



Customers Mobility

The homes that The Hyde Group manage are a scarce and highly desirable resource. Due to this, the movement into and between our housing portfolio is sometimes a cumbersome and drawn-out process. This causes customer dissatisfaction and does not allow The Hyde Group to make the best use of their stock to support the housing life cycles of our customers.

This document details which existing and potential customers can move. Along with the criteria and prioritisation of all applicants that apply and how they are allocated to our properties.

The Hyde Group operates an Open Waiting List, by advertising properties that do not fall within the remit of our LA partners nomination agreements.

All applicants that apply for a Hyde home will be required to complete an online assessment which in turn allocates a banding based on the below criteria.

The highest placed applicant will be required to complete an in-depth assessment of their current housing and financial situation via an external company, along with an application interview by Hyde staff to assess their housing needs.

All tenures of property, are to be advertised on multiple platforms.

Customers should be aware that moves are only available where The Hyde Group has available Homes. Stock numbers in some areas are lower than others and as such waiting times to move may vary.



Hyde

Jigsaw

Background

Jigsaw will be Hyde's new home search online platform, replacing Home Hunt.

Jigsaw allows every Customer/Household member over the age of 18, no matter the tenure of tenancy to register for a move.

Key messages

- Our new Jigsaw service gives us more control and ownership of what we're advertising as it's all handled in-house
- The application process is far quicker for residents and less time-consuming for our colleagues – all information is submitted directly to the site.
- Applicants have improved choice – they can now search all our areas, which they previously weren't able to do.
- Applicants are now able to manage their own profile
- There is an auto-bid function which will ensure that residents who can't access a computer can have their bids set up in line with their requirements.
- We are able to input more information about our properties – eg: floor plans, evidence of gas certificates, EPCs, gallery of images, even the capability to host walkaround videos.
- Once registered on Jigsaw customers are also eligible to register with other RP's to increase their chances of moving.
- Once registered Hyde staff will apply relevant Policies & Procedure's for approval.



Hyde

Registration

To enable customers to bid on any of Hyde's properties, you will first need to register on Jigsaw. This registration will then need to be approved by Hyde to enable customers full access to the system.

Before access is given there will be several criteria, customers need to pass before approval is given to bid on properties. These being:

- **No rent arrears or monies owed in relation to housing.**

We reserve the right not to register to Jigsaw any applicant who has outstanding rent arrears or owes any money to their current landlord OR who was been evicted from either a Hyde Group property or that of another social or private landlord.

- **No current outstanding notices**

An applicant with any outstanding Notice of Seeking Possession (NOSP) or Section 21 notice may be rejected by Hyde.

- **No Anti- social behaviour related notices or orders.** (including harassment and domestic abuse.)

If the applicant or a member of the applicant's household including guests or visitors to the property, have been perpetrators of anti-social behaviour, we will reject the registration. This includes the previous eviction of an applicant or a member of their household.

- No outstanding gas safety expectations
- No current live notices
- No breaches of tenancy

Hyde will complete these checks within 5 working days of registration. If a customer is refused at this stage, Hyde will notify the customer of their reasons via Jigsaw. As such it will be for the customer to rectify these reasons first and then to reapply to Jigsaw. There will be no right of appeal.



Who can move

Below is a list of customers who can move within Hyde's housing portfolio. These moves fall in line with the Policy and Procedures set out across The Hyde Group.

- Priority Moves – This involves the following customers who fall within:
 - Domestic Abuse,
 - Serious ASB/risk to life (Urgent Moves)
 - Perm/temp Decant,
 - Succession

- Move on for customers in temporary Hyde Supported Housing.

- Overcrowding

- Under occupation

- Medical needs

- Non-dependants of Hyde residents (over 18)

- Non-dependants of household (over 18) - living with friends and family.

- New build moves – Good Customer.

- Fixed Term tenancy moves – Where customers' needs have changed upon the expiry of fixed term tenancy

- Discretionary tenancy requests – Any other move needed at the discretion of directors/Head of Resident Services



Hyde

For an existing Hyde customer to move within Hyde's stock portfolio the following conditions should be met:

Good existing Hyde Customer

To identify who Hyde should allow on to the waiting list making them eligible for a move. Hyde needs to identify what we call a Good customer.

A good customer is a tenant/household who does not cost Hyde much money each year to manage their tenancy. Hyde has identified the following departments that drive cost should they need to be involved in managing a tenancy.

- Income team
- Property Services
- ASB Team
- Tenancy Management.

A good customer should be managing their rent account in line with payment on time, and/or in an agreement to pay back any arrears that may have occurred. Customers should not be under any notice for rent arrears or under a court order or outstanding court costs.

A good customer will allow access for any legally obligated landlord inspections like the Gas Safety Inspection or not have an active injunction enforcing access. There will also be no outstanding re-charges owed.

A good customer will allow access for any repairs needed to their property, including leaks that have been reported by a neighbouring resident where their home or communal is being affected

A good customer will have no 'tenant damage' to their existing home.

A good customer will not be under any Notice for ASB or identified in an active ASB case as a perpetrator. In the cases of a Joint tenancy where one resident is identified as a victim of Domestic Abuse, the victim/complainant will be able to access the waiting list., subject to policy and procedures.

A good customer will not be under any Notice for any other tenancy related issues. Including formal warnings before notice is issued for condition of property and/or garden. If a succession has taken place and the successor has succeeded the tenancy but not the property they will be able to access the waiting list. (in line with policy and procedures.)

A Good Hyde customer will terminate their current tenancy in line with the termination process and the recharge process.

Once a customer has been successful in gaining access to Hyde's waiting list, they will then be allocated a banding. This banding will used in the allocation of properties.



Hyde

Social Rented and Affordable Rented properties

Allocations Criteria

- **No Housing related evictions**

We reserve the right not to house any applicant who was previously evicted from either a Hyde Group property or that of another social or private landlord. Due to actions within their control.

- **No rent arrears**

We reserve the right not to house any applicant who has outstanding rent arrears with their current landlord OR who was been evicted from either a Hyde Group property or that of another social or private landlord due to rent arrears.

- **Affordability**

We will carry out an affordability assessment on all applicants. Where a home is unaffordable, we will reject the application.

Generally, we aim to meet the objective that no household should pay in excess of 50% of their net household income on housing costs (rent including other charges owed to Hyde).

We will look at the applicant's monthly income with the monthly rent for the property they are interested in using the DWP's 'entitled to' calculator. If their outgoings are more than 50% of their income, we deem the property is not affordable. We also use information provided to us via the checks made by our external partners.

- **No current outstanding notices**

An applicant with any outstanding Notice of Seeking Possession (NOSP) or Section 21 notice may be rejected by Hyde. However, all applications will be reviewed on a case-by-case basis before an applicant is rejected.

- **No Anti- social behaviour related notices or orders.** (including harassment and domestic abuse.)

If the applicant or a member of the applicant's household including guests or visitors to the property, have been perpetrators of anti-social behaviour, we will reject the application. This includes the previous eviction of an applicant or a member of their household.



Hyde

- **No Sex offenders and Dangerous offenders**

Sex offender and/or Dangerous offenders may be rejected by Hyde. However, all applications will be reviewed on a case-by-case basis before an applicant is rejected based on the property location and type.

- **No Home Owners**

Hyde will not normally house applicants who own their own home (excluding mobile homes, caravans and canal boats)

Please see Hyde's Allocations and Lettings Policy for further information on the above.

- **Maximum Household Income of £60,000**

Currently all social rented and affordable rented products should be affordable to households on incomes of up to £60,000. If your household earns over this amount, then you may be eligible for other rental products.

- **Right to Rent in the UK**

Hyde is aware of the duties deriving from immigration legislation including the Immigration Act 2014. Where the Immigration Act 2014 applies, we will follow the Right to Rent - Immigration Checks: Landlords' Code of Practice

Hyde acknowledges its duties under the code are principally to:

- Conduct initial right to rent checks before authorising an adult to occupy rented accommodation;
- Conduct follow-up checks at the appropriate date if initial checks indicate that an occupier has a time-limited right to rent, and;
- Make a report to the Home Office if follow-up checks indicate that an occupier no longer has the right to rent.

It will be Hyde's responsibility to ensure Right to rent checks are carried out for all our applicants.

- **Appropriate Property and Household size**



Hyde

We will maximise the use of available accommodation by ensuring our properties are fully occupied but not creating overcrowding.

To ensure consistency we will use the guidelines below to determine the appropriate property size for housing applicants. These guidelines are based on the social housing sector size criteria set-out in the Welfare Reform Act 2012 (as amended).

One bedroom will be allowed for;

- Each adult couple (Over 18)
 - Any other adult in the household aged 18 or over (adult children, grandparents and other adult relatives but not including lodgers)
 - Any two children of different sex aged under 10
 - Any two children of the same sex aged under 18
 - Any other child
 - An adult or child needing a separate bedroom because of a severe disability (according to statutory definitions)
 - A resident or non-resident carer required by the tenant or an existing member of their household, if they need overnight care and this can be confirmed by a social care assessment
-
- **No overcrowding-** as per the above bedroom guidelines.

Hyde will never knowingly let a property where doing so would lead to overcrowding of the household from the start of the tenancy. Hyde will refer to your current household and the size of the property you have placed a bid on when determining this.

- **No under occupying**

Under occupation is defined as being where one or more bedrooms in a property are not regularly used by members of the household as bedrooms. Hyde will usually try to ensure that any lettings make best use of the property and that under occupation does not occur from the start of a tenancy.

In certain circumstances, for example, where local lettings plans are in place, Hyde may decide to let properties to households where doing so will result in under occupation. In such cases it should not result in the under occupation of the property by more than two bedrooms.



Hyde

Allocations Prioritisation - Social Rented and Affordable Rented properties

Priority Banding

A

- **A1** - Hyde Priority Move applicant
- **A2** - Hyde permanent decant / succession of tenancy applicant.
- **A3** – Subject to supported move on. (including those in agency managed schemes)

B

- Overcrowding (severe overcrowding lacking 2 or more bedrooms) - Where whole household wants to move.
- Under occupation by 2 rooms or more - Where whole household wants to move.
- Medical needs (This will need to be evidenced with an OT report/referral) Provided by applicant.
- Currently/formally served in the armed forces, where application is made within 5 years of discharge. Evidence provided by applicant.

C

- Overcrowding by 1 bed – Where whole household want to move
- Under occupation by 1 bed – Where whole household wants to move
- Non-dependants of Hyde residents (over 18)
- Non-dependants of household (over 18) - living with friends and family.
- Key Worker - an employee who provides a vital service, especially in the police, fire, health, or education sectors. Evidence of employment to be provided by applicant.



Hyde

D

- All other applicants

- **Local connection**

Local connection will be a preference within each band. If you can show this in your application, you and your household will be placed higher within the band you are allocated.

Local connection relates to:

- Has been living in the borough for a minimum of 3 years consistently.
- Has a permanent salaried job or offer in the borough.
- Has links to immediate family who have been living in the borough for a minimum of 3 years.

- **Date of registration**

If multiple applicants meet the above prioritisation then the date of registration onto our external bidding system will take precedent.

- **Homelessness**

Homelessness is the priority of the local authority and Hyde. Hyde will try and alleviate this need where possible but will not prioritise this need over others.

If you're are experiencing homelessness, then you should contact your local authority in the first instance. This does not stop you bidding on any of The Hyde Group's properties

Appeals

Hyde will have an appeal process for any appeals we receive relating to the following;

- Appeal against the priority banding
- Appeal against a rejected application at nomination stage

Appeals process

- Appeals will need to be submitted in writing to emptyhomesandlettings@hyde-housing.co.uk within 3 working days of the decision.
- If the appeal is related to an offer, we will hold the property until a Head of Service makes a decision within 5 working days from the date the appeal was received.



Pre-Offers – Hyde Residents

For existing Hyde customers, Hyde will carry out a property inspection, before an offer is made.

Where the property is not in a good condition, we will skip your application and move on to the next. The expected condition is per our current Moving Homes Assessment guidelines.

Offers

Where an offer is made and refused 3 times by the same applicant, and the properties offered are deemed suitable*, we hold the right to refuse any further bids for a six-month period.

*A suitable property would meet the required bedroom size of the applicant.

Referencing

A full reference check will be carried out via our third-party company Rent Shield. The check will include;

- Credit Check
- Employment check, & or
- Benefit check
- Landlord check
- Grantor check

Any information supplied by the nominee to rent shield that is found to be untrue or deliberately misleading will have their application declined.

The offer of accommodation is subject to acceptable references be received.

Applicants are responsible for the correct completion of their Rent shield reference application via the Rent shield website once requested by Rent shield. Hyde will submit the applicants email to Rent shield after shortlisting has been finalised.

Any rent shield application not processed by the applicant after 48 hours may be withdrawn.

Applicants will give signed consent to submitting their email address to rent shield by Hyde Housing, from submitting their signed expression of interest form.



Hyde

Intermediate Market Rented & Market Rented properties

Allocations Criteria

- **No Housing related evictions**

We reserve the right not to house any applicant who was previously evicted from either a Hyde Group property or that of another social or private landlord. Due to actions within their control.

- **No rent arrears**

We reserve the right not to house any applicant who has outstanding rent arrears with their current landlord OR who was been evicted from either a Hyde Group property or that of another social or private landlord due to rent arrears.

- **Affordability**

The Hyde Group's external partners will complete an affordability assessment on all applicants. Where a home is unaffordable we will reject the application.

Generally, we aim to meet the objective that no household should pay in excess of 50% of their net household income on housing costs (rent including other charges owed to Hyde).

We will look at the applicant's monthly income and expenditure along with the monthly rent for the property they are interested in. If their outgoings are more than 50% of their income, we may deem the property as not affordable. We also use information provided to us via the checks made by our external partners.

- **No current outstanding notices**

An applicant with any outstanding Notice of Seeking Possession (NOSP) or Section 21 notice may be rejected by Hyde. However, all applications will be reviewed on a case-by-case basis before an applicant is rejected.

- **No Anti- social behaviour related notices or orders.** (including harassment and domestic abuse.)

If the applicant or a member of the applicant's household including guests or visitors to the property, have been perpetrators of anti-social behaviour, we will reject the application. This includes the previous eviction of an applicant or a member of their household.

- **No Sex offenders and Dangerous offenders**



Hyde

Sex offender and/or Dangerous offenders may be rejected by Hyde. However, all applications will be reviewed on a case-by-case basis before an applicant is rejected based on the property location and type.

- **No Home Owners**

Hyde will not normally house applicants who own their own home (excluding mobile homes, caravans and canal boats)

Please see Hyde's Allocations and Lettings Policy for further information on the above.

- **Maximum Household Income of £80,000**

Currently all social rented and affordable rented products should be affordable to households on incomes of up to £80,000. If your household earns over this amount, then you may be eligible for other rental products.

- **Right to Rent in the UK**

Hyde is aware of the duties deriving from immigration legislation including the Immigration Act 2014. Where the Immigration Act 2014 applies, we will follow the Right to Rent - Immigration Checks: Landlords' Code of Practice

Hyde acknowledges its duties under the code are principally to:

- Conduct initial right to rent checks before authorising an adult to occupy rented accommodation;
- Conduct follow-up checks at the appropriate date if initial checks indicate that an occupier has a time-limited right to rent, and;
- Make a report to the Home Office if follow-up checks indicate that an occupier no longer has the right to rent.

It will be Hyde's responsibility to ensure Right to rent checks are carried out for all of our applicants.

- **Appropriate Property and Household size**

We will maximise the use of available accommodation by ensuring our properties are fully occupied but not creating overcrowding.

To ensure consistency we will use the guidelines below to determine the appropriate



Hyde

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One bedroom will be allowed for;

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 - Any two children of different sex aged under 10
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 - Any other child
 - An adult or child needing a separate bedroom because of a severe disability (according to statutory definitions)
 - A resident or non-resident carer required by the tenant or an existing member of their household, if they need overnight care and this can be confirmed by a social care assessment
-
- **No overcrowding-** as per the above bedroom guidelines.

Hyde will never knowingly let a property where doing so would lead to overcrowding of the household from the start of the tenancy. Hyde will refer to the household and property size

- **Under occupying**

Applicants will be permitted to under-occupy Intermediate rental properties, providing full rent is paid for the property each month. If the applicant is reliant on benefits and these do not cover the full rental amount, then under occupation will not be permitted.



Allocations Prioritisation - Intermediate Market Rented & Market Rented properties.

Priority Banding

A

Not applicable

B

- Currently/formally served in the armed forces, where application is made within 5 years of discharge. Evidence provided by applicant.

C

- Key Worker - an employee who provides a vital service, especially in the police, fire, health, or education sectors. Evidence of employment to be provided by applicant.
- All other applicants.

- **Local connection**

Local connection will be a preference within each band. If you can show this in your application, you and your household will be placed higher within the band you are allocated.

Local connection relates to:

- Has been living in the borough for a minimum of 3 years consistently.
- Has a permanent salaried job or offer in the borough.
- Has links to immediate family who have been living in the borough for a minimum of 3 years.

- **Date of registration**



Hyde

If multiple applicants meet the above prioritisation then the applicants with the lowest income that is deemed affordable will take priority.

- **Homelessness**

Homelessness is the priority of the local authority and Hyde. Hyde will try and alleviate this need where possible but will not prioritise this need over others.

If you're are experiencing homelessness, then you should contact your local authority in the first instance. This does not stop you bidding on any of The Hyde Group's properties

Appeals

Hyde will have an appeal process for any appeals we receive relating to the following.

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- Appeals will need to be submitted in writing to emptyhomesandlettings@hyde-housing.co.uk within 3 working days of the decision
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For existing Hyde customers, Hyde will carry out a property inspection, before an offer is made.

Where the property is not in a good condition, we will skip your application and move on to the next. The expected condition is per our current Moving Homes Assessment guidelines.

Offers

Where an offer is made and refused 3 times by the same applicant and the properties were deemed suitable, we hold the right to refuse any further bids for a six-month period.

*A suitable property would meet the required bedroom size of the applicant.

Referencing



Hyde

Hyde reserve the right to ensure their homes are sustainable to the customers who rent our properties and need to ensure that we protect themselves from future arrears.

Due to this, Hyde have instructed external partners to conduct in depth referencing on all applicants. This will include but is not limited to the following.

A full refence check will be carried out via our third-party company Rent Shield. The check will include;

- Credit Check
- Employment check, & or Benefit check.

- Landlord check
- Grantor check

Any information supplied by the nominee to rent shield that is found to be untrue or deliberately misleading, will have their application declined and the holding fee retained.

The offer of accommodation is subject to acceptable references be received.

Applicants are responsible for the correct completion of their Rent shield reference application via the Rent shield website once requested by Rent shield. Hyde will submit the applicants email to Rent shield after shortlisting has been finalised.

Once an offer has been made, should the applicant decide not to process for any reason The Hyde Group may retain any holding fees to cover administration costs.

Any rent shield application not processed by the applicant after 48 hours may be withdrawn.

Applicants will give signed consent to submitting their email address to rent shield by Hyde Housing, from submitting their signed expression of interest form.

All Intermediate Market Rent, Market Rent & Rent to Buy properties are subject to the following payments being made;

- 5 weeks rent paid into the Deposit Protection Scheme (DPS) before signing of the tenancy agreement
- 1 weeks rent holding fee to be paid once application has been accepted. To be paid on to rent account once tenancy signed.
- 1 months' rent to be paid at sign up. To be paid onto the rent account once tenancy has been signed.
- Direct Debit form to be signed at sign up. Start date is the 1st of each month.

