



## **Policy Title**

# **ALLOCATIONS POLICY**

## **Purpose**

- To provide good quality, affordable social housing for those in priority need.
- A particular emphasis on re-housing of people in housing need from Black and Ethnic Communities.
- To ensure a fair and transparent method of assessing housing need.

## **Our Values**

- The Association believes in promoting stable and balanced communities and ensuring the best use of our homes.
- The Association appreciates the value of making lettings to people who have shared values and aspiration and/or have some link between them to further enhance sustainability, the upkeep of properties and the minimisation of voids and void related repairs.
- The Association understands its responsibility to treat all applicants, regardless of their race, gender, personal lifestyle choices, marital status, age and disability equally and fairly.

## **Who is Involved**

## **How**

Housing Manager

To ensure effective implementation of procedures. To offer advice, guidance and give approval to proceed.

Housing Officers

To implement policy and apply appropriate procedures.

Customer Services Officers

To assist housing officers in the implementation of policy and procedures.

## **Best Value**

- To ensure that policies and methods of lettings used are reviewed to ensure they are reflective of the environment in which the association works.
- To ensure the policies and procedures of the organisation are assisting in providing a customer-focused approach.

**Equality**

- The association understands its responsibility to treat all applicants, regardless of their race, gender, personal lifestyle choices, marital status, age and disability, equally and fairly.

**Procedural Titles**

Allocations Procedure  
Complaints Procedure  
Appeals Procedure  
Decoration Allowance Procedure