding Policy Tenancy Policy Tenancy Change Policy Void Procedure Local Authorities Allocation Policies
Policy location	SharePoint Housing Plus Group website

Summary of changes table

Revision history

Author	Summary of changes	Version	Authorised by & date
K. Anderson & B. Hughes	New policy for HPG, bringing together the two legacy organisations approaches.	1.0 -	EMT 11 December 2025