



# Allocations Policy

**Responsibility:** Welcome Manager

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## Policy summary

It's our aim to actively promote and make available a choice of housing for people who are in greatest need. We provide social housing through direct nominations from local authorities and our own transfer list. We hold a direct waiting list for homes that are immediately available. We also have a range of intermediate and market rent homes available.

This policy explains the range of housing we offer, who can apply for them, who gets which home and why. It outlines the support we'll provide to applicants and how we will make sure our customers are set up to have a great start with their tenancy. It also explains what you can do if you don't agree with a decision we have made.

Often, more than one of the routes into housing is available to an applicant, but the eligibility, priority and timescales will depend on your situation. You should contact your local authority as a starting point to understand your housing options. If you're a CHP customer and have any queries, contact us by visiting our website or online services, emailing [enquiries@chp.org.uk](mailto:enquiries@chp.org.uk), calling 0300 555 0500 or visiting our office.

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## 1. Policy purpose

- 1.1 It's our aim to actively promote and make available a choice of housing for people who are in greatest need. We have a duty to assist local authorities to fulfil their legislative requirements and priorities. In addition, we want to support current and future customers, understanding their housing needs and aspirations.
- 1.2 This policy outlines the range of housing we offer and explains who can apply for a home, who is allocated which home and why. Having this policy makes sure that we do this in a fair and transparent way. We aim for this process to be efficient, making the best use of available housing and minimising the time that homes remain empty between each letting.

## 2. Policy scope

- 2.1 This policy applies to both existing CHP customers and applicants for one of our homes. It covers allocations to social, affordable, intermediate market rent and market rent homes. If we manage your home on behalf of another landlord, please contact us to find out which policy applies.
- 2.2 If you need information about leasehold and shared ownership homes, you should refer to our Homeowners Policy. For information about moving home on a temporary basis due to emergencies, planned repairs or development work, view our Decant Policy. Allocations to garages are explained in our Garage Management Policy.
- 2.3 You can view our Rent and Service Charge Setting Policy for information about the how we set rents and service charges.
- 2.4 Further details of the regulatory and corporate context are set out in Appendix 1.

## 3. How we let our homes

- 3.1 There are several main routes into a CHP rented home:
  - local authority nomination;
  - transfer to another CHP home if you're already a CHP customer;
  - application to an Immediately Available Home;
  - application for mutual exchange (view Mutual Exchange Policy for more details);
  - application for an intermediate market rent home;
  - application for a market rent home.
- 3.2 Each of these have various eligibility criteria and are allocated in different ways. You can read more about these different housing options in this policy. You can find out where we have homes on our website or by contacting us.
- 3.3 Often, more than one of these routes is available to an applicant, but the eligibility and timescales will depend on your situation. You should contact your local authority as a starting point to understand your options. If you're a CHP customer and have

any queries, contact us by visiting our website or online services, emailing [enquiries@chp.org.uk](mailto:enquiries@chp.org.uk), calling 0300 555 0500 or visiting our office.

## **4. Local authority nominations**

### **4.1 Background**

- 4.1.1 We work in partnership with local authorities to assist them in their legal responsibilities and local priorities. This includes their responsibility to help people who need housing, including delivery of their homelessness duty, and to create sustainable communities.
- 4.1.2 Each local authority will have a certain nomination right to CHP homes in their area. This means that the local authority will set the proportion of homes that are allocated based on nominations from that local authority. They will shortlist the successful applicant who goes into our homes from their own Housing Register. Most of our homes are allocated in this way. We have different nomination arrangements in place with each local authority in the areas we have homes (see Appendix 2).
- 4.1.3 All local authorities advertise homes through their respective Choice-Based Letting systems (listed in Appendix 2). You need to apply to their housing register to move into one of our homes through a local authority nomination.

### **4.2 Eligibility for local authority nominations**

- 4.2.1 The local authority will usually check applicants meet their criteria before they are nominated to one of our homes. We'll also carry out our own checks to make sure the applicant meets our own eligibility criteria, listed below. We can refuse an application if a household doesn't meet these.
  - a) You must provide satisfactory references.
  - b) Your details must be verified by the nominating local authority and/or CHP.
  - c) Your application must not be fraudulent, for example providing false information.
  - d) You must not have previously breached a Tenancy Agreement, for example, tenancy fraud, misrepresentation or unlawful subletting.
  - e) You must have a satisfactory care and support package in place, if relevant, to make sure you can sustain your tenancy.
  - f) You must not have rent arrears, or any other debts with your current landlord or CHP. At the discretion of the Welcome Manager, we may accept a person with minor debt if this enables tenancy sustainment and there is an arrangement in place for you to repay the debt.
  - g) You or a member of your household must not have previously been involved with any conduct of anti-social behaviour or have had legal action taken against you. If you or a member of your household have, we'll carry out an assessment to understand how the situation could impact on our customers and the wider community.
  - h) Your household must not have accepted a move to another CHP home.
  - i) You must not hold an existing interest in another home, for example, as an owner, leaseholder or licensee, which is not subject to a repossession order. In

exceptional circumstances, we may accept applicants into sheltered or designated elderly homes if there is evidence that you're taking reasonable steps to sell your property (see Appendix 4).

- j) The home must be appropriate for your needs.
- k) You must meet the criteria for the home, for example if it has an age restriction or is subject to a local lettings plan.
- l) The area must be suitable for you. For example, if you're fleeing domestic abuse and would be at risk if housed in the area the home is located, we may refuse the application.

- 4.2.2 There may be refusal reasons that do not fall into the above categories based on your personal circumstances, which we will discuss with you if they arise. You may not be eligible if your circumstances have changed since your original application.
- 4.2.3 We will help you to understand if you can afford to move into the home you are interested in. This will give you the opportunity to assess your means to take on the tenancy and review your outgoings to consider how you will budget in the future. If accepting the home puts you under financial pressure we will give you advice about your housing options.
- 4.2.4 We may carry out an affordability check if you are moving into an affordable rent home and your rent will not be covered in full by benefit payments. We will discuss the outcome of this with you and may decline your move if we consider that the rent is unaffordable based on your circumstances. If you are unhappy with our decision you can appeal and your case will be reconsidered by CHP's Housing Panel.
- 4.2.5 We operate a 'Rent on Time' approach, which means you must pay your rent in line with the terms of your Tenancy Agreement and never be in debt. This applies if you pay your rent yourself or receive Housing Benefit or Universal Credit. We'll tell you how much you need to pay before you move into your home. If you do not make this payment, this may delay or cancel your move. If you are unable to do this due to your circumstances, we will work with you to make an arrangement for you to pay.
- 4.2.6 We'll offer applicants a benefit assessment before you accept a home. We will do this to make sure you are maximising the benefits you're receiving and are clear about how much money you'll have left after paying your rent.
- 4.2.7 We'll check that you have the Right to Rent, in line with immigration legislation. We must see evidence of relevant documentation and will keep a copy of these as required.
- 4.2.8 Once you have been shortlisted for a home, we'll contact you about your application. We will make every reasonable effort to contact you through a variety of methods. However, if we are not able to get hold of you within 48 hours, we'll refer your nomination back to the local authority.
- 4.2.9 If you refuse a home offered to you, you should check the relevant local authority policy to understand the impact that refusal may have on your household.

- 4.2.10 We'll only grant joint tenancies if applicants are spouse, civil partner or partner. Partners must provide evidence that you have lived together for a minimum of 12 months.
- 4.2.11 If we allocate a home to a homeless applicant, the tenancy will remain in the name of whoever the local authority holds its main homelessness duty to.

### **4.3 Banding criteria**

- 4.3.1 Local authorities use a banding system for their nominations. This will be different for each local authority. You'll be given a band in line with the respective local authority's policy, which reflects your housing need based on your circumstances. We'll let the home to the applicant with the highest band who has been waiting the longest.
- 4.3.2 You can view the banding criteria each local authority uses on their website or contact them for more information. The different local authorities we work with are listed in Appendix 3.

## **5. CHP's transfer list**

### **5.1 Background**

5.1.1 Each local authority has a certain nomination right to CHP homes, as detailed in section 4. We can choose to use the remaining percentage of available homes to support our own housing priorities. One way in which we do this is through our transfer list. Through this, existing CHP customers can transfer to another CHP home. This could be because, for example:

- your current home is too big;
- your current home is too small;
- you want to live in a different area;
- your home no longer meets your needs.

5.1.2 We use our Choice-Based Lettings system to allocate homes on our transfer list. Through this system you can express an interest in a home that you like that is suitable for your needs. We then make allocations decisions in line with our own eligibility criteria and banding, which are detailed in the following sections.

### **5.2 Eligibility**

- 5.2.1 If you're a CHP tenant and hold an Assured Tenancy, Protected Assured Tenancy or a Fixed-term Tenancy, you can register for a transfer once you have successfully completed your probationary period. You can find out more about how to join our transfer list on our website or contacting us as outlined in the policy summary. You can find out more information about the tenancies we offer in our Tenancy Policy.
- 5.2.2 We'll carry out checks to make sure that you and other household members are eligible for the home. We must see evidence of relevant documentation and will keep evidence of this as needed.

- 5.2.3 Eligibility is the same as for local authority nominations (see paragraph 4.1.1). In addition, you must not have breached your tenancy conditions. This includes failure to report repairs in line with your Tenancy Agreement, not allowing us access to conduct safety checks or home inspections or causing deliberate damage to your home. We may suspend your application if any of the following apply:
- legal enforcement action has or is being taken for anti-social behaviour or breach of tenancy;
  - an injunction or possession order or postponed possession order is in place for anti-social behaviour or any other breach.
- 5.2.4 We'll inspect your current home and will not allow you to transfer if you have caused or allowed it to fall into a bad condition. View our Moving Out Leaflet for a guide about what you need to do when moving, including charges you may be liable for when leaving your home.
- 5.2.5 If you have outstanding debt to CHP, we'll not allow you to join the transfer list or to move via a transfer. You can join the transfer list once you have cleared your debts. At the discretion of the Welcome Manager, we may accept a household with minor debt if this enables tenancy sustainment. In this case, there must be an arrangement in place to for you to repay the debt.
- 5.2.6 We'll not usually allow probationary tenants to apply to transfer to another CHP home. However, CHP's Housing Panel has discretion to accept a probationary tenant for a transfer in exceptional circumstances. If we do agree to transfer a probationary tenant, we'll grant a new 12-month probationary tenancy.
- 5.2.7 You should make sure that you fully understand the type and size of property you have expressed an interest in before you view it. We may suspend transfer applications if you have refused three homes unreasonably in the period of a rolling year. This means that you will be suspended from the transfer list and will not be able to re-apply for a transfer for 12 months from the date the suspension decision was made.

### **5.3 Banding criteria**

- 5.3.1 For our transfer list applicants, we use a banding system (Appendix 3) to identify households in the greatest housing need and to prioritise who is allocated a home. We'll place you in a band based on the information you provide in your application. We will ask to see supporting evidence.
- 5.3.2 We'll tell you the number of bedrooms you're eligible for, based on the criteria in Appendix 5. We base this decision on the number of people in your household and their age, sex and relationship to each other. We'll also take into account other criteria, such as medical, safeguarding or other welfare need (see section 5.5), subject to evidence. These decisions will be made by our Housing Panel.
- 5.3.3 Priority within the bands will primarily be based on the date you were placed into the initial relevant banding. If your band is increased, the date will be listed as the date you moved into the new band.

- 5.3.4 You can make three bids for eligible homes within each advertising cycle.
- 5.3.5 At the end of each cycle we may offer an accompanied viewing at the advertised home to up to the three highest priority applicants who meet the criteria. You'll have 24 hours to accept or refuse the offer. We'll let the home to the accepting applicant with the highest band who has been waiting the longest.
- 5.3.6 If no CHP applicants express an interest in homes advertised through the transfer list, then we'll accept applicants from the local authority's housing register (see section 4). We'll allocate the home according to the band priority within their relevant allocations scheme.

## 5.4 Direct offers

- 5.4.1 Most transfer allocations are made using the banding system. However, in extenuating circumstances if a person needs to move as an emergency, we'll make direct offers outside of the Choice-Based Lettings system. These are also known as management moves. This can include the following situations (this list is not exhaustive):
- fleeing domestic abuse;
  - severe harassment;
  - witness protection;
  - other significant event, which means it's unreasonable for the household to remain in the home.
- 5.4.2 CHP's Housing Panel will consider cases and decide whether a household can have a direct offer based on their circumstances and the need for an urgent move. The Housing Panel is composed of three managers from the Customer Service Directorate. We'll liaise with the relevant local authority if required. We'll record decisions to ensure consistency and carry out regular audits of decisions made.
- 5.4.3 If a household has been approved for a direct offer, we'll make one reasonable like-for-like offer. A reasonable offer is one that reduces the imminent risk to the household by moving them to a different home but retaining their same tenure. In some cases, this will mean moving to a different location.
- 5.4.4 If a household refuses a reasonable direct offer, the Housing Panel will assess whether the reason for refusal is justified. If they consider that the reason is not justified, we will consider removing your direct offer status.
- 5.4.5 If an applicant holds sole, joint, tenancy-in-common or financial interest in another property, and they are unable to return to their home because of domestic abuse, CHP may agree to grant an Assured Shorthold Tenancy. This is at the discretion of the Housing Panel considering the individual case. In this case, we will investigate future housing options of both parties in line with our Tenancy Policy.



## **5.5 Medical and welfare need**

- 5.5.1 If your transfer application includes medical considerations, we'll assess your application and supporting evidence to determine your banding. You must complete a Medical Assessment Form and submit relevant evidence. We'll consider medical evidence you submit related to all members of your household to make sure that we fully assess your needs. This includes evidence relating to physical and mental health.
- 5.5.2 We'll only assess applicants based on the evidence that you provide. This could include GP letters, hospital letters and letters from relevant medical practitioners or support workers.
- 5.5.3 We may seek an independent assessment of your evidence from a third-party medical professional. We'll ask for your permission to do this.
- 5.5.5 If you provide additional evidence after we have made the initial banding decision, we'll reassess your banding.
- 5.5.6 Evidence of a welfare need may come from our Tenancy Sustainment Team, social services, the police or other relevant agencies.
- 5.5.7 In all cases, medical and welfare priority will only be given if there is a direct link between your (or your household's) medical condition or welfare and your housing circumstances.
- 5.5.8 A band 1 medical priority will be for a maximum of six months. After this the allocation panel (made up of members of the Welcome Team) will review your activity on Choice-Based Lettings and ensure you are in the correct band.

## **5.6 Eligible household members**

- 5.6.1 We'll only consider current household members who have been assessed as eligible. These include:
- the tenant(s);
  - a sole tenant's partner, if they are living permanently at the home;
  - any dependent children, including children for whom the applicant has long-term legal guardianship. This also includes children who are adopted or fostered (the tenant must provide evidence such as guardianship/foster carers allowance etc.);
  - adult children that were part of the original housing application and have continued to remain part of the household;
  - a carer (if the tenant can sufficiently evidence that a live-in carer is required).
- 5.6.2 CHP has no obligation to house additional adults over the age of 18 who were not part of your original housing application and are not recognised by CHP as part of your household within the definition in 5.6.1.
- 5.6.3 If parents live separately but have shared care of children, children will be counted as part of your household if you can prove you have joint custody, care and control of

children for four days or more each week. You must provide evidence of either a court order or solicitor's letter confirming a signed agreement between two parties. You must also provide confirmation that they have not got a bedroom provided for them in social housing either in a CHP home or with another registered provider. The Welcome Manager will consider the application for a transfer and apply the relevant banding.

- 5.6.4 If a household member becomes pregnant, the household may need another bedroom to accommodate the additional child. As soon as a person has passed six months pregnancy, we'll re-assess the number of bedrooms your household is entitled to. We must see a MATB1 form as evidence of the pregnancy and due date to carry out this assessment. The band date will be the date the band is reassessed.

## **5.7 Overcrowding**

- 5.7.1 We'll comply with the terms of the Housing Act 1985 in relation to statutory overcrowding and permitted numbers within the Housing Health and Safety Rating System (HHSRS) 2004. The application of this within banding is outlined in Appendix 3. You can read more about statutory overcrowding [here](#).
- 5.7.2 We reserve the right to allow greater occupation of family homes providing this would not be applicable to a hazard notice regarding a crowding and space assessment under HHSRS 2004. In all cases, this would be in agreement with the local authority and applicant.

## **5.9 Under-occupation**

- 5.9.1 We want to encourage customers to transfer from homes which have more bedrooms than their household requires, as many of our family-size homes are in high demand. We give banding priority to people who are moving to a smaller home (Appendix 3).
- 5.9.2 We also have an incentive scheme to encourage tenants who are under-occupying homes to downsize to a smaller home. This is called the SpaceSaver Scheme. For more details, view our SpaceSaver leaflet.
- 5.9.3 If you downsize via a transfer to release at least one bedroom, we may allow you to under-occupy by up to one bedroom, in line with our room allocation policy (see Appendix 5). For example, a household with the need for one bedroom releasing a three-bedroom property will be able to move to a two-bedroom property.
- 5.9.4 You can only access incentives under the Spacesaver Scheme once every five years. If you have moved under CHP's Spacesaver Scheme and received financial compensation for this move, we will not accept an application to move into a larger home until you have repaid any incentive we previously paid you in the past five years.

## 6. Immediately available homes

### 6.1 Background

- 6.1.1 We hold a waiting list of applicants who have applied directly to us for housing. This waiting list is used specifically to allocate homes that are immediately available. You do not need to be an existing CHP tenant to go on this list.
- 6.1.2 We keep a list of homes that have been advertised by the local authority choice-based lettings system and our transfer list, and no eligible applicants have expressed an interest. These are typically homes that are restricted to applicants of a certain age or with specific needs.
- 6.1.3 We allocate homes on this list to applicants that have applied directly to us for housing but have not yet been allocated a home. You do not need to be an existing CHP tenant to be allocated a home through this route.

### 6.2 Eligibility

- 6.2.1 The eligibility criteria for immediately available homes are the same as for local authority nominations (paragraph 4.1).
- 6.2.2 We are required by law to check that households who are not nominated by the local authority have the Right to Rent. We must see evidence of relevant documentation and will keep copies of this as required.

### 6.3 Banding criteria

- 6.3.1 We let our Immediately Available Homes to applicants in the priority order outlined in Appendix 4. We'll shortlist people by date of application.
- 6.3.2 We'll also consider direct applicants or nominations from other agencies.

## 7. Property considerations

### 7.1 Age/needs-related properties

- 7.1.1 Some CHP homes have a restriction on who can move into them, linked to age and/or need. When we advertise these homes, we'll explain who can apply for them, check that applicants meet these criteria and assess whether they are suitable.

Property type	Criteria	Note
Sheltered accommodation	Over 60 or Over 50 and in receipt of disability benefits	All occupants must meet the criteria listed
Designated elderly accommodation	Over 50 or In receipt of disability benefits	For two-bed homes in these categories, there may be an age restriction for occupants
40+ flats	Over 40 or In receipt of disability benefits	

## **7.2 Adapted homes**

- 7.2.1 If homes have been built or adapted to be accessible to people with disabilities, we'll advertise the home with details of the adaptations. We try to allocate adapted homes to applicants who express an interest if they need similar adaptations, to make best use of the home and adaptation.
- 7.2.2 If we do not receive any interest from any applicants who need the adaptation, we'll let the home to the applicant with the highest priority. Where possible, we'll keep the adaptation in the home, for example level-access showers.
- 7.2.3 View CHP's Adaptations Policy for further details.

## **7.3 Sensitive lets**

- 7.3.1 If there has been a housing management concern at a home, for example, severe anti-social behaviour, when re-letting the home we may advertise it as a sensitive let. We will assess applicants for sensitive lets on a case-by-case basis considering the reason the home became empty alongside the needs of the applicant and the community.

## **8. Intermediate market rent homes**

### **8.1 Background**

- 8.1.1 Intermediate market rent housing enables you to rent a home for less than you would expect to pay for a similar home on the open market. Typically, rent may be charged at a level up to 80% of the local market rent.
- 8.1.2 For some homes, you may have the option to buy the home through shared ownership after a period of renting, though you don't have to. You can view our Homeowners Policy or contact us for more details about shared ownership.
- 8.1.3 When an intermediate market rent home becomes available, we will consider opportunities for its use, including re-let or sale, considering housing need in the local area.
- 8.1.4 All intermediate market rent properties will have a minimum of one inspection per year.

### **8.2 Eligibility**

- 8.2.1 To apply for intermediate market rent homes, you must be registered and accepted by the Help to Buy Agent (3) for the South of England. You can find out more on the website [www.helptobuyagent3.org.uk/](http://www.helptobuyagent3.org.uk/) or you can contact us for more details.

- 8.2.2 We will assess all applications to make sure it's affordable for the applicant. All applications will be assessed for eligibility using the Help to Buy Eligibility Criteria ([www.helptobuy.gov.uk](http://www.helptobuy.gov.uk)).
- 8.2.3 Applicants are referenced by Rentshield. This includes a credit check as well as an employment and landlord reference (if applicable). This will include checking your:
- proof of identity (e.g. driving licence, passport);
  - proof of current address;
  - proof of earnings (not less than three months PAYE, or the most recent certified accounts if self-employed).
- 8.2.4 We will check that applicants have the Right to Rent, in line with immigration legislation. We must see evidence of relevant documentation and will keep a copy of these as required.
- 8.2.5 We'll tell you how much rent you need to pay in advance. At least one month's rent must also be paid as a deposit. This will be held by the Deposit Protection Scheme.

### **8.3 Priority**

- 8.3.1 We will give priority for intermediate market rent applicants who meet the following criteria (in order of priority):
1. serving members of the British Armed Forces, or those that have been honourably discharged in the past two years;
  2. existing local authority or housing association tenants living in a CHP home or within another local authority;
  3. household registered for rehousing with the local authority or another local authority;
  4. households living in the local authority of the home;
  5. households working in the local authority of the home;
  6. households including children under 16 years;
  7. first-time buyers.
- 8.3.2 If no applicants fulfil these criteria, we'll prioritise applicants using other factors including but not limited to: connection to the local area, individual circumstances and vulnerabilities, housing need and the ability to fill the bed spaces the home provides.

## **9. Market rent homes**

### **9.1 Background**

- 9.1.1 For market rent homes, we charge unsubsidised rent in line with current market prices.
- 9.1.2 We work with an agent to let these homes. You can search the homes we have available using property websites such as Rightmove.

### **9.2 Eligibility**

- 9.2.1 Applicants are referenced by Rentshield. This includes a credit check as well as an employment and landlord reference (if applicable), as detailed in the previous section.
- 9.2.2 We will check that applicants have the Right to Rent, in line with immigration legislation. We must see evidence of relevant documentation and will keep a copy of these as required.

### **9.3 Priority**

- 9.3.1 For market rent homes we use the same priority list as for intermediate market rent homes.

## **11. Support**

- 11.1 We support applicants to navigate our allocations systems and work with partners to make sure that they understand their housing options. We'll provide information in the format applicants need. If you need information in an alternative format, please contact us, as detailed in the policy summary.
- 11.2 We hold an assisted bidders list for our transfer list. This is a list of people who have difficulty accessing the choice-based letting system. Our Welcome Team will express an interest in appropriate homes for applicants on this list when they become available. If you need this support, please contact the Welcome Team using the details in the policy summary.
- 11.3 CHP is here to support customers and, where necessary, will work with specialist external agencies to help people access the support they require. View our Tenancy Policy for further details of this support.

## **12. If you're not happy with a decision we make**

- 12.1 We're committed to being transparent and fair.
- 12.2 For social and affordable rent homes, if you disagree with a decision, you should first contact the Welcome Advisor to discuss the reasons for the decision. Following this, if you wish to appeal you should contact the Welcome Manager within ten working days of when the decision was made. The Welcome Manager will review any allocation decision that you believe is unreasonable or unfair. They will provide a written response within ten working days of receiving your appeal.
- 12.3 For market rent and intermediate market rent homes you should contact CHP's Sales and Commercial Lettings Team if you disagree with a decision we have made.
- 12.4 If your dissatisfaction relates to a service failure, we'll follow our Customer Dissatisfaction and Complaints Policy.

## **13. Allocation of homes to Board members and employees**

- 13.1 We'll always make allocation decisions in line with this policy and will never give additional priority relating to a person's position as an employee or Board member.
- 13.2 Applicants who are employees, Board members or a family member of these groups must disclose an interest at the point of application. If we receive an application from a person in one of these categories, we'll make a decision in line with our Propriety and Probity Policy. Allocations of homes to Board members and employees will be reported to CHP's Audit and Risk Committee.

## **14. Information sharing**

- 14.1 In line with our Data Protection Policy we'll treat all personal and sensitive information, however received, as confidential. We'll only share information with other agencies if we have your permission and there are appropriate data sharing arrangements in place, in line with our Privacy Statement.

## **15. Equalities considerations**

- 15.1 We have completed an equality impact assessment for this policy.
- 15.2 We aim for our homes to be allocated in a fair and transparent way, taking into account the needs of individuals. This policy supports this priority.
- 15.3 We support applicants to navigate our allocations systems and work with partners to make sure that all people understand their housing options. We will provide information in the format applicants need.
- 15.4 We will monitor the number of allocations by diversity of customers to highlight and address potential barriers to access.

## **16. Policy consultation, approval and review**

- 16.1 We will review this policy every three years, or as legislation changes.

## Appendix 1: Policy context

<b>Corporate Strategy</b>	This policy supports our Corporate Strategy objectives, in particular by allocating warm, safe and affordable homes fairly to those in greatest housing need.
<b>Regulatory Standards</b>	<p>This policy supports the <a href="#">Regulatory Standards</a>, which registered providers of social housing must meet. In line with the Tenancy Standard, we'll let our homes in a fair, transparent and efficient way. We will take into account the housing needs and aspirations of tenants and potential tenants. This policy demonstrates how we:</p> <ul style="list-style-type: none"><li>• make the best use of available housing;</li><li>• ensure lettings are compatible with the purpose of the housing;</li><li>• contribute to local authorities' strategic housing function and sustainable communities;</li><li>• implement clear application, decision-making and appeals processes.</li></ul>
<b>Legislation</b>	<p>This policy is drafted following the below legislation:</p> <ul style="list-style-type: none"><li>• Data Protection Act 2018;</li><li>• Domestic Abuse Act 2021;</li><li>• Equality Act 2010;</li><li>• Homelessness Reduction Act 2017;</li><li>• Housing Act 1996;</li><li>• Localism Act 2011.</li></ul>
<b>Related policies</b>	<p>This policy is linked to the following policies:</p> <ul style="list-style-type: none"><li>• Adaptations Policy;</li><li>• Anti-social Behaviour and Hate Crime Policy;</li><li>• Customer Dissatisfaction and Complaints Policy;</li><li>• Decant Policy;</li><li>• Domestic Abuse Policy;</li><li>• Homeowners Policy;</li><li>• Mutual Exchange Policy;</li><li>• Propriety and Probity Policy;</li><li>• Rent and Charge Collection Policy;</li><li>• Rent and Service Charge Setting Policy;</li><li>• Tenancy Policy.</li></ul>
<b>Related documents</b>	<p>This policy is linked to the following documents:</p> <ul style="list-style-type: none"><li>• Asset Management Strategy;</li><li>• Modern Slavery Statement;</li><li>• Value for Money Strategy.</li></ul>



## Appendix 2: Local authority nominations agreement

Local authority	Choice-based lettings scheme	Nomination agreement*
Basildon	<a href="#">Basildon's CBL scheme</a>	100% nominations from local authority
Braintree	<a href="#">Gateway to Homechoice</a>	100% nominations from local authority
Brentwood	<a href="#">HomeOption</a>	75% nominations from local authority
Castle Point	<a href="#">Castle Point CBL Website</a>	75% nominations from local authority
Chelmsford	<a href="#">HomeOption</a>	75% nominations from local authority
Colchester	<a href="#">Gateway to Homechoice</a>	100% nominations from local authority
Harlow	<a href="#">Harlow CBL website</a>	100% nominations from local authority
Maldon	<a href="#">Gateway to Homechoice</a>	100% nominations from local authority
Rochford	<a href="#">Rochford Housing Register</a>	100% nominations from local authority
Southend	<a href="#">Southend CBL Scheme</a>	100% nominations from local authority
Tendring	<a href="#">Tendring District Council – Allocations</a>	75% nominations from local authority
Thurrock	<a href="#">Thurrock CBL Scheme</a>	75% nominations from local authority
Uttlesford	<a href="#">HomeOption</a>	75% nominations from local authority

\*Note: the nomination agreement for new-build homes may be different to this table. These will usually be 100% nomination to the relevant local authority.

## Appendix 3: Banding for CHP's transfer list

### Band 1

- **Medical - critical:** The tenant, or a member of the tenant's household, has an immediately life-threatening or progressive medical condition which is seriously affected by their current housing.
- **Underoccupation:** Tenants currently in three-, four-, five- or larger-bedroom accommodation, who wish to downsize to a one-bed or a two-bed home. This also includes discretionary successions (view Tenancy Policy for details).
- **Overcrowding:** Households that are statutorily overcrowded as defined by the 1985 Housing Act.
- **Decant:** The tenant's current accommodation is due to be demolished, modernised, refurbished or needs major work that cannot reasonably be completed whilst the person is living in the property.
- **Housing Panel approval:** Example of this are: fleeing domestic abuse, victims of severe anti-social behaviour or to prevent child or older person going into institutional care.

### Band 2

- **Medical - major:** If the current housing conditions are having a major adverse effect on the tenant's, or a member of their household's, medical condition.
- **Underoccupation:** Tenants currently in two-bedroom general needs accommodation, who wish to downsize. This also includes discretionary successions.
- **Overcrowding:** Tenants requiring a bigger property due to growth in family size/age of children (see Appendix 5) who are lacking two or more bedrooms.
- **Move to sheltered accommodation:** A tenant who has confirmed they cannot maintain or manage their current general needs home and wants to move in to sheltered accommodation (note: the person must meet the criteria detailed in this policy).
- **Adaptations:** Tenant is transferring from a property that has been structurally altered by CHP through our adaptations scheme or has been specifically built as an adapted property.

### Band 3

- **Medical - moderate:** If the current housing conditions are having a moderate or variable adverse effect on the tenant's, or a member of their household's, medical condition.
- **Welfare:** If the current housing conditions are having a moderate or variable adverse effect on the tenant's, or a member of their household's, welfare.
- **Overcrowding:** Tenants requiring a bigger property due to growth in family size/age of children (see Appendix 5) who are lacking one bedroom.

### Band 4

- **Economic factors:** Needs to move for work.
- **Receive support:** If a vulnerable person needs to move to receive support that would not be available to them in the vicinity of their current home.
- **Provide support:** If a CHP tenant needs to move closer to a relative/partner to provide support which is not available to the relative/partner by any other means.

### Band 5

- All other tenants with a desire to move, but do not have an identified need to move.

## **Appendix 4: Banding for immediately available homes**

### **Band 1**

- CHP tenants who meet the guidelines for accommodation size and type as outlined in Appendix 5.

### **Band 2**

- Direct applicants who do not own their own home who meet the guidelines for accommodation size and type as outlined in Appendix 5.

### **Band 3**

- Direct applicants who meet the guidelines for accommodation size and type as outlined in Appendix 5 and who own their own home. This will only be done in exceptional circumstances. For these cases, we'll grant an Assured Shorthold Tenancy with no right to apply for a transfer. The household must then take reasonable steps to sell their property.

## Appendix 5: Guidelines for accommodation size

Family composition		Property type	Comments
1	One adult	Studio flat or one-bedroom home	
2	Co-habiting couple	One-bedroom home	
3	One adult or co-habiting couple + one child	Two-bedroom home	
4	One adult or co-habiting couple + two children	Two- or three-bedroom home	Two children of the opposite sex may share a bedroom until one reaches the age of 10 years, after which priority will be given for separate bedrooms.
5	One adult or co-habiting couple + three children	Three- or four-bedroom home	
6	Larger households with more than three children	Three- or four-bedroom home	Each additional adult (over 18 years) within the household (see section 5.6) may have a bedroom if not a part of a co-habiting couple.