

# **EDEN HOUSING ASSOCIATION LIMITED**

## **ALLOCATIONS POLICY**

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## **ALLOCATIONS POLICY**

### **1. INTRODUCTION**

- 1.1 This Policy relates to vacancies arising where the local authority does not have a nomination 'right'. On average this policy will apply to 1 in every 4 vacancies.
- 1.2 The principal aim of the Association is to deliver a high quality, rural housing service and affordable homes.
- 1.3 The Association's vacancies are primarily allocated according to the various District Council policies applicable within our areas of operation and in accordance with the nomination quotas as agreed with them (see 4.2).
- 1.4 The Association's policy is designed to complement these local authority policies and offers an opportunity to those applicants, who may not be considered to be a high priority under such policies, a means of access to our housing.
- 1.5 The Association will allocate its vacancies under this policy via a time on list system,

### **2. ACCESS TO THE REGISTER**

- 2.1 Applicants will be recorded on a register on completion of a form. There will be no restriction on an applicant's choice of areas.
- 2.2 The register will be open to all persons who are entitled to reside in the UK. There will be no minimum period of registration, applicants will be considered for vacancies immediately on registration.

### **3. SUSPENSIONS**

- 3.1 No applicant, who is otherwise eligible, will be excluded from the register.
- 3.2 To protect the Association, residents and communities, the Association reserves the right to suspend an application.
- 3.3 The following factors can be taken into account when considering an application for suspension (the list is not definitive, other relevant factors can be taken into account):
  - Former tenants' arrears or rechargeable repairs owed to us or another Registered Social Landlord
  - A poor tenancy record
  - A criminal conviction, which might render the applicant a risk to his/her potential neighbours or the community
  - A history of Anti Social Behaviour where there has been an Anti Social Behaviour Order, injunction or a demoted tenancy or possession order
  - A history of violence to other residents or members of staff.

- 3.4 Applicants will be suspended for a period of up to 6 months, at which point the Housing Manager will review them. The Association will treat each case on its merits in a sympathetic manner.
- 3.5 Applicants will be informed about a suspension in writing and full reasons will be given.
- 3.6 The Housing Manager will be responsible for taking decisions about suspensions. Applicants will have the right to appeal, in the first instance, to the Director of Operations.
- 3.7 The protection of the Association's existing customers, residents, staff and property will always take precedence.

#### 4. OPERATION OF THE REGISTER

##### 4.1 Registration and Review

- 4.1.1 New applications will be assessed and acknowledged promptly. All applicants accepted onto the register will be given a 'Housing Application number' and will be advised of the date of their registration,
- 4.1.2 To ensure that information is up to date, each application received will be reviewed annually.

##### 4.2 Management of Quotas

- 4.2.1 The local authorities in which we operate can take up nomination rights to a percentage of our vacancies on the following basis:

Stock transferred from Eden District Council	75% (3 out of 4)
Stock in the Eden District built or acquired after Sept 1997	50% (1 in every 2)
Stock in the Allerdale District	50% (1 in every 2)
Stock in the Carlisle Districts	50% (1 in every 2)
Stock in the Copeland District	50% (1 in every 2)

These quotas will be monitored on a quarterly basis to ensure they are met.

##### 4.3 Selection of Tenants

- 4.3.1 When a property is to be allocated according to the Association's policy, it will normally be offered to the qualifying applicant who has been waiting the longest. However the Association will make the best use of property specially built or adapted for vulnerable people. This includes accommodation for older people and disabled people. In the event of such a property becoming vacant and the letting being made from the Association's list the applicant requiring such accommodation who has been on the list the longest will be made the offer.
- 4.3.2 Local occupancy and other planning restrictions will be adhered to in making offers.
- 4.3.3 When urgent circumstances arise that require immediate intervention the Association reserves the right to instruct a management move. It is anticipated that this will be rare and apply to not more than 5% of allocations.

##### 4.4 Offer Procedure

- 4.4.1 On receipt of notice of termination from a tenant, a decision will be taken on whether the property will be relet under this policy or offered to a person under the appropriate local authority policy as a nomination.

- 4.3.2 The applicant will be contacted and invited to view the property and provided with information such as rent etc.
- 4.3.3 There will be no limit to the number of offers an applicant can receive. Where an applicant refuses an offer, this should be discussed to ensure that the quality of information held is sufficient to make an effective offer.

**5. EQUAL OPPORTUNITIES**

- 5.1 The allocation of tenancies must be in accordance with our Equality and Diversity Policy.
- 5.2 Equal Opportunities monitoring information will be requested from applicants. This information will be used to ensure that applications and allocations reflect the composition of the local community with particular regard to ethnic origin and disability.
- 5.3 The policy will be reviewed should the monitoring process identify an inequality.

**6. APPEALS**

- 6.1 If an applicant is unhappy about an allocations decision, he/she may have the decision reviewed by the Housing Manager.
- 6.2 If the applicant is still not satisfied, the applicant can register a complaint.