

Overall Policy Principles

Stafford and Rural Homes (SARH) part of the Housing Plus Group will:

- ◆ Meet all relevant legal and regulatory requirements
- ◆ Help meet housing need in its areas of operation giving reasonable preference to urgent and priority cases
- ◆ Be fair and transparent
- ◆ Be efficient and minimise costs
- ◆ Promote sustainable communities
- ◆ Make best of use of properties
- ◆ Offer a reasonable choice of property and locations
- ◆ Support partners, including local authorities, to meet their statutory housing duties including entering into nominations agreements as appropriate

1. Aims and Objectives

1.1 The Association co-operates with the relevant Local Authority in discharging its statutory housing duty by the use of nomination agreements for a proportion of its vacant properties, such allocations being made in accordance with the Local Authority's Allocations Policy.

1.2 Preference is given to certain categories of household, including people owed a main homelessness duty, people living in poor conditions, overcrowded, temporary or insecure accommodation and people with a need for settled housing because of health or welfare considerations.

1.3 To contribute to creating and maintaining sustainable communities, SARH offers the most secure form of tenure compatible with the purpose of the housing, whilst affording existing residents whose homes are too large or too small for their needs sufficient priority to move to appropriate homes. We will not normally under occupy at the point of allocation.

1.4 The Association is committed to ensuring that property allocations are fair and transparent, with access to housing being administered in accordance with relevant legislation and our Equality and Diversity Strategy.

1.5 The Association reserves the right to allocate properties in a manner which complies with any planning or other local agreement entered into as part of a new or acquired development and contributes to a balanced and sustainable community. For the avoidance of doubt properties built and funded as rural exception sites will not be allocated under this policy and there is a separate Rural Exceptions Site Allocations Policy.

2. Eligibility for Housing

2.1 SARH considers that some applicants will not be eligible for housing. SARH defines eligibility for housing in two ways: Statutory and Association. Applicants considered to be ineligible for housing will not be accepted onto the waiting list or offered accommodation.

Statutory Defined

2.2 There are two classes of person who are ineligible for an allocation of accommodation, in accordance with the provisions of the Housing Act (1996), as amended by the Homelessness Act (2002) and Localism Act (2011):

- (a) A person subject to immigration control, as decided by statute and regulation (see 2.3).
- (b) A person from abroad other than a person subject to immigration control (see 2.3).

2.3 People who are subject to immigration control under the Asylum and Immigration Act (1996) are ineligible for re-housing, unless specifically permitted under regulations published by the Secretary of State (as detailed in Sections 160A(3) and 160A(5) of the Housing Act (1996) as amended by the Homelessness Act (2002)). These include persons who have been granted refugee status, or exceptional or indefinite leave to remain, with no conditions or limitations attached. Applicants in this category will be expected to provide proof of their immigration status.

Association Defined

2.4 SARH determines that certain categories of applicant are ineligible, including:

- (a) Applicants, members of their household or visitors to that household, who are known perpetrators of unacceptable behaviour linked to Housing or Neighbourhood Issues. The Association defines unacceptable behaviour in the same way as anti-social behaviour (ASB) which is "any behaviour that has caused or is likely to cause a nuisance or annoyance to any person." A fuller definition is provided in the ASB Policy and includes Environmental ASB (such as condition of property and littering/fly-tipping), Personal ASB (such as foul and abusive language or threats of or actual violence) and Community ASB (such as drug use/activity at a property or loud music/shouting/regular parties from an address).
- (b) Unacceptable behaviour may not necessarily be a convicted perpetrator, merely that they have caused anti-social behaviour within the two years previous to date of application.
- (c) Where an assessment is made that a tenancy would be unsustainable without support and the applicant declines support, or it cannot be provided.

Applicants who have a housing related debt relating to any previous properties where they may have resided.

2.5 In line with our charitable objectives the Association will only rehouse owner-occupiers if they are in housing need. In these circumstances the applicant needs to satisfy the Association that their housing need cannot be met by any other means. Where the re-housing request comes as a result of a medical need, the applicant must satisfy the Association that their property cannot be suitably adapted and the proceeds from the sale of this property would be insufficient to purchase alternative, suitable accommodation within the Association's area of operation. Where the property is Available Now, the Association reserves the right to allocate the property to an owner occupier where the eligibility criteria is met.

2.6 Customers aged 16 or 17 may apply for a SARH home but cannot hold a legal tenancy until the age of 18. In these circumstances an adult family member or support agency would need to hold the legal tenancy on the young person's behalf, and the young person would be granted an equitable tenancy until they reach the age of 18.

2.7 Applicants in the above categories are not deemed as non-qualifying until their circumstances have been investigated and, if deemed to be non-qualifying, they have recourse to the Association's Complaints Procedure. Such decisions on eligibility are reviewable after 2 years following date of decision.

2.8 Existing customers who wish to transfer will be ineligible for rehousing within two years of their tenancy start date unless there are significant changes in circumstance or other exceptional reasons.

SARH tenants will also be ineligible for acceptance onto our waiting list where following an inspection of their property, tenant responsible repairs, damage or unauthorised adaptations to the property are found.

3. Ex-Offenders

3.1 SARH expects that ex-offenders will declare any unspent convictions as part of their application.

3.2 SARH will accept applications for housing from ex-offenders subject to a risk assessment of the individual circumstances. Following this risk assessment, the Association reserves the right to exclude ex-offenders from housing if in the view of the Association:

- ◆ The offences are considered high risk.
- ◆ The applicant poses a high risk of re-offending in a particular area of stock.
- ◆ Convictions are drug related.
- ◆ An offence was committed in a specific locality and there is still an actual or potential threat to the community in that locality.

3.3 This is not an exhaustive list and each application will be considered on its individual circumstances.

3.4 The Association reserves the right to put in place any relevant control measures following the risk assessment. Control measures will apply to both applicants and tenants, if a property is offered to the applicant, if considered appropriate.

4. Sex Offenders

4.1 The Association will co-operate with relevant agencies (such as local authorities or Probation) to consider applications for housing from sex offenders. This will include a full review and risk assessment by the Multi Agency Public Protection Panel (MAPPP).

4.2 The MAPPP will not undertake generic risk assessments. To facilitate the MAPPP to undertake an individual review and risk assessment, applications from sex offenders will be accepted onto the Housing Register and permitted to bid for properties solely for the purpose of a risk assessment being carried out by the MAPPP.

4.3 Once a MAPPP risk assessment has been undertaken, the Lettings Manager and Neighbourhood Manager will review the application, undertake a risk assessment and decide whether to:

- (a) Allocate the property.
- (b) Allocate the property with appropriate controls arising from the risk assessment.
- (c) Not allocate the specific property but permit the applicant to remain on the Housing Register and make further bids.
- (d) Exclude the applicant from the Housing Register.

4.4 Applications from sex offenders will be permitted to make up to a maximum of three bids before their application is cancelled.

5. Process

5.1 All eligible applicants will be placed in one of four priorities depending on housing need but can also be awarded a priority card in some circumstances as detailed in Appendix One.

5.2 The Association will advertise its forthcoming available to let properties each week. All eligible applicants will be invited to express their interest in the properties advertised.

5.3 The Association will allocate each property to the eligible applicant in the highest band who has expressed their interest in the property. Where there is more than one applicant for each property in the same band then priority will be given to the applicant who has been registered on the Housing

Register for the longest period of time.

5.4 When a property has been advertised for two cycles and not successfully let, the Association reserves the right to directly let that property to any applicant who meets the Statutory and Association defined criteria, these properties will be designated Homes Available now.

5.5 Should an applicant move into a higher priority band then the date of registration will commence from this new date. If the applicant moves to a lower priority band then the original date stands.

5.6 The date of application will be set to the date at which the applicant applied for housing. Should ineligibility occur whilst waiting to be rehoused, the application will be cancelled from the date that the review was completed.

6. Allocations Outside of Policy

The Association will award a priority card for their tenants when signed off by the Lettings Manager on the grounds of specific issues encountered by individuals which prevent them from living in their home (for example, domestic violence, racial harassment and/or threats of violence). Supporting evidence will be required from agencies.

6.1 Some allocations may be completed outside of the CBL process, usually where a management move procedure is in place to facilitate this. These allocations can include but are not limited to:

- (a) Direct lets: where an offer of a specialised property is made to a customer with a special need for adaptations, where there is no other applicant with the same need.
- (b) All accommodation designated as being for extra care. Appendix Three covers allocations to extra care accommodation.
- (c) Direct lets in an emergency (such as fire or flood) and /or as part of a decant process (this could be a temporary, planned or permanent move). These situations are covered in the Decants Policy.
- (d) In line with our tenancy conditions, the direct let of a property to non-statutory successors who are left in occupation of a property for which they are eligible as per the eligibility criteria listed below.
- (e) Direct lets of SARH properties which are normally let by nomination agreement and the relevant local authority makes provision for the use of direct lets to make best use of stock or to meet a particular local need.
- (f) Allocations on rural exception sites. These are covered by a separate Rural Exceptions Site Allocations Policy.
- (g) Where an agreed local lettings plan is in place.
- (h) For properties that have been developed and/or adapted for specific client group(s)

7. Priority Bands

7.1 SARH will allocate applicants to one of four priority bands. Allocation will be based on an assessment of housing need and details of each band and the needs relevant to it are shown at Appendix One.

7.2 SARH reserves the right to amend or review the bands overall and/or the specific housing needs required for each band. This may be because of operational reasons, regulatory or legislative changes.

8. Medical Needs

8.1 Medical Needs are determined by the Association as being urgent, high or medium. In cases of doubt the Association reserves the right to seek further expert medical advice. Unless medical needs fall into either of these categories, the Association will not consider them.

8.2 Urgent medical priority is defined as where an applicant is waiting to be discharged from hospital and their current property is not suitable for them to return to.

8.3 High medical priority is defined as:

- ◆ Extreme physical disability requiring care assistance which renders the applicant incapable of undertaking any of their own care tasks and renders their current property un-inhabitable.
- ◆ Instances of wheelchair dependency within the home where the facilities are all located above ground floor or are inaccessible to the applicant.

8.4 Medium Medical priority is defined as where the applicant suffers from some physical disability, incapacity or mobility problem, which either prevents them, accessing all facilities within the home, or only reaching them with severe difficulty. For example, an applicant is suffering from disabling arthritis, severe asthma or angina preventing them from climbing stairs inside the home, or steps outside the home.

9. Advertising of Properties

9.1 The Association will ensure that all properties are advertised as widely as possible. This will include (but is not limited to):

- ◆ Individual contact with vulnerable tenants
- ◆ Local authority Websites within our areas of operation
- ◆ SARH offices
- ◆ Others (such as local libraries)

9.2 Proxy bids for properties will be accepted from designated support workers for vulnerable tenants including proxy bids from SARH's staff subject to a disclaimer signed by the applicant.

9.3 Within each weekly advertising cycle any applicant can express an interest in up to three properties.

10. Feedback to Customer

10.1 Feedback on the types of property allocated and summary details of successful applicants (their banding and time on the Housing Register) will be available to view on MySARH. Individual feedback can also be provided over the telephone, in writing or in person on request.

11. Identification and Other Information Required at Sign Up

11.1 Following a successful bid by an applicant and the offer of accommodation, an applicant will be expected to provide the following information at sign up:

- ◆ Acceptable identification for all individuals aged over 18 who will be living in the property as their principal residence. Acceptable identification is set out in the Government's Right to rent toolkit at <https://eforms.homeoffice.gov.uk/outreach/lcs-application.ofml>
- ◆ Children's Identification (for example, Child Benefit or Family tax Credit letters).
- ◆ Income and expenditure information (for example, salary details and budgeting information) to assess affordability.
- ◆ Any other details that are required to support the applicants move (e.g. Doctor's letters, details of support package etc)

11.2 New customers will pay rent in advance before they receive keys to their new tenancy.

11.3 Should the required information not be provided, the Association reserves the right to withdraw the offer of accommodation and defer the applicant until such time as documents can be provided.

12. Data Protection

12.1 All data will be collected, processed, stored and disposed of in accordance with current data protection legislation and regulations. The Group's Privacy Policy has more details on the organisation's approach to data protection and is available on its website or on request.

12.2 Applicants' details may be shared with relevant third parties such as independent medical advisors or social workers to confirm information and/or obtain supplementary details to help assess an application. This is made clear on the application form and the applicant provides consent via signing the disclaimer on the form. An applicant can choose not to provide their consent for information sharing and can withdraw this at any time however this will affect assessment of their application. The Association reserves the right not to progress applications where consent to share information is not provided or withdrawn.

13. Allocations to Employees and Board Members

13.1 Applications for housing from employees and Board Members will be assessed in the same way as for other applicants. The Association needs to be transparent and ensure that no undue favour is given to employees or Board Members.

13.2 The Association will only let homes to Association employees, Board Members, and their relatives in-line with highest standards of probity and governance. Customers will be asked to disclose such matters when they apply for a SARH home and any allocation of a home will only be made in accordance with this policy and with the agreement of a person with delegated authority to agree such a letting.

14. Review of Application

14.1 Applications will be reviewed every year on the anniversary of their submission to ensure banding accurately reflects the applicant's needs. This does mean that an applicant's banding could go up as well as down. This review will be initiated by the Association.

14.2 Applications will also be reviewed following any change of circumstances. Applicants will be expected to advise of any changes in circumstances as they happen.

15. Removal of Application from Housing Register

15.1 SARH reserves the right to remove applications from the Housing Register in the following circumstances:

- ◆ They have been housed.
- ◆ They have provided false or misleading information in their application. This includes omitting relevant information (such as criminal convictions) from an application.
- ◆ Further information about their application becomes known (for example, anti- social behaviour) which materially affects the application.
- ◆ They have not replied to an annual review.
- ◆ The applicant has not bid on a range of properties for which it was reasonable for the applicant to bid, over a two-year period from the date of their application

15.2 The Association will take possession action against any applicant knowingly and recklessly provides false information which results in the allocation of a property.

16. Appeals

16.1 Applicants have a right to appeal against decisions made on their eligibility for housing and cancellation of applications following an annual review. Appeals will be made using the Complaints procedure.

Appendix One

Priority Bands

The following priority bands are used:

Band A

In both meeting its duty to meet the needs of homeless applicants who are in high housing need but have not been registered for any length of time and for those who have multiple circumstances a Gold Priority Card will be awarded for re-housing by the Lettings Manager.

Each Card is valid for three months in the following circumstances:-

- ◆ Where an applicant has been accepted as being unintentionally homeless and in priority need by the Local Authority in our area of operation. Where such applicants are existing SARH tenants, we will only accept nominations where there are no breaches of their tenancy conditions.
- ◆ Where an applicant is in specialist accommodation and it is no longer suitable for their needs, and by vacating that property it is being made available for occupation for a household for whom it is suitable. For example, wheelchair adapted accommodation or supported housing.
- ◆ Where an applicant is awarded urgent medical need and they are waiting to be discharged from hospital and their current property is no longer suitable and they are unable to return to the property.
- ◆ Where an applicant is an ex-member of the armed forces and has been discharged from duty and is in priority need for housing.

Applicants with priority cards are required to express interest in all eligible properties that are advertised. The Association and the Local Authority reserve the right to place bids on the applicants' behalf on any suitable property. The Association reserves the right to withdraw any priority card after three months should there be no valid reason for the lack of expressions of interest for properties from the applicant.

Band B – The applicant needs to move urgently and can no longer live in their current home.

- ◆ Where the property is subject to a closing order from the Local Authority Environmental Health Department.
- ◆ Households who have been accepted as being unintentionally homeless and in priority need by a local authority, and their three-month priority card has expired.
- ◆ Where the applicant lacks facilities such as a hot water supply, a bathroom or inside WC etc. (supporting evidence will be required)
- ◆ Where the applicant has been awarded a high medical priority to move to other accommodation.
- ◆ Where there is statutory overcrowding as determined by a local authority.
- ◆ Applicants who are in fear of or are fleeing domestic violence and or abuse (supporting evidence will be required where appropriate).
- ◆ Victims of crime, in fear of or experiencing racial harassment or threats of violence from outside the home which prevents the individual(s) from remaining in their property (supporting evidence will be required).
- ◆ Applicants who are considered vulnerable by Social Services or any other appropriate agency and whose current housing is unsuitable and is having a detrimental effect on their way of life (supporting evidence will be required).
- ◆ Tenants who are under-occupying their property by one or more bedrooms. The priority will only be awarded when all reasonable options to resolve the financial hardship have been exhausted (options will include but are not limited to accessing SARH's Employment and money advice

team, applying for DHP and proactively seeking a move via a Mutual Exchange). The Association reserves the right to lower the banding if the tenant chooses not to engage with the Association as described above.

The following is a guide to the size of housing which different households can apply for:

- ◆ A bedroom for each couple/single parent in the household
- ◆ A bedroom for each pair of the same gender children under the age of 16
- ◆ A bedroom for each pair of opposite gender children under the age of 10 (there will be a flexibility of three months before the eldest child's 10th birthday to allow allocations of property if needed).
- ◆ A bedroom for a person not meeting any of the three categories of people above
- ◆ Where an applicant is pregnant and requires an additional room for the expected child, she will be eligible to include the unborn baby within the occupancy limits as laid out below, provided that she is able to demonstrate affordability for the property for the period until the child is born. An unborn child will not be included in occupancy calculations to determine overcrowding
- ◆ A two bedroom property can be offered to a single applicant where the second bedroom does not meet the statutory bedroom size.
- ◆ Applicants seeking a transfer who live in a property where there is evidence of overcrowding. Overcrowding is based on the standard that a separate bedroom is required for each of the following:
 - Applicant and spouse/partner
 - Where children of different sexes share a bedroom and one is 10 years of age or above.
 - Where 3 or more persons share a bedroom
 - Where each person requires a separate bedroom on health grounds (evidence will be required)

Band C – The applicant's current home is not suitable for their needs, but they are able to stay there whilst they choose another.

- ◆ Homeless Households who have no priority need.
- ◆ Medium medical priority to move to other accommodation.
- ◆ Where the applicant has to share a kitchen, living room, WC and bathroom with other occupants who are not family members. (i.e. occupants other than husbands, wives, partners, parents, grandparents, siblings, aunts or uncles).
- ◆ Applicants who live in properties where there is evidence of overcrowding. Overcrowding is based on the standard that a separate bedroom is required for each of the following:-
 - Applicant and spouse/partner
 - Where children of different sexes share a bedroom and one is 10 years of age or above.
 - Where 3 or more persons share a bedroom
 - Where each person requires a separate bedroom on health grounds. This includes when the applicant needs a separate bedroom for his/her spouse/partner (supporting evidence will be required).
- ◆ Where 2 children live in an SARH flat, above the ground floor, the property is overcrowded and there is no lift access.
- ◆ Where the applicant needs to move closer to permanent work (supporting evidence will be required).
- ◆ Where the applicant needs to receive support from or give support to a close family member (supporting evidence will be required).

Band D – The applicant’s current home meets their needs but they want a move, this will include:

- ◆ Low Medical Need
- ◆ No need to move – i.e. they have none of the priorities identified in bands 1 and 2.
- ◆ Those who are intentionally Homeless Households – Where a local authority (see above point re: Local Authority) has deemed that they are intentionally homeless.

Appendix Two

Eligibility for Property

Each property owned by the Association has clear eligibility criteria for the applicant and their family who should be housed within it.

It will be made clear to applicants that they can only apply for a property if they meet the eligibility criteria as laid out below.

Property Type	Beds	Occupancy	Disability	Additional information
Bungalow	1	Single person or couple where at least one applicant has a high medical /support need or is over 55 years of age and the allocation of a bungalow is the only way that the applicant’s housing need can be met)	Yes	
Bungalow	2	Single person or couple where at least one applicant has a high medical /support need or is over 55 years of age and the allocation of a bungalow is the only way that the applicant’s housing need can be met)	Yes	Maximum 2 children (children of the same sex under the age of 16 or any two children regardless of sex under the age of 10) or 1 carer
Bungalow	3	Single person or couple where at least one applicant has a high medical /support need or is over 55 years of age and the allocation of a bungalow is the only way that the applicant’s housing need can be met)	Yes	Maximum 4 children (children of the same sex under the age of 16 share a room or any two children regardless of sex under the age of 10 share a room) or 1 carer

Property Type	Beds	Occupancy	Disability	Additional information
House	1	Single/Couple	Generally no – only in exceptional circumstances.	
House	2	Single/Couple with minimum 1 dependent child or carer	Generally no – only in exceptional circumstances.	Maximum 2 children (children of the same sex under the age of 16 or any two children regardless of sex under the age of 10) or 1 carer
House	3	Single/Couple with minimum 2 dependent children or carers	Generally no – only in exceptional circumstances.	Maximum 4 children (children of the same sex under the age of 16 share a room or any two children regardless of sex under the age of 10 share a room) or 1 carer
House	4	Single/Couple with minimum 3 dependent children or carers	Generally no – only in exceptional circumstances.	Maximum 6 children (children of the same sex under the age of 16 share a room or any two children regardless of sex under the age of 10 share a room) or 1 carer

Property Type	Beds	Occupancy	Disability	Additional information
1st floor flat or above	1	Single/Couple	Generally no – only in exceptional circumstances.	
1st floor flat or above	2	Single/Couple) + 1 dependent	Generally no – only in exceptional circumstances.	Maximum 1 dependent at allocation
Ground flat	1	Single/Couple	Yes	Yes if adapted
Ground flat	2	Single/Couple) + 1 dependent	Yes	Maximum 1 dependent at allocation Yes if adapted

Property Type	Beds	Occupancy	Disability	Additional information
Sheltered flat	Bedsit/flat	55 years of age or over	Yes	

Definition of carer

Where the applicant has a carer who must stay overnight in order to provide the relevant care for no less than three nights a week. (Evidence will be required)

Appendix Three

Allocation's into Extra Care Accommodation

1. All accommodation designated as being for extra care or dementia clients shall not be allocated through the Association's Choice Based Lettings scheme but shall be allocated separately taking into account the unique nature of individual applicants and the management arrangements within the scheme.
2. In some cases where there is low demand the Association may allocate extra care properties for those with low care needs through its normal CBL scheme. All applicants seeking older persons or supported housing will be encouraged to apply through Care Plus for sheltered properties and through the Extra Care Scheme if appropriate.
3. In all cases the Association shall endeavour to meet housing need but always take into account the best interests of the existing residents and the proper ongoing management of each scheme.
4. Each Extra Care scheme shall have agreed occupancy levels agreed by the Homes Board at the commencement of each scheme. These occupancy levels shall take into account a balance between those individuals with low, medium and high care needs. In addition where relevant the scheme shall have agreed specialist provision for, those residents with other needs, e.g. Dementia.
5. Any variation to these occupancy levels on a long-term basis must be agreed by the Homes Board.
6. Each scheme shall have an agreed application review panel normally comprising of a representative from Social Services and the Housing and Wellbeing Manager. The panel will jointly agree all allocations for each scheme when vacancies arise.
7. Applications shall be registered using the Association's extra care application form.
8. On receipt of an application for extra care accommodation and assessment by the Housing and Wellbeing Manager, the Association shall band the application in either High, Medium or Low level Care on specialist depending on the unique nature of the applicant. For the avoidance of doubt the banding is normally
 - a. High Care need – Applicant needs or is currently receiving over 15 hours of care per week.
 - b. Medium Care need – Applicant needs or is receiving between 7 and 15 hours of care per week.
 - c. Low Care Need – Applicant needs or is receiving between 1 and 7 hours of care per week (There are variations on how the levels of care are determined for certain schemes however the above is a general approach)
9. The allocation review panel on receipt of notice of a vacancy for each property shall meet to agree a new allocation and a reserve. This can be a virtual meet, and if no response from the social services team within 3 days of notification of vacancy allocate from waiting list. The allocation panel will identify the applicant that best meets the agreed ratios between High, Medium, Low, and Specialist care needs.
10. An offer of accommodation will be made to the person in the appropriate band that is on the highest level of need taking into account:
 - a. Length of time on waiting list
 - b. Best use of Association stock
 - c. Multi – agency problem solving as raised by Social Services such as NHS bed blocking, delivery of respite care or related issues.
11. In any case of dispute the allocation will be referred to the Head of Specialist Supported Housing by the applicant (or their nominated representatives) via the complaints process.

- 12.** The minutes of each meeting to make a decision shall be recorded and reviewed by the Operational Manager, Specialist Supported Housing.
- 13.** Once an offer is made applicants shall have 7 days to accept such an offer or it may be withdrawn and offered to a reserve applicant.
- 14.** The Association reserve the right to allocate properties in a manner which makes best use of the available accommodation outside of the above criteria. This includes allocations to under 55's who have a care and support need that can be met within the scheme but which cannot be met in suitable alternative accommodation in the local area. There would only be a limited number of homes made available to under 55's (to ensure the broad principles of the Extra Care scheme are maintained).

Policy Data

Risk Assessment

The following risks are relevant and identified on the Risk Register:

- ◆ 2.17 – Lack of demand for SARH properties impacts on local communities and endangers the Business Plan
- ◆ 6.2 – The Group fails to maintain any of the consumer standards in line with the objectives and framework set out by the Government.

Consultation

Tenancy Panel have been consulted (January 2014).

Issues for Equality and Diversity

An Equalities Impact Needs Assessment has been undertaken for this policy. The Association operates an open waiting list and anyone can apply for housing. There are clear reasons for refusing to accept a housing application and a right of appeal.

Associated Policies and Procedures

Policies
Privacy
Starter Tenancy
Tenancy
Income Management
Decants
Complaints

Procedures

- ◆ Receipt and Registration of Applications
- ◆ Selection of Tenants
- ◆ Dealing with Nominations from Stafford Borough Council
- ◆ Complaints

Associated Documents / Leaflets

Equality and Diversity Strategy

National Standard

Tenancy Standard

Responsibility

Board/Committee

Homes board

Director

Operational Director

Manager

Head of Lettings

Reporting	Quarterly to Board of Management (performance reports) Annually to applicants and tenants CORE monitoring of all new tenants
Policy Creation Date	2007
Review Period	Three years
Previous Review Dates	June 2008, February 2009, July 2010, December 2010, July 2013, February 2014, January 2015, July 2016, June 2017, May 2018
Version Number	2.3
Date Last Amended	January 2021
Amendments	<p>June 2008 - Addition of clause 2.3-25 and 3.6</p> <p>February 2009 - Minor changes to take account of best practice</p> <p>July 2010 - Updated to reflect extracare allocations</p> <p>December 2010 - Minor changes to reflect allocation of extracare properties to under 55's with a care and support need</p> <p>July 2013 – changes to reflect welfare reform particularly better management of under occupation</p> <p>January and February 2014 – changes to allow better management of transfers, updating of job titles, local authority areas etc, inclusion of definitions of carers, specific provisions for armed forces personnel, update of policy data block</p> <p>January 2015 – clarity of transfers (refusal if property damaged), updated risk assessment, update of policy data block</p> <p>July 2015 – inclusion of new sections on ex and sex offenders (following legal advice), removal of applications from the Housing Register, appeals and allocations to employees and Board Members. Major restructuring of format and update of Policy Data Block.</p> <p>July 2016 – Board approval to extend Review period.</p> <p>June 2017 – clarification of direct lettings in event of emergencies and for decanting purposes; risk update</p> <p>May 2018 – minor amendment to bandings for applicants with children in flats; clarification of process for decision making regarding rehousing of offenders</p> <p>January 2021 – minor changes to wording and job titles sign off</p>
Next Review Date	April 2022