



## **MOSSCARE HOUSING**

# **HOUSING SERVICES DEPARTMENT ALLOCATIONS POLICY**

<b>Summary</b>	<b>The Allocations Policy and procedures establish MossCare's aims, principals and values to ensure that demand is addressed fairly balancing the needs of those who apply including those of disadvantaged groups.</b>
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<b>Lead Director</b>	<b>Rob Ferguson - Housing Services Director</b>
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<b>Policy Users</b>	<b>Housing Services Staff</b>

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## 1. IMPACT ASSESSMENT

### **Proposal**

To produce an effective Allocations Policy & Procedure

### **Aims & Objectives**

The aims and objectives of the document are to allocate properties in accordance with relevant legislation, regulatory and good practice guidance issued by the Housing Corporation

### **Target Audience**

All staff, tenants, residents, applicants and stakeholders

### **Wider Benefits**

The policy should help build and sustain diverse and balanced communities and strengthen networks of family support

### **Resource Implications**

Existing resources will be used to operate the policy

### **How does the proposal differ from existing arrangements?**

The existing points system of Allocating properties will be used in an updated form. Added to this will be 10% Community and Economic Access streams to meet the policy objectives.

### **Risk**

**The major risk is that there is the possibility of an increase in the timescale of letting vacant properties. This will be monitored and any changes to the policy made if required**

### **Affect on users/potential users**

The change in the policy will mean the criteria used for allocation will change considerably. This will be monitored to ensure that there is no distortion in the range of groups rehoused

### **Persons Consulted**

Housing Services staff, Tenants Liaison Group, Tenants Representatives

### **Manager Signatures**

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Allocations Policy and Procedure

**Communicated to all relevant parties?**

Yes.

## 2. PURPOSE OF POLICY

### 2.1 Policy Statement

#### 1. Statement of Intent

Mosscare aims to be a quality housing association committed to communities and to individuals in the City of Manchester and the boroughs of Stockport, Tameside and Trafford and other surrounding areas where a quality housing service can be delivered.

#### 2. Aims and Objectives

Mosscare Housing will review its allocation policies as appropriate, in the light of the following aims and objectives.

- To address demand fairly, balancing the needs of those who apply through a range of avenues, without discrimination and with full regard for the needs of disadvantaged groups.
- To maximise opportunities for mobility among tenants of social housing.
- To help build and sustain diverse and balanced communities and strengthen networks of family support.
- To contribute to the speedy allocation of properties, to make efficient use of housing resources.
- To prevent homelessness wherever possible.
- To work with other providers and other agencies for the best use of affordable housing from all sources to meet need.
- To allocate properties in accordance with relevant legislation, regulatory and good practice guidance issued by the Housing Corporation.

#### 3. Equal Opportunities

Mosscare Housing staff must ensure that their allocation work has regards to the impact on equal opportunities.

The development of clear and consistent policies and procedures goes hand in hand with monitoring in ensuring that allocation system is seen to be fair by those who operate it, manage it and served by it.

Mosscare Housing will treat all people equally, whether they are using Mosscare Housing services or asking to use them. It will not treat anyone less favourably because of their age, disability, gender, race, religion or belief, sexual orientation, transgender or for any other reason which cannot be justified.

It is important for equal opportunities that the allocation system is understood by everyone who is part of it through information leaflets and other communications that are easily understandable. We can provide a summary of the allocations policy on tape and large print. If we receive a request to provide a summary in any other language we will endeavour to do this where possible.

It is important that officers administering housing applications and allocations understand their responsibilities for allocation in equal opportunities terms. Staff performance is monitored and statistics regularly scrutinised regarding the representation of minority groups among applicants and existing tenants. If consistent and deliberate discriminatory actions are found the necessary action, including disciplinary action, will be taken.

#### 4. **Links to the Business Plan and Risk Strategy**

This policy has clear links to the Association's Business Plan, in particular Section 4.3 of the Housing Management Strategy. An effective Allocations Policy assists in addressing the Primary risk of void loss identified under 2.4 in the Risk Strategy.

#### 5. **Background**

##### i) **Housing Management Strategy**

The Housing Management Strategy states that since the inception of the Association, the Housing Management Service has been based upon a tenant centred style of management; recognising the need to respect the inherent dignity of the individual and the family. This style results in an attitude of enabling tenants to contribute significantly to their own wellbeing and happiness, rather than sinking into a dependency culture as a result of paternalism. In short, all colleagues at Mosscafe base their work on the principle of helping others to help themselves.

Within the structure of the Housing Services Section, the Community Allocations team sits alongside:-

- Income Generation Team
- Neighbourhood and Community Liaison Team
- Supported Housing Team
- Home Ownership and Initiatives Team

The responsibility of the Community Allocations team is "to allocate properties becoming available through new housing schemes, new lets or stock transfers." The team will manage Mosscafe's waiting list, Common Housing Register, Local Authority nominations, transfers and exchanges, and develop local lettings policies with the aim of attracting people to neighbourhoods who are committed to the locality. In common with the National Housing Federation Project

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Contract for Sustainable Communities, the purpose of this allocations policy is to promote mixed neighbourhoods in terms of housing type, tenure, income, age, economic status, faith,

ethnicity, householders special needs, whilst avoiding the ghettoisation of areas based on poverty and social exclusion.

### ii) Regulatory and Good Practice

With respect to the Housing Code, all housing associations are expected to publish lettings policies that:-

- Are responsive to housing need
- Take account of the need to give reasonable priority to transfer applicants, including applicants from other housing associations
- Response to national, regional, local mobility and exchange schemes
- Are demonstrably fair and effectively controlled

### iii) Community Objectives

Mossclare serves a particularly diverse community in the area of its operations. The overriding objective of this allocations policy will be to continue to promote race equality:-

- To ensure that Mossclare delivers a high standard of service to people from BME communities which will enable empowerment and move towards the best value approach.
- To contribute to the success of wider social and regeneration policies.

The Mossclare policy will continue therefore to:

- Be seen by tenants as a commitment to empowerment
- Be flexible to changes in circumstances
- Be in harmony with current policies
- Advance policy objectives set by Central Government
- Be implemented within statutory and regulatory powers
- Be achievable with the Mossclare resource

There are a number of barriers which this allocation policy must overcome in order to deliver the sustainable/mixed community that the policy is intended to address.

- Demand outstripping supply
- Inappropriate/shortage size and mix of housing i.e. tenure, size and cultural attributes
- The policy drive to prioritise the needs of those who are classified as the most vulnerable or most in need over others in housing need in the context of shortages.

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This policy recognises all the above, and in doing so has to date implemented a system based upon points, which following consultation with residents and colleagues within Mosscares has moved towards introducing choice into the lettings process aimed at building and sustaining communities, whilst continuing to contribute to meeting priority need, in any of the areas of Mosscares operations. We believe that this new policy will facilitate Mosscares to avoid delivering high concentrations of statutorily homeless households with priority need in any given area. Thereby avoiding creating neighbourhoods with higher than might be expected concentrations of high priority needs groups who are particularly vulnerable.

In effect we are attempting to avoid the concentration of the most vulnerable by refocusing the mix of housing needs households rather than simply ensuring that the higher the need group the more likely the chance of receiving accommodation.

In effect, Mosscares is attempting to avoid the distortion of the market that in many respects provides an incentive to households irrespective of their real needs status to try and seek accommodation through the homeless route.

This policy is not seeking to avoid allocating the majority of available homes to traditional high priority needs groups, but rather to provide a mix in allocations that will be reflected within the wider community, with a view to ensuring that lets become long term rather than a short term fix, and therefore increasing the life households as they become part of a wider community.

As market circumstances have changed in Manchester, losing in some areas from gross supply to in other, particularly where Mosscares is in operation, to one where demand outstripped supply, it could be argued that by implementing this lettings policy that the additional needs groups are being excluded from access to an increasingly scarce resource.

Mosscares believes that this "cost" is not acceptable, but one that should be borne as in the longer term the output will be measured by its contribution to the creation of long term sustainable communities that are self-reliant.

### iv) Allocations Framework

We believe that this allocations policy addresses the following issues:-

- How Mosscares will establish a mix in every neighbourhood within which it works.
- Provide a framework for local lettings plans.
- Provide a framework for working in close partnership with the local authority and other RSL's.

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- Open up opportunities for applicants that might otherwise not exist.

This lettings policy will be applicable in a number of contrasting contexts:-

- High and low demand areas
- The extension of choice
- Local market assessments

### v) General Policy

Since May 2000, the Association allocates most of its vacancies through the Manchester Housing Register. Applicants can also apply directly to the Association.

The objective of the allocations system is to:-

- Produce a system that can accurately address the needs of applicants
- Rehouse those applicants who are in the greatest degree of housing need
- Ensure that internal transfers receive appropriate priority
- Open up choice to a traditional and new needs groups to assist in building and sustaining communities whilst also contributing to priority needs in our areas of operation

To achieve this, Mosscares deploys a points system, which assesses the relative housing needs of applicants. This points system has now been reviewed and overlaid with three access streams for applicants rather than the traditional one.

These access streams are:-

- Need (urgent/emergency)
- Community access
- Economic access

By introducing the above access streams, Mosscares has moved away from the exclusive nature of the existing policy, whereby applicants with a high degree of housing need in a traditional sense were the only one eligible for a Mosscares home. The purpose behind this fundamental shift in our allocations policy is to address the wider agenda of creating self supporting, self sustaining communities.

#### a) Need (Urgent/Emergency)

This access stream in many respects a traditional

approach to housing allocations, based on the highest housing need, and measured by the traditional points system.

These points have since been reviewed and the conclusions are given in Appendix 1.

**Percentage allocation 80%**

b) **Community Access Stream**

A percentage of all homes available will be allocated to applicants who require to move to a given community for reasons that will include:-

- Current and potential foster carers/adoptive parents
- Family connections
- Community activity connection
- Key worker
- Voluntary worker
- Requirement for community support

**Percentage allocation 10%**

Use of this access stream would also include:-

- Homes
- Armed forces applicants

Application or access stream – date order.

c) **Economic Access Stream**

Applicants would include those in employment outside traditional housing needs.

People with income saving that can afford to rent and/or buy.

Movers taking up employment eg. key workers

**Percentage Allocation 10%**

Application or access stream – date order

vi) **Choice**

To incorporate an element of choice into the Allocations Policy Mosscares will make use of the Manchester Housing Homefinder service. This will be used for one vacancy per month and will include

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a range of locations and property types throughout Mosscares stock. This service will also be used to market 'hard to let' vacancies.

### vii) Refusals

An applicant may wish to refuse an offer of rehousing either on receipt of an offer letter or having viewed the property concerned.

After a refusal has been processed the applicant will be placed back on the waiting list the following day, after any necessary amendments have been made.

Should an applicant refuse 3 suitable offers of accommodation their application will be suspended (Further information Sought) until their requirements and circumstances have been clarified.

In cases where an applicant fails to respond to an offer their application will be suspended (no reply) until they contact the Community Allocations Team.

### viii) Re-Registration

All applicants will be contacted to re-register every 6 months. If the Applicant does not re-register within 2 months of this letter being sent their application is deleted.

### ix) Excluded Applicants

Mosscares welcomes applications from all needs groups with the exception of:-

- Applicants under 18 years of age
- Former tenants of Mosscares, or the local authority who have abandoned and/or terminated the tenancy, leaving rent arrears, with no agreement to pay
- Former HA tenants, as above
- All applicants who have been evicted for neighbour nuisance or other reasons that in the judgment of Mosscares, it is felt that an adverse impact upon the communities of our operation would result
- Any applicant who we believe we cannot offer the necessary support to maintain the tenancy

### x) Transfer

Transfer request from existing residents will be active on where;

- There is no record of antisocial behaviour
- A clear rent account exists
- Property is in a satisfactory condition

All transfer applicants will be awarded 100 points to ensure that they have an equal access to the waiting list as other general applicants.

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If there are exceptional reasons for a transfer to proceed (eg. in the case of severe racial harassment or domestic violence) where these conditions have not been met the move can be granted. This would be subject to the joint approval by the Community Allocations Manager and the appropriate Manager

### xi) Local Authority Nominations

Manchester, Trafford and Tameside are to be given 50% of all relet vacancies and usually 100% of new lets

### xii) Housing Mobility

MossCare actively encourages tenants to seek exchanges with other interested parties to help them resolve their housing needs. There are 2 main schemes which we participate in which helps tenants to find possible exchange matches

- HOMESWAP.( Manchester only) This is a exchange matching scheme to help tenants find suitable parties who are registered on the Manchester Housing Common system.
- HOMESWAPPER scheme. This is national scheme which allows tenants to find suitable matches via the internet anywhere in the country.

The Community Allocations Team also provides applicants and tenants with detailed advice about other options for resolving their housing issues. This will include use of the private rented sector, Home Ownership and presenting as homeless where appropriate.

### xiii) Reletting Adapted Properties

In the first instance all vacant adapted properties will be offered to the respective local authorities to check for applicants already registered on their disability housing register ( in Manchester MEAP). If they are unable to nominate within the agreed timeframe the property will be passed back to MossCare. A second request will then be made within a week for suitable nominees for the property to be found.

If no suitable applicants are found following the second request, the Community Allocations Officer may search the general waiting lists to find a person whose needs most closely matches the adaptations in the property.

If no suitable applicants are found the Community Allocations Officer can either go back to the local authority disability register ( MEAP) or continue to check the general waiting lists until the property is allocated.

### xiv) MossCare`s policy for providing special adaptations is based upon an assessment of peoples needs for the provision of adaptations where the applicant is able to provide evidence that the adaptation is necessary for them to continue to live in the property.

All Manchester applicants who indicate that they may require an adapted property are visited by the Manchester Housing Medical

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Team to ensure that any property offered meets their specific needs.

For non – Manchester applications the applicant is asked to provide suitable supported information prior to being offered a specific property to ensure that their requirements are met.

### xv) Operation of the Allocations Process

For the majority of lets, the highest pointed applicant from Priority Group 1 will be made an offer of a home.

Whereas, when the two new access streams of community and economic access are being applied, then date order only will be considered.

#### – Community Access Applicants (10%)

All applicants are asked on their Rehousing Application form whether or not they can demonstrate a connection to the Community in which they wish to live.

If they can, they are then placed on a database along with other Community Access Applicants and selected from the general waiting list or when a designated Community Access vacancy is allocated.

#### – Economic Access Applicants (10%)

All applicants are asked on their Rehousing Application form whether or not they fulfil this criteria.

If they can, they are then placed on a database along with other Economic Access Applicants and selected from the general waiting list or when a designated Economic Access vacancy is allocated.

All Community and Economic Access designated vacancies will be allocated in a date order basis

All lets will be regularly monitored by the Community Allocations Manager to ensure that the percentage access stream totals are being met (80% need, 10% Community Access and 10% Economic Access).

To ensure consistency and accuracy the Community Allocations Manager will check of the applications assessed and the offers made by the Community Allocations Officers.

## **2.3 Confidentiality**

Confidentiality is extremely important as part of the Allocations Policy. Information will not be passed to a third party without the consent of the person concerned. Breaches of confidentiality could have severe repercussions for individuals and/or families, therefore, files must be maintained appropriately and kept secure.

## **2.4 Scope**

It will deal with the issues of:

- Procedures for Housing Staff
- Legal Matters
- Review procedures



## **MOSSCARE HOUSING**

# **HOUSING SERVICES DEPARTMENT ALLOCATIONS PROCEDURE**

<b>Summary</b>	<b>The Allocations Policy and procedures establish MossCare's aims, principals and values to ensure that demand is addressed fairly balancing the needs of those who apply including those of disadvantaged groups.</b>
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## **PROCEDURES**

**The objective of Mosscares Allocations policy is to ;**

- address demand fairly, balancing the needs of those who apply through a range of avenues, without discrimination and with full regard for the needs of disadvantaged groups.
- maximise opportunities for mobility among tenants of social housing.
- help build and sustain diverse and balanced communities and strengthen networks of family support.
- contribute to the speedy allocation of properties, to make efficient use of housing resources.
- prevent homelessness wherever possible.
- **work with other provider and other agencies for the best Use of affordable housing from all sources to meet need.**

**The Allocations Procedures are therefore designed to make sure that these aims and objectives are met, while at the same time ensuring that the associations Equal Opportunities policies are adhered to and other policies are followed by staff.**

It is important therefore that Officers administering housing applications and allocations understand their responsibilities for allocation in equal opportunities terms. Staff performance is monitored and statistics regularly scrutinised regarding the representation of minority groups among applicants and existing tenants. If consistent and deliberate discriminatory actions are found the necessary action, including disciplinary action, will be taken.

Since May 2000 Mosscares now allocates most of its vacancies through the Manchester Housing Register. This is through applicants who apply directly to the Association, or register through Manchester Housing or another partner and then appear on our waiting lists.

Vacancies in non- Manchester areas (Trafford and Tameside) are allocated to people who have completed Mosscares application form and placed onto the waiting list using the Orchard Housing Management System.

To achieve these objectives Mosscares mainly uses a points system (80% of vacancies), which assesses the relative housing need of applicants. This is done in the fairest way possible and all applicants are treated the same regardless of religion, sex, race colour, HIV status or sexual orientation.

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Applicants will be selected from the waiting list for vacant properties in priority order. In all circumstances the highest appropriate pointed applicant will be offered the vacancy.

Please see Appendix 1 for full details of The Points System.

The points system has now been overlaid with 3 Access streams for applicants rather than the one that has been used previously. These access streams are ;

- 1. Need Urgent/ Emergency ( 80 % of lets)**
- 2. Community Access ( 10% of lets)**
- 3. Economic Access ( 10% of lets)**

The Community Allocations Manager will check 100% of the offers made by Community Allocations Officers to ensure that the correct procedures are being operated and that the target figures for the Access streams are being met.

### **1. REGISTRATION PROCESS**

#### **(a) Waiting List**

Once an application has been received, this is assessed by the Lettings Assistant using the points system (see Appendix 1)

Mossclare will consider all applications from all people except:

- (i) applicants under 18
- (ii) former Mossclare tenants who abandoned their property or terminated the tenancy leaving rent arrears and have made no agreement to pay the amount owed
- (iii) former council tenants who abandoned their council property or left leaving rent arrears and have made no agreement to pay the amount owed
- (iv) former Housing Association tenants who abandoned their property or left leaving rent arrears and have made no agreement to pay the amount owed
- (v) Former Mossclare, Council, or Housing Association tenants who were evicted for neighbour nuisance or other management reasons.
- (vi) Applicants who require a level of support which the Association is unable to provide

A number of checks are made before the application is processed ;

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1. Rehousing Review List (also see Manchester Housing Register procedures)

In all cases a check is made to see if the applicant has been included on the Rehousing Review List .If so the application is registered and suspended. A check is also made to see if the applicant was a former Mosscafe tenant. If they were and left under reasons (ii) and (v) the application is also registered and suspended.

2. People from Abroad ( also see Manchester Housing Register procedures)

If the applicant ( or person in the moving group) has indicated that they have lived abroad previously, their application is temporarily suspended until their eligibility for rehousing has been determined.Once this has been done they are considered for rehousing in the same way as any other group.

3. Serious Offenders (also see Manchester Housing Register procedures)

If the applicant indicates that they have previously been convicted of a criminal offence their application is temporarily suspended and they are asked for more information about their conviction. This information is then presented to Manchester Housing's Offenders panel for consideration. If this panel decides that it is appropriate to rehouse the applicant they are then considered for accommodation in the same way as any other applicant ( although sometimes with extra tenancy conditions attached)

4. MLIS ( East Manchester only)

This is a system for checking if a prospective tenant has had previous tenancy issues with a social or private sector landlord. At the point of offer the Community Allocations Officer will contact MLIS for a check to be undertaken. This scheme currently only operates in East Manchester but there are plans for this to be extended throughout the city of Manchester

### **Community and Economic Access Applicants**

If the applicant indicates that their circumstances warrant being entered on the Community or Economic Access streams their application is registered as normal (using the points system) but they are also entered on a separate Community or Economic access database. They are then eligible to be considered (in date order) for vacancies designated under this criteria.

Note : Community and Economic applicants will have to pass the same checks as other applicants to be considered for offers of accommodation.

See Appendix for Community/ Economic criteria

Manchester applicants

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Providing the necessary reference and information has been provided the applicant is provisionally placed on the Manchester Housing Register for the areas and types of accommodation selected

### **Non Manchester applicants**

Providing all the necessary information has been provided the applicant is provisionally placed on the Housing Management System waiting list.

### **(b) Transfers**

In all cases the transfer request will go to the relevant Housing Officer who will obtain any supportive information and complete a Housing Officer report form. This will then be passed through to the Community Allocations Assistant who will register the application using the pointing system (see Appendix1). If the tenant has caused damage to their property, currently has rent arrears or has not lived at their current home for more than a year the application is registered and then suspended.

If there are exceptional reasons for a transfer to proceed (eg in the case of severe racial harassment or domestic violence) where these conditions have not been met the move can be granted. This would be subject to the joint approval by the Community Allocations Manager and relevant Manager.

To ensure consistency and accuracy the Community Allocations Manager will check the Waiting List and Transfer application registered.

## **2. SELECTION PROCESS**

### **(a) Waiting List**

#### **Manchester Vacancies**

Applicants are provisionally selected from the common waiting list in priority order. An interview is arranged before proceeding with the viewing. This will usually be conducted by a Community Allocations Officer or on occasions a Neighbourhood and Community Liaison Officer from one of the other Housing Services Sections.

See Acceptable Reasons to By Pass a Common Housing Register Applicant ( Appendix

#### **Non Manchester Vacancies**

Applicants are provisionally selected from the Housing Management System in priority order. They are then interviewed prior to the viewing taking place.

Interviews will normally take place at Mosscares office, however this can take place at the applicants home if they are unable to attend an office interview, or if there are other special reasons for a home interview.

If this a joint application all the adults in the moving group are asked to attend the interview.

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At the interview the applicant is asked about the information they provided on the application form. They are also asked to give current proof of their income, current address and are also asked to confirm their National Insurance Number. A photocopy of this information is made and retained with the interview papers.

Applicants are required to provide photographic evidence of them at the interview. This is held on the tenancy file for future reference

Any support needs of the prospective tenant are identified and recorded at the Interview. This is to determine whether or not they are eligible for supported housing provided by MossCare. This could be the floating support scheme or sheltered housing including Cat 1 ( 24 hour monitoring). This is recorded using a standard form ( NA0002) and will include all relevant information including all medical information and details of any existing support arrangements.

Where there is a need for the Tenancy Support Service this should be recorded on the Application form (NA/TSSS/001). A decision will then be made by the Tenancy Support Worker whether or not this can be provided to new tenants. This will be based on the tenants specific support need matched against eligibility criteria.

All applicants accepted for a supported scheme will receive a letter confirming this they have been accepted for supported housing.

If the applicant has NOT been accepted they will be sent a letter informing them why they have not been accepted, with details of how to appeal against any decision made.

A Lettings Officer Guide is available to assist Officers conduct the interview (see appendix )

Following the interview a further check is made to ensure that the applicant is not on the Rehousing Review List.

At the interview the applicant is able to ask any questions they have about the application, the amount of rent MossCare charges and the areas in which MossCare owns property

If the interview has been concluded satisfactorily, the applicant is then asked to contact the relevant Neighbourhood and Community Liaison Officer for the viewing to take place.

### **(b) Transfers**

Transfer applicants will be selected in priority order from the Common Housing Register and Housing Management System in the same way as

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other applicants. Following the provisional selection of a Transfer applicant the Community Allocations Officer will liaise with both the incoming and outgoing Neighbourhood and Community Liaison Officer to verify that the transfer can proceed (in particular to ensure that the tenant has a clear rent account)

### **(c) Local Authority Nominations**

Manchester, Trafford and Tameside are to be given at least 50% of all relet vacancies

The Community Allocations Officer will contact the applicants nominated in priority order and offer the vacancy to the highest suitable person subject to a successful interview.

Should all Local Authority nominations fail the Community Allocations Officer will offer the vacancy to the highest priority applicant from the Waiting List ( as in 2)

The Community Allocations Manager will regularly monitor nominations to ensure that the 50% target is being met.

### **(d) Community and Economic Access Lets**

In accordance with the Allocations Policy 10% of MossCare's vacant properties will be allocated to Community and Economic access applicants. Each Community Allocations Officer will be responsible for ensuring that the percentage of Community and Economic Lets is achieved.

This will be regularly monitored by the Community Allocations Manager to ensure that the correct policies and procedures are being operated.

### **(e) Adapted Properties**

See Appendix

## **3. RE-REGISTRATION**

In the letter sent to the applicant they will be told that they have to re-register every 6 months. This can take place by telephone or by calling into the office. If an applicant does not re-register within 2 months of the letter being sent the application is closed.

## **4. OFFER TYPES**

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All applicants registered on the waiting list following their interview will be considered for vacancies that arise with the association.

When a vacancy is to be given to a waiting list applicant an offer is made to the highest pointed person for that area and type of property. Where two applicants have the same points total the offer is made to the one with the earliest registration date

Two different types of offers can be made to waiting list applicants.

- (i) ready to let offers – this is where all the necessary maintenance work to the property has been completed (or minor work is in progress and the keys have been received from the Maintenance department) and is available to be viewed.
- (ii) provisional offers – this is where all the repairs to the property have not yet been completed, it is under notice, or waiting to be inspected. Applicants are therefore asked if they want to provisionally accept the property and view when all the work has been completed.

Applicants are given two working days from receipt of the offer to respond.

The Community Allocations Manager will check the offers made to ensure the correct procedures are being operated.

### **Feedback from Tenants**

Every new tenant will be sent a Community Allocations survey form and the results will be reported on an annual basis. This information will be used to

- (i) determine satisfaction levels with all aspects of the rehousing process
- (ii) identify and develop improvements to the service that tenants would like to see.
- (iii) Seek continuous improvement in all areas.

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#### **4. SUPPORTING INFORMATION**

None

#### **5. LEGAL DETAILS**

##### **5.1 Housing Act 1985**

Sets out the basis under which Allocations policy has to comply including issues such as overcrowding.

##### **5.2 Housing Act 1996**

The Housing Act 1996 became law in January 1997 and made a number of major changes to public and private rented accommodation. The legislation is split into 8 parts, each dealing with different areas of housing policy. Parts VI and VII of the Act affect decisions about who is housed in the social rented sector .

**5. AUDIT TRAIL**

As part of the policy and procedures the Community Allocations Manager will check a sample of the offers made and waiting list and transfer applications registered

**Appendix 1**

	<i>OLD POINTS</i>	<i>NEW POINTS</i>
<b>Factor 1</b>		
Overcrowding	10	200
<b>Factor 2</b>		
Underoccupation	5	200
<b>Factor 3</b>		
Separated Families	20	20
<b>Factor 4</b>		
Medical need		
Serious	200	200
Moderate	0	30
Less serious	15	15
<b>Factor 5</b>		
Without amenities	10 points per item – bathroom, toilet, hot water, kitchen, living room  5 points per shared factor	Maximum of 100 points  5 points per shared factor

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<p><b>Factor 6</b></p> <p>Property condition</p>	<p>Uninhabitable 30 points Major repairs 20 points Poor condition 10 points</p>	<p>Uninhabitable 100 points Major repairs to be presented as follows: Leaking roof (urgent) 10 points, (priority) 5 points Rotting wood (urgent) 10 points, (priority) 5 points Extensive/penetrating/rising damp (urgent) 10 points, (priority) 5 points Faulty/old electrical wiring (urgent) 10 points, (priority) 5 points Lack of heating (urgent) 10 points, (priority) 5 points Rainwater entering property (urgent) 10 points, (priority) 5 points Condensation (urgent) 10 points, (priority) 5 points Other at Officer's discretion (urgent) 10 points, (priority) 5 points</p>
<p><b>Factor 7</b></p> <p>Security of Tenure</p>	<p>Homeless 200 points Threatened homeless 200 points Insecure short term 30</p>	<p>200 200 30</p>
<p><b>Factor 8</b></p> <p>Living at height</p>		

Allocations Policy and Procedure

Children living above 1 <sup>st</sup> floor	10	100 and 10 points for each floor thereafter – also to include Officer discretion up to 20 points
<b>Factor 9</b>		
Social need		
Racial harassment	15/200	15/200
Gay/ Lesbian harassment	-	200/15
Other forms of harassment	15/200	15/200
Repeated burglary	15	15/200
Strained relationships	15	100
To be near friends/relatives	15	15/30/200
Environmental problems	15	15/30/200
<b>Factor 10</b>		
Transfers		
Harassment		
Serious/acute medical need	150	150
Repair transfer priority	150	150
Overcrowding (as policy)	100	150
Underoccupation (as policy)		
Medical need (as policy)		
Note: all transfers start at 100 points		