

**CHP would like to advise that there have recent changes to the allocations and lettings policy. These are outlined below.**

### **Priority bands**

- CHP tenants living in a one-bedroom flat who are in need of a two-bedroom property due to family growth are entitled to **band three priority**;
- CHP tenants living in a two-bedroom flat or maisonette who are in need of a three-bedroom property due to family growth are entitled to **band three priority**;
- CHP tenants living in a three-bedroom (or smaller) flat or maisonette who are in need of a four-bedroom (or larger) property due to family growth are entitled to **band three priority**.

### **Unreasonable refusals**

To ensure that the Choice Based Lettings scheme works efficiently it is important that applicants only express an interest in properties they would be willing to accept.

If a property is refused without good reason, this delays letting of the property. Consequently this leads to longer waiting periods for other applicants and loss of rental income for the company, which is used to provide housing related services to residents.

### **CHP will suspend applicants for unreasonable refusals.**

The following are examples CHP considers to be unreasonable refusals:

- Bidding on and viewed property above the ground floor but applicant refuses because they want a ground floor property;
- Bidding on and viewed a property that does not have a garden but applicant refuses because they want their own garden;
- Bidding on and viewed a property with a shared garden but applicant refuses because they want their own garden;
- Bidding on and viewed a property with a bath but applicant refuses because they want a property with a shower;
- Bidding on and viewed a property with a shower but applicant refuses because they want a property with a bath;
- Bidding on and viewed a property which is refused because it is in a location that is completely different to where they want to live;
- Any other refusal deemed to be unreasonable by the Housing Options Manager.

CHP will suspend you for 12 months if you make three unreasonable refusals. You will have the right to appeal against this decision. The appeal should be made in writing to the Director of Housing within 10 working days of the decision.