

New

Revision



## Resident Services

# Allocations & Lettings Policy Statement

Version 1.1

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<b>Directorate:</b>	Resident Services
<b>Policy owned by:</b>	Heads of Empty Homes & Lettings
<b>Date Published:</b>	May 2020
<b>Next Review Date:</b>	May 2021
<b>Risk Priority:</b>	A
<b>Policy signed off by:</b>	Operational Management Team (OMT)
<b>Policy &amp; Compliance Business Partner:</b>	Karen Birch – Policy & Compliance Advisor
<b>Legislation/National Standards and Regulation:</b>	See Section 4
<b>Publicising the Policy:</b>	<p>This policy and all associated guidance documents and procedures will be published on the Empty Homes &amp; Lettings toolkit page.</p> <p>Any changes to the policy or associated procedures will be notified to our staff and other applicable stakeholders using a variety of communication tools including:</p> <ul style="list-style-type: none"><li>• Notice board item</li><li>• Manager and team briefings; and</li><li>• Specialist training for relevant staff</li></ul>

# Allocations & Lettings Policy Statement

## 1 Policy Scope

- 1.1 This policy sets out the Hyde Group's approach to the allocation and letting of our social housing homes.
- 1.2 It covers all general needs, Affordable Rent, sheltered and supported housing properties managed and owned by the Hyde Group.
- 1.3 The policy does not apply to the following properties:
  - Housing managed on behalf of a local authority
  - Housing managed on behalf of other landlords
  - Hyde Group properties managed by another agent
  - Intermediate market rent and market rent properties managed by Hyde New Homes
- 1.4 This is a high level policy statement and should be read in conjunction with the Allocations & Lettings Policy Guidance document. Lettings arrangements relating to specific schemes or resident groups are not detailed in this document.

## 2 Policy Statement

- 2.1 The Hyde Group is committed to working with our local authority partners to help them meet their duty to assist people in housing need.
- 2.2 A proportion of our homes will be allocated to applicants nominated to us by the local authority in accordance with local nomination agreements. Where a local authority makes a nomination to us we will check that the nominee:
  - Meets Hyde's appropriate property and household size criteria (see Allocations & Lettings Policy Guidance – Section 1);
  - Eligible to become a Hyde Group tenant (see Allocations & Lettings Policy Guidance – Section 4); and
  - Able to afford the Hyde Group home they have been nominated for (see Allocations & Lettings Policy Guidance – Section 6).
- 2.3 We will also verify information to confirm the identity, housing history and current circumstances of the nominee. This is to ensure that the nominee is entitled to, and suitable for, the home, which they have been nominated.
- 2.4 Where applicants do not meet our criteria, we will reject the nomination and explain our reasons for doing so.
- 2.5 To ensure the best use of our housing stock, up to 50% of our homes available for re-let may be let by either a management move or a direct let outside of local authority nomination agreements.
- 2.6 Where we have been letting 100% of our properties through local Choice Based Lettings (CBL) schemes, but are not required to do so by nomination agreements, we will return to letting some homes directly ourselves.
- 2.7 Applicants who apply directly to us will be assessed under the terms of the Direct Lettings Policy Guidance document.

2.8 We will continue to actively promote alternative housing options for current Hyde Group tenants; for example mutual exchanges. We will do this through Home Swapper and House Exchange and other national and local options.

### 3 Policy Key Objectives

3.1 By publishing this policy, we aim to ensure compliance with the policy key objectives. The policy key objectives set-out what is to be achieved by implementing the policy.

3.2 All staff and managers are responsible for ensuring compliance with the policy key objectives.

No.	Allocation and Lettings Policy Key Objectives
1.	Ensure compliance with our statutory and regulatory obligations
2.	Ensure we work with local authority partners to help them meet their duty to assist people in housing need.
3.	Ensure our homes are let in a fair and transparent way, which is not discriminatory to any person or group.
4.	Ensure our homes are let in an efficient and timely manner and to the required lettable standard
5.	Ensure we make the best use of our housing stock to build strong, sustainable communities
6.	Ensure we work with applicants and local authority partners to minimise potential financial hardship from under-occupation due to the bedroom tax and other welfare benefit changes.

### 4 Regulatory Code and Legal Framework

4.1 This policy statement and associated policy guidance documents and procedures comply with the Regulator of Social Housing's Tenancy and Home standards and Affordable Rent Framework.

4.2 The most important legislation/regulations/case law that currently govern registered provider policy and practice are:

Housing Acts 1985, 1988, 1996, 2004	Localism Act 2011
Local Government Act 2000	Welfare Reform Act 2012
Homelessness Act 2002	Immigration Status Act 2014
Equality Act 2010	

4.3 We have a duty under the Housing Act 1996 to co-operate with local authorities, so far as it is reasonable, to offer accommodation to people in priority need under local authority letting schemes.

### 5 Monitoring, Review and Evaluation

5.1 This policy and connected procedures will be reviewed by Hyde's staff and in some cases residents as a minimum [every 3 years] or in response to regulatory changes.

5.2 Risk A policies will be subject to an annual health check. The review will ensure that all operational, strategic and regulatory changes are compliant and that the policy is reflective of the Landlord Services on offer.

5.3 Landlord Services maybe be subject to a STAR self-assessment.

## 6 Associated Policy Guidance Documents and Procedures

Policy Guidance Documents	Procedures
Preventing Tenancy Failure Policy Statement and Guidance	Preventing Tenancy Failure Procedure
Safeguarding Adults and Children Policy Statement	Safeguarding Adults and Children Procedure
Tenure Policy Statment	
Tenancy Management Policy Statement	
Income Services Policy Statement	
Rent Setting Policy Statement	

## Version History

Version no.	1.1	Effective date:	May 2020
Full/partial review/new policy:	New Group policy statement and guidance document to include new guidance on nomination agreements, direct lettings outside of nomination agreements and lettings to under 21's and under 35's and updated guidance on property and household size, eligibility, exclusions, and affordability assessments. May 2020 – Policy date extended to May 2021 pending outcome of the new Housing Strategy.		
Brief summary of changes:	N/a		
Staff consultation:(teams):	Property Services, Resident Services, Hyde Pay, Hyde Foundation, Empty Homes & Lettings Team		
Resident consultation:	The Oak, HRV Policy Sub-Group		
Signed-off by:	Operations Management Team		
Date Published:	May 2020		
Author of Policy:	Karen Birch – Policy & Compliance Advisor		
Policy & Compliance Business Partner:	Karen Birch – Policy & Compliance Advisor		
Policy owned by (Directorate):	Head of Empty Homes & Lettings (Resident Services)		
Policy applies to:	All registered providers of the Hyde Group, except PFI and Brent Co-efficient.		