

Tenant selection and housing allocation policy

Policy

Greenoak Housing Association Ltd is a non-profit making organisation. Its policy is to provide accommodation for people in housing need who are unable to secure accommodation from other sources. It provides accommodation in Surrey and Sussex.

The Association has developed procedures which aim to ensure fairness in selection, allocation and letting of their properties regardless of a person's race, colour, ethnic or racial origin, sex, or physical disability.

1. Procedure

1.1 Applications Policy

To qualify for housing us, all applicants (including transfer applications and Local Authority nominations) must fulfil one or more of the following criteria:

- Persons who are homeless or likely to become homeless
- Persons living in rooms without the exclusive use of essential facilities, if they are on Local Authority's homeless register
- Families prevented from living together by lack of suitable accommodation
- No security of tenure
- Persons living in overcrowded conditions
- Present accommodation lacking one or more of the basic amenities, or in serious disrepair or decay
- Present home having to be vacated through no fault of the applicant
- The applicant or one of their family suffers from physical or mental problems which are exacerbated by their present housing conditions
- Present accommodation is unsuitable for reasons of size, location or facilities
- Present accommodation is suitable but due to social needs eg employment, elderly relatives, the applicant has a need to live in a different locality

The Association does not operate a strict "residential policy", but due to the shortage of accommodation in our areas or housing, as a general rule applicants are expected to have reasons for wishing to live in a particular area such as employment, need to be near relatives who can offer support, or they have previously been resident in the locality.

1.2 Selection of Applicants

Nominations by Local Authorities - as a registered Association in receipt of public funds

- Greenoak accepts nominations from Local Authorities, and will endeavour to house persons nominated.
- Housing registers – Greenoak maintains registers of one bedroom and retirement properties only.
Applicants once accepted on a register, will be asked to re-register annually.
- Transfers - The names of residents who wish to transfer are included in the waiting list.

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- Nominations by HOMES – Greenoak accepts nominations from HOMES.
- The Association will include in the Register persons nominated by HOMES.

1.3 Assessing Housing Need

Tenant Selection. Our Housing Officers' role is to ensure our policies are implemented, and accommodation is offered to those in most urgent need.

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The following priority groups will assist the grading of applications:

Priority A:

- Homeless persons
- Potentially homeless persons
- Separated families
- Persons suffering from domestic violence or violence due to racial harassment

Priority B:

- Applicants with no security of tenure
- Persons suffering poor housing conditions eg lack of or sharing, basic amenities or poor state of repair
- Other medical needs that could be mitigated by improved housing

Priority C:

- Key workers or persons requiring accommodation for reasons of employment
- Persons requiring accommodation to support or be supported by relatives

Priority D:

- Social needs -
- Persons who wish to move due to neighbour conflict
- Persons who wish to move to be near close family members

Older applicants -

Registers are maintained for applicants aged 55 or over.

- Priority A homeless persons, or potentially homeless persons.
- Priority B: those who live in severely over crowded conditions, or where their accommodation is unsuitable
- Priority C: Persons requiring accommodation to be supported by relatives

1.4 Exclusions

Limited availability of housing means that the Association cannot consider

- direct applications from Local Authority or Housing Association tenants unless circumstances are exceptional
- those who are already adequately housed, unless they are supported by a tenant mobility scheme, or there is a proposed mutual exchange

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- applications from home owners unless circumstances are exceptional
- persons who are adequately housed (ie who cannot be placed in one of our stated priority groups)
- Applications from any person who is or has been in the preceding 12 months a Board Member (including a co-opted Board Member), officer or employee of the Association, or is a close relative of such person, will require approval from the Board of Management, unless they are on a Local Authority homeless register
- Applicants, or members of the household, who have a history of anti-social behaviour or rent arrears.

This is to ensure that Greenoak Housing Association can build sustainable communities.

1.5 Income

A person's income will only be considered relevant if an applicant's circumstances are sufficient to enable them to purchase a home.

1.6 Allocations

These are made as follows:

- Local Authority nominations: a minimum of 50% of all lettings except privately funded housing
- Our registers: 50 to 100% of all lettings except privately funded housing

These figures will be flexible in order to enable the Association to respond to a change in demand, particularly homelessness.

They are intended to provide a guide for selection and facilitate access to housing for all priority groups

1.7 Size of property to be offered to all new applicants:

Single applicant - studio flat

Couple, no children - 1 bedroom

Couple or single parent with one child - 2 bedroom

Couple or single parent with one or two children of the same sex – 2 or 3 bedroom

Couple or single parent with three children – 3 or 4 bedroom

Couple or single parent with four children – 3 or 4 bedroom

The Housing Register for retirement flats is open to applicants 55 years and over.

2 Selection and Allocation Procedure (for applicants)

2.1 Direct applicants or referrals in writing will be requested to complete an application form

Any reason for objection, and will be provided with an opportunity to appeal (see Appeals Policy and Procedure)

2.2 On receipt of the application form, the Housing Officer will ensure the case conforms to our criteria of need

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- 2.4 Offers of accommodation** - all applicants' details will be checked every year to ensure the waiting list is accurate
Due to the limited availability of housing, it is unlikely that Greenoak will be able to make more than two offers of accommodation.
We will, however, endeavour to take into account the needs of each applicant before making an offer of accommodation.
- 2.5 Equal opportunities** – Greenoak is committed to the principle of equal opportunities. We will make every effort to ensure that no applicant for housing or employment, residents, members or employees, receive less favourable treatment than another because of their race, age, colour, ethnic or national origin, or because of their religion, gender, disability, appearance, sexuality, or marital status.
- 2.6 Ethnic monitoring** - in order to ensure we meet our equal opportunities commitment, records are maintained relating to the applicants' assessment of their ethnic origin
- 2.7 Appeals procedure** - applicants who wish to appeal against a decision will write in the first instance to the Housing Officer indicating the reasons why they feel their application or transfer should be considered in further detail. The appeals policy procedure should then be followed.

3 Properties: Housing registers

Surrey

West Byfleet	1 bed apartments rented some retirement
Woking	1 to 4 bed houses rented 1 bed studios and retirement apartments rented

West Sussex

Mannings Heath	1 to 2 bed houses rented
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East Sussex

Eastbourne	1 and 2 bed apartments	leasehold sheltered
Hastings	1 and 2 bed apartments	leasehold and rented sheltered

Other properties

For other areas, allocations are by Local Authority nomination only:

Gomshall	2 bed houses
Loxwood	1 to 3 bed mixed