



Axiom Housing Association Limited

Corporate Strategy 2015-2020

Supporting - Corporate Objective

To provide **DISTINCTIVE HOMES** and  
**PERSON CENTRED** services

Level 1

# **POLICY**

# **Allocations & Lettings**

Approved - 24 November 2016

**Next health check due – 24 November 2017**

Next full review – 24 November 2019

Approving Body: Board of Management

Service Owner: Executive Director Operations

## **Aim**

Axiom provides a range of homes including single and family general needs accommodation, supported housing, older person housing and extra care housing. We aim to make our allocation and lettings process accessible, understandable and successful. We aim to be fair, to meet housing need, allow choice and facilitate mobility wherever possible and to be sympathetic to the principles of balanced and sustainable communities.

We work closely with a number of statutory and voluntary partners. We have a number of different arrangements for allocating our properties i.e. deciding to whom they are offered to. All our allocations are also made in line with legislative and regulatory requirements which are detailed in Appendix 1.

The lettings process takes into account our aim of minimising rent loss and ensuring new residents have appropriate advice, information and support to sustain their tenancy or licence.

## **Our commitment**

1. Undertake appropriate pre-tenancy checks and support to ensure that all residents are able to afford and sustain their new tenancy
2. Offer advice and support with applications for housing
3. Ensure that we have published information to explain how we allocate all our properties
4. Work with a range of agencies to deliver housing related support
5. Regularly review arrangements with partners to ensure that allocation processes are working effectively and agree changes as appropriate
6. Take specific steps to ensure that minority and vulnerable groups are able to access our properties
7. Deal promptly with requests for transfer on the grounds of vulnerability and/or fear of violence or harassment of any kind
8. Comply with our Data Protection Act and confidentiality policies
9. Provide appropriate training to all staff to ensure they understand the allocations and lettings process and apply it fairly, consistently and without discrimination of any kind
10. Have procedures in place to take account of all aspects of this policy

## **Allocations**

### General Needs and Older Persons housing

Where the Local Authority operates a Choice Based Lettings (CBL) scheme, we work with the local authority to monitor, develop and improve the scheme. Where CBL schemes are not in existence, we will work with the local authority and allocate in line with nomination agreements and establish our own waiting list and the local authority common housing register as well as in line with our Tenancy Strategy with each case being looked at individually.

## **Shared Ownership**

We let all shared ownership properties in line with locally agreed criteria with the relevant local authority and government requirements in addition to the requirements of the mortgage lenders.

## **Supported Housing and Extra Care housing**

We work with Local Authority housing departments, primary care trusts and adult social care departments who are our partners in the provision of supported and extra care housing. We jointly agree criteria and arrangements for allocating and letting supported housing schemes and extra care older person housing. These will reflect any local agreements and requirements specific to the scheme.

## **Lettings process – all tenures**

1. We talk to everyone who is nominated or referred to us (with other support agencies as appropriate) prior to allocation to:
  - Explain the type and location of the home to be offered, and any services available on the scheme and in the local area (e.g. schools, shops, transport) and the nature and terms of the tenancy or licence.
  - Undertake a pre-tenancy assessment reviewing a range of factors that may affect the sustainability and affordability of a tenancy or licence for an applicant, the association and wider community.
  
2. We also (with other support agencies as appropriate)
  - carry out accompanied viewings
  - provide a summary of the main points of the tenancy agreement at viewing stage
  - provide all new residents with a comprehensive sign up pack
  - carry out new resident satisfaction surveys
  - offer advice on welfare where appropriate
  - carry out a range of post letting checks in line keeping with the tenure type

## **Mobility**

We provide existing general needs and older person housing residents with information relating to transfers and mutual exchanges and process mutual exchange requests in line with statute. We are members of HouseExchange a national home swap scheme. We provide residents of supported housing with information relating to move-on accommodation.

## **Monitoring and reporting**

We monitor the allocation of our properties and report to the Equality and Diversity Strategy Group on a quarterly basis together with the following information about the applicants:

- Gender
- Ethnic origin
- Age
- Disability
- Religion
- Sexual orientation
- Gender re-assignment
- Marriage & Civil Partnership

We will review this policy annually to ensure it is effective and make changes as necessary.

## **Appendix 1**

### Legislation

The policy reflects the following legislative requirements:

- Localism Act 2011
- Housing Act 1985
- Housing Act 1988
- Housing Act 1996
- Equality Act 2010
- The Human Rights Act 1998
- The Freedom of Information Act 2000 (in particular s.19)
- The Data Protection Act 1998
- Anti-Social Behaviour Act 2003
- Homelessness Act 2002

### Regulation

The Housing Corporation has set out its requirements relevant to this policy in the Regulatory Code as items 3.2.1, 3.2.2, 3.2.3, 3.5.1, 3.5.2, 3.5.5, 3.6.1 & 3.6.2 together with Guidance in paragraphs 3.2.a-d, 3.5 b & 3.6 a-f.

### Other Sources

- Rented Housing Code of Practice (Commission for Racial Equality)
- Housing Corporation Charter for housing association applicants and residents