GRANVILLE
Community
Homes



ALLOCATIONS & LETTINGS POLICY

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Section 1 – Our Policy Statement

Granville is committed to ensuring that access to its homes is fair, transparent and appropriate to the purpose of each scheme. Allocations will be made against clear, objective and consistently applied criteria, taking account of factors relevant to the accommodation and intended client group. These may include housing and support needs, risk assessments, eligibility requirements, property suitability, accessibility, compatibility with the service provided and the applicant's ability to sustain the proposed tenancy.

Applicants will not be unfairly disadvantaged or discriminated against because of a protected characteristic. Decisions must be based on relevant evidence and clearly documented, providing an appropriate audit trail demonstrating how the allocation criteria have been applied. Managing partners undertaking assessments or making recommendations on Granville's behalf must apply the same standards of fairness, consistency and transparency.

Nomination and referral arrangements agreed with local authorities, commissioners and other referral partners will be respected, including any agreed eligibility, assessment and prioritisation requirements. Where Granville or a managing partner determines that a referral cannot be accepted, the decision must be based on legitimate and evidenced considerations, with the reasons clearly recorded and communicated appropriately. Patterns of declined referrals will be monitored where necessary to identify potential barriers, inconsistencies or concerns regarding access to accommodation.

Applicants will be provided with appropriate information about the assessment and allocation process and supported to participate effectively. Reasonable adjustments will be made for disabled applicants in accordance with the Equality Act 2010, and appropriate consideration will also be given to communication, accessibility and other individual needs that may affect an applicant's ability to engage with the process.

Granville retains appropriate oversight of allocations undertaken on its behalf and will seek assurance that decisions remain fair, evidence-based and consistent with agreed nomination and referral arrangements.

Section 2 – Policy Context

Purpose

This policy sets out how Granville and its managing partners allocate and let homes fairly, transparently and in line with referral/nomination arrangements, so access to Granville's supported schemes is consistent and defensible.

Scope

Granville Community Homes ("Granville") lets homes as exempt/supported accommodation, largely through managing partners who handle day-to-day housing management, and directly for the small number of units it owns outright. Many residents

are referred through local authorities or health/justice partners and are vulnerable. This policy covers referral, assessment, matching and offer of a home in any Granville scheme, whether let directly by Granville or by a managing partner on its behalf.

Definitions

Nomination/referral agreement: an arrangement with a local authority or other referring body governing how vacancies in a scheme are filled.

Legal & Regulatory Framework

This policy is drafted to give effect to, and should be read alongside, the following:

- Regulator of Social Housing (RSH)'s Tenancy Standard
- Equality Act 2010 (fair access, reasonable adjustments)
- Local authority nomination/referral agreements applicable to specific schemes

Section 3 – Roles & Responsibilities

Board of Directors: Approves this policy and any significant change to the allocations and lettings framework; holds the CEO to account for compliance with the RSH Tenancy Standard.

CEO: Accountable for the allocations function being operated in accordance with this policy and regulatory requirements; approves any deviation from the agreed referral or allocation process.

COO: Oversees allocations and lettings across the portfolio; reviews lettings data quarterly; ensures partner referral routes and allocation decisions comply with the policy; maintains the lettings register.

Housing Manager: Processes allocation decisions (or supervises managing partners doing so); confirms occupancy details for each new letting; ensures void units are re-let within target timescales; records all lettings on the portfolio system.

Managing partners: Operate referral arrangements in line with the agreed protocol and any nomination agreement with the local authority; obtain Granville's approval before any new resident is placed; provide Granville with all required occupancy information at the point of letting.

Role	Responsibility under this policy
Chief Executive / Housing Lead	Owns the allocations policy and any scheme-specific eligibility criteria; resolves disputed or complex allocation decisions.
Managing Partners	Apply the allocations policy consistently at scheme level, including risk-assessing referrals for compatibility with existing residents, and record reasons for any refusal.

Section 4 – Process

Assessment & Matching

- Each referral is assessed against the scheme's eligibility and support criteria, and a compatibility/risk assessment is completed before an offer is made, particularly in shared or higher-risk supported schemes.
- Waiting list or void allocation decisions are recorded, including the reason for the decision, so the process can be evidenced if challenged.

Offers & Refusals

- Refusal of a referral is recorded with clear reasons and communicated to the referring body promptly, to protect the referral relationship and allow the applicant to be considered elsewhere.
- Void turnaround targets are aligned with allocations processing so vulnerable applicants are not left waiting longer than necessary once a suitable match is identified.

Monitoring, Reporting & Assurance

- Allocation timescales, refusal rates and reasons are reviewed periodically as part of partner oversight and reported to the Board at least annually.
- Equality monitoring data on allocations is reviewed to identify any unintended disparity in access.

Section 5 – Equal Opportunities

Granville Community Homes is committed to promoting equality, diversity and inclusion in all aspects of its work. We will provide equal opportunities in employment and service delivery and will not unlawfully discriminate against employees, residents, applicants, contractors or any other individual on the grounds of any protected characteristic under the Equality Act 2010.

Granville is committed to treating everyone fairly, with dignity and respect, and to making reasonable adjustments where required to support disabled employees, residents and others with additional needs.

This policy has been developed in accordance with the Equality Act 2010 and is intended to be applied consistently and fairly. An Equality Impact Assessment will be completed before the policy is submitted to the Board for approval.

Section 6 – Related Documents

The following laws, legislation, and standards have been considered in accordance with the composition of this policy:

- Localism Act 2011
- Homelessness Reduction Act 2017

- Landlord and Tenant Act 1985
- Housing & Regeneration Act 2008
- Housing Act 1996
- Equality Act 2010

Other documents relevant to this policy from Granville's Policy Suite include:

- Voids & Empty Homes Management Policy (HM06)
- Tenancy & Occupancy Agreement Policy (TM10)
- Repairs & Maintenance Policy (HM02)
- Reasonable Adjustments & Vulnerability Policy (TM09)

Section 7 – Revision History & Document Control

This policy will be reviewed Annually, with an exercise at least every two years, or earlier if there is a relevant change in legislation, regulatory requirements, or Granville's operating model (including material change to the partner/lease-based portfolio).

Version	Date	Author	Summary of Changes	Approved By
0.1	06/07/2026	Policy suite build project	Initial draft – not yet approved	Pending Board approval
0.2	01/08/2026	Policy suite build project	Company branding and improved policy structure – not yet approved	Pending Board approval