

Allocations & Lettings Policy

Document Ref:	CHG01
Revision No.	2.0
Date approved:	19 February 2025
Related documents:	Each Nominations Agreements with local housing authorities

1 Purpose

- 1.1 This policy documents how properties are allocated (or let) to new tenants and sets out the circumstances where a tenant can request a home move.

2 Policy Statement

- 2.1 CHG is a registered as a provider of social housing, and as such it has a range of minimum standards that it must adhere to. This policy evidences the commitment to those Standards.
- 2.2 Allocations are made under agreements reached with the local housing authority (or funding body like the GLA) and are often referred to as Nomination Agreements. The agreements determine the groups of prospective tenants that should be allocated to properties under the authority's jurisdiction.
- 2.3 The Agreement will state a percentage of properties becoming vacant that are subject to the local housing authority's nomination process. Some nominations may be specific because the tenant has specific needs (such as supported accommodation), whilst other nominations may subject to groups of people meeting certain eligibility criteria, known as a choice-based lettings process. The remainder of vacant properties not subject to the Agreement, shall be for CHG to allocate, for purposes such as enabling existing tenants to transfer to a more suitable property. CHG shall abide by the terms of Nominations Agreements and actively manage arrangements to ensure allocations are completed swiftly and effectively.

3 Allocation Process

- 3.1 **Thames Reach:** carry out the initial assessment with the prospective tenant, with respect to the level of support needed and their ability to afford and maintain the tenancy. CHG carry out further checks if needed, before offering initial 6-month AST.
- 3.2 Referral analysed by CHG, with specific emphasis on:
- 3.2.1 Affordability i.e. can the tenant afford and manage the payment of rent on a regular basis
 - 3.2.2 Debt e.g. rent debt or financial debt
 - 3.2.3 Support needs i.e. what level of support does the tenant need e.g. high, medium or low
 - 3.2.4 This gets reviewed at the end of the initial 6 months, before another 6 month or 12-month AST is offered.

- 3.3 **CHL:** carry out an initial meeting with the prospective tenant to collect data essential to maintaining the tenancy, and ensure the necessary support is provided to enable the tenant ensure their rent is paid on time from the start of the tenancy. Understand if any other support is required to sustain the tenancy, such as helping secure furniture essentials. Ensure the correct tenancy agreement is available for signing.

4 Procurement of Homes

- 4.1 Homes will be procured that meet the needs of the tenants that will be allocated properties, and if necessary adapting the properties to meet the specific needs of the tenant and household. In addition, should the property subsequently become unsuitable for the tenant and their household (such as over or under occupation), the housing services provider shall work with the tenant to advise and refer them to a housing provider that allocates homes more suitable to their needs.

5 Mutual Exchange

- 5.1 A mutual exchange is when two tenants, both having eligible properties, decide between them that they would like to swap homes. CHG will co-operate with mutual exchange enquiries, although the nature of its tenancies is such that it is unlikely that properties would be eligible to qualify.
- 5.2 Should a property be eligible for mutual exchange then:
- 5.2.1 Tenants living in eligible properties shall be informed of their ability to enter into a mutual exchange;
- 5.2.2 Facilities will be made available to advertise their property on a suitable mutual exchange site;
- 5.2.3 Advice will be offered regarding the implications for their tenure, rent and service charges.

6 Allocations Appeals

- 6.1 Tenants may appeal an allocation decision by utilising the Complaints Policy and Procedure. An investigation will be conducted to determine the process that was followed.

7 Responsibilities

- 7.1 The Chief Operating Officer shall be responsible for managing and monitoring the effectiveness of this policy.

8 Performance, Monitoring and Evaluation

- 8.1 social housing lettings shall be recorded on the Continuous Recording of Lettings (CORE) system as lettings occur. The board shall receive an annual report regarding activity on CORE and may receive further allocations information as requested.
- 8.2 This policy will be subject to review no later than three years from the date of approval, or sooner if a substantial change in circumstances requires.