



Allocation and Lettings Policy

Introduction

This policy sets out the guidance which Grainger Trust applies to the allocation and letting of properties across our homes.

The guidance is underpinned by the Housing Act 1985 which sets out our obligation to publish rules on allocating properties. It also states the statutory minimum standards in regards to housing and specifically room sizes.

Grainger Trust also takes into consideration the following legislation when allocating and letting properties;

- Health & Safety at Work. Act 1974
- Sex Discrimination Act 1975
- Race Relations Act 1976, as amended by Race Relations (Amendment) Act 2000
- Housing Act 1988, 1996, 2004
- Disability Discrimination Act 1995, 2005
- Data Protection Act 1998
- Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2002/ 2006
- Localism Act 2011
- Welfare Reform Act 2012
- Housing and Regeneration Act 2008

This policy document is supported by the Tenancy Strategy and Tenancy Standards document.

Definition

Grainger Trust work closely with local authorities to produce a lettings plan for the different properties owned and managed within the area. The lettings plan will be reviewed every 3 years. Applicants will be nominated the listed provided by the local authority through the various applicant sources.

Grainger Trust takes very seriously its obligations in regards to ensuring its properties are appropriately let in accordance with the above legislation. We allocate properties based on the number of bedrooms a household requires. A single bedroom can be inhabited by the following:

- a couple
- a single person (aged 16 and over)



- two children of the same sex (aged under 16)
- two children regardless of sex (aged under 10)
- any other child
- a carer providing overnight care

We may also consider other factors relating to the household (e.g. long-term medical requirements).

‘Letting’ is the action of renting a property.

‘Local Lettings Plan’ (LLPs) are agreed local plans for the allocation and letting of homes within an agreed community or location. LLPs are agreed in conjunction with the Local Authority.

Policy Statement

- Grainger Trust are committed to providing good quality housing in a clear and transparent manner to best meet the need of tenants. This overarching aim will be achieved through the following deliverables;
- Ensure the most appropriate homes are allocated to applicants
- Closely monitor voids and adopt a clear and fair approach
- Ensure properties are described accurately in adverts
- Work in partnership with local authorities to create a transparent and open approach to information sharing in order to ensure homes are allocated most efficiently and appropriately either via the Choice Based Lettings system or local housing register
- Create a local lettings policy for each council and ensure this is reviewed annually to reflect local need changes
- Ensure that housing stock is utilised most effectively through the promotion of mobility within housing stock
- Adopt Estate Management Strategy that creates cohesive and safe communities
- Monitor on-going performance through key KPIs and report quarterly back to the Grainger Trust Board
- Promote staff development within the business to foster the high quality customer service standard
- Make readily available information in relation to the businesses operating practices
- Review yearly all policies and procedures to ensure best practice standard is maintained

The allocation and lettings policy is a key document in ensuring a cohesive and safe environment is created throughout properties and estates. The policy is not intended to exclude groups of people but instead is aimed to help achieve sustainable communities through the careful



allocation of properties. This policy is to be reviewed in conjunction with the Tenancy Strategy which is key in helping Grainger Trust develop the local lettings policy.

Sources

Nominations are made either through the choice based lettings system provided by the local council.

The local lettings policy created in conjunction with the local council will provide specifics in regards to how properties of various sizes are allocated.

We reserve the right to operate different nominations agreements when letting new build properties.

Transfers

Transferring between properties is a key part of the allocation and lettings policy. Transfers will be viewed in line with the guidance set out in the tenancy strategy. Priority will be given to individuals based on time spent on the waiting list and/or if they have high priority needs.

All tenants eligible for a transfer will be subject to the same criteria and new tenants has set out in the tenancy strategy.

Move-On Quota

A small number of tenants are put on the list for general need housing by agencies. Subject to the check outlined in the tenancy strategy, tenants will be provided with a single offer approach.

Reciprocal arrangements

Grainger Trust will work with reciprocal local authorities to help house tenants. The local authority must prove that the tenant has overriding priority above that of other on the housing list and the current authority can't provide the housing in order to be granted a tenancy.

Direct applications

We reserve the right to operate a direct application scheme on certain properties where no grant funding or public subsidy is used or whereby there is a specialist housing type supplied.

Statutory Referrals

We may accept statutory referrals but reserve the right to review on a case by case basis.

Persons who pose a risk

Grainger Trust will review on a case by case basis where a tenant is nominated who poses a risk to the public. A specific risk assessment will be conducted and the outcome will be subject to board approval.

The decision will take into account a number of factors, specifically;

- individual circumstances,
- the information received,
- the level of risk that the nominee presents



- the current demographic within the property
- the location of the property.

The decision will normally be made within 14 days of receipt of the nomination.

Other Sources

We reserve the right to use other allocation sources in order to let our Affordable Rent homes, if demand for cannot be met through existing sources.

Offers and Refusals

The Tenancy Strategy states Grainger Trust's approach to letting criteria.

Exclusions

We will not make the offer of accommodation when the following criteria apply;

Under-occupation - where this is by two or more bedrooms

Adaptations - where a property has been extensively adapted for someone with a disability who no longer lives at the property

Financial - the tenant or their spouse has an income/assets/savings greater than the amount stipulated in the relevant local authorities Housing Allocations Scheme and it is reasonable and affordable for them to pursue another form of tenure or if the property is unaffordable

Conduct - where there is evidence of a trend of tenancy breaches which have been formally documented and reported but have been left unresolved

GT will work closely with the local authority when granting or reviewing a tenancy. GT will take into consideration:

- Health and disability of any member of the household;
- Employment or income
- Education and training
- Community and family connections
- Housing need
- Ability to access alternative housing
- Homelessness prevention
- Any other relevant circumstances



Appeals

We recognise that any applicant has the right to appeal about a decision or complain about action taken or not taken:

Complaints, in the first instance, should be directed to the relevant officer who will discuss the reasons for the decision.

If an applicant remains dissatisfied, appeals may be made using the Complaints handling process.