



# ALLOCATIONS AND LETTING POLICY (SUPPORTED HOUSING)

REGISTERED COMPANY NAME  
REGISTERED OFFICE ADDRESS

COMPANY NUMBER

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COMMUNITY BENEFIT SOCIETY NUMBER: 9203

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# **ALLOCATIONS POLICY (SUPPORTED HOUSING)**

## **1. INTRODUCTION**

- 1.1 This policy explains the approach we take in allocating and letting our properties.

## **2. POLICY STATEMENT**

- 2.1 As a small social housing provider of supported accommodation, we are committed in ensuring the process of letting our properties is as efficient and transparent as possible. In doing so we work in partnership with local authorities and other agencies to meet local housing need and prevent homelessness. We aim to empower vulnerable residents to sustain their tenancies by effectively and responsibly letting our homes.

## **3. LEGAL FRAMEWORK**

- 3.1 Granville Community Homes Limited has an obligation to assist local authorities so far as it is reasonable, to offer accommodation to people in priority need under the local authority letting schemes.
- The Housing Act 1996 (As amended) - Part 6
  - The Housing Act 1985
  - The Homelessness Act 2002
  - The Homelessness reduction Act 2017
  - Immigration Act 2014
  - Welfare Reform and Work Act 2016
  - Welfare reform Act 2012
  - Data Protection Act 2018 (GDPR)
  - Equalities Act 2010
  - Housing Regulators Tenancy Standard
  - The localism Act 2011
  - Human Rights Act 1998
- 3.2 This policy and associated procedures also comply with the Regulator of Social Housing (RSH) Tenancy Standard.

## **4. SCOPE AND OBJECTIVES**

- 4.1 This policy applies to the allocation and lettings of properties owned and managed by Granville Community Homes Limited.
- 4.2 The objective of this policy is to allocate rented properties to make best use of the available housing stock, support the long-term sustainability of tenancies and communities and to meet our requirements in assisting local authorities in their housing duties.

## **5. NOMINATIONS AND REFERRALS**

- 5.1 Granville Community Homes Limited will request and accept nominations and referrals from our partners in accordance with the nominations agreements and eligibility criteria set out within this policy.
- 5.2 Each nomination and referral will be carefully considered before an offer of housing is made in order to ensure that the property is suitable for the proposed occupier. We may need to request additional information from the nominating local authority, statutory agency or referral charity to support a nomination. Additional information will include, but not be limited to medical evidence, risk assessments, previous tenancy history and/or criminal history checks.
- 5.3 Granville Community Homes Limited will conduct an internal risk assessment which may include carrying out further checks to ensure that the property is suitable, and the right level of support can be provided.
- 5.4 When considering whether an applicant with a history of unacceptable behaviour/tenancy conduct should be offered accommodation, Granville Community Homes Limited will consider the nature of the behaviour/conduct, when it took place, and whether or not there has been any change in circumstances which demonstrates that the applicant has amended their behaviour and would be likely to sustain a tenancy and meet all the obligations of the licence agreement.
- 5.5 Before an offer of accommodation is made Granville Community Homes Limited will conduct a risk-based needs assessment with the applicant. This will take place within 10 working days of the initial referral.
- 5.6 Where an application is assessed as suitable, an offer of accommodation will be made directly to the applicant. Granville Community Homes Limited will also notify the relevant agency of the outcome of the application.

5.7 A support planning session with an allocated Support Worker will be arranged within 48 hours of the offer of accommodation being accepted by the applicant.

5.8 Applicants must engage with the support offered as a condition of the licence agreement.

## **6. UNSUCCESSFUL APPLICATIONS**

6.1 Where an allocation of a property is not suitable the nominating local authority and/or the applicant will be advised the reasons for this.

6.2 Reasons for rejecting an application may include the following:

- The property not being suited to the physical needs of the applicant and adaptations not being feasible.
- The applicant requiring a level of support and/or care that cannot be provided by Granville Community Homes Limited and is not available to the applicant through other organisations.
- The applicant requiring support and/or care that is available through either Granville Community Homes Limited or another organisation but the applicant is unwilling to engage with the support.

## **7. APPEALS AND COMPLAINTS**

7.1 Applicants who disagree with the decision to reject an application can request a review of the decision by the Regional Manager of the relevant support provider.

7.2 An applicant can also make a complaint direct to the Operations Manager at Granville Community Homes Limited, if they are dissatisfied with the service received or a service failure by us.

## **8. ELIGIBILITY CRITERIA**

8.1 Granville Community Homes Limited takes its obligation to assist the local authority in its housing duty seriously and will undertake this obligation in all reasonable circumstances in accordance with the Housing Act 1996. However, there are circumstances in which applications will be rejected, these include, but are not restricted to:

- Applicants who are under the age of 18.

- Applicants who owe money to Granville Community Homes Limited or care provider partners.
- Applicants who have outstanding rent arrears with their previous landlord and there is no active payment plan in place.
- Applicants who have previously been evicted from a Granville Community Homes Limited property.
- Applicants who have been involved in serious antisocial or criminal behaviour that would be deemed a breach of tenancy (had they held a tenancy). Convictions spent under the Rehabilitation of Offenders Act 1974 will not be taken into account for the purpose of such assessment.
- Applicants who have abandoned a Granville Community Homes Limited property
- Applicants who have been successfully prosecuted for tenancy fraud
- Applicants whose current property is kept in a poor condition as a result of damage by the applicant or any visitors to the property.
- Applicants have a specific support need(s) that cannot be met by Granville Community Homes Limited or another organisation and it is likely that the lack of support may result in the tenancy failing.
- Applicants who do not meet specific criteria for the property outlined in this policy, for example, an age restriction or a local lettings policy.
- Applicants where an affordability assessment has failed.

## **9. TEMPORARY ALLOCATIONS**

- 9.1 Temporary allocations of property will not be considered an allocation of property under this policy. For example, where an existing tenant has been decanted to an alternative property on a temporary basis.

## **10. TRANSFERS**

- 10.1 Granville Community Homes Limited will consider transfers application from residents who meet the following eligibility criteria below and whose current home is no longer suitable for their needs.
- Have complied with the terms of their licence agreement.
  - Have no outstanding debts with Granville Community Homes Limited or our support providers.
  - Have completed a successful affordability assessment.
  - Have completed a successful risk-based needs assessment.
  -

10.2 In specific circumstances, we will consider requests to transfer where a resident does not fulfil all the criteria above.

## 11. EQUALITY IMPACT ASSESSMENT

11.1 In writing this policy we have carried out assessment to ensure that we are considering, equality, diversity and inclusion. Our assessments did not indicate that any group had been adversely impacted by our approach to allocations.

11.2 We have also carried out a privacy impact assessment as information regarding applicants is sensitive. However, responsible information sharing plays a key role in the letting of our homes. We follow information sharing protocols with local authorities and our partner where they in place.

11.3 To request copies of these assessments, please contact [info@granvillecommunityhomes.co.uk](mailto:info@granvillecommunityhomes.co.uk)

## 12. RELATED INTERNAL POLICIES

- Equality and Diversity policy
- Health and safety policy
- Complaints policy and procedure
- General Data Protection policy
- Tenant Involvement policy
- Anti-social Behaviour policy
- Tenancy Management Policy

## 13. CONSULTATION

13.1 This policy will be reviewed in consultation with Granville Community Homes Limited residents.

## 14. REVIEW AND APPROVAL

14.1 This policy will be reviewed at least every two years as required to take into account changes in legislation.

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**Policy version:**1.0

**Date of SMT Approval:** January 2025

**Date the next review is due:** January 2027

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