

POLICY APPROVALS FRONT SHEET

Document Title	ALLOCATIONS POLICY		
Reference	HS_POL_HOU_ALL	Version	1.0
Author	Sinead Mooney		

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Group/ Meeting date	Board 25 July, 2018	ET	SMT
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Outcome	Ratified	Approved for escalation	Amendment requested <small>see below</small>

Amendments made
<u>Draft to Version 1.0</u> Minor alterations to wording and spelling Resubmitted to: Steve Woodcock (Operations Director) Date: 16/08/2018
<u>Version 1.1</u> ... Resubmitted to: Date:
<u>Version 1.2</u> ... Resubmitted to: Date:

Allocations Policy



Reference:	HS/POL/HOU/ALP 1.0	Author:	Sinead Mooney
Scope:	Housing Solutions	Approved by:	Board
Legislation:	Housing Acts 1985/88/96 Localism Act 2011 Welfare Reform Act 2012	Date of approval:	26 July, 2018
Regulatory/ Governance:	Nominations Agreement Regulator of Social Housing	Date of next review:	July 2021
Related Policies:	Mutual Exchange Policy Tenancy Policy Shared Ownership Sales, Resales & Allocations Policy		

1. Policy Statement

- 1.1 The purpose of this policy is to issue guidance in relation to the allocation of Housing Solutions (HS) rented housing stock.
- 1.2 This policy has been developed in partnership with key local authorities (outlined in section 5.2) and ensures HS homes are allocated to new and existing customers (those who are transferring to another property) in ways that:
 - best meet the housing needs of our customers;
 - promote customer mobility; and
 - ensure the use of our scarce resources are maximised and that properties are allocated in a transparently equitable way.
- 1.3 However, it is important to note that HS operates in areas of extremely high housing demand where housing supply is limited.
- 1.4 Section 5 of this policy outlines the way in which the association operates and manages the letting of empty properties to new customers who do not currently hold a tenancy with HS.
- 1.5 Section 7 outlines the process for existing HS customers who wish to transfer to another property.
- 1.6 This policy covers allocations for the following HS rented housing:
 - Social rented and affordable housing;
 - key worker;
 - specialist housing stock (sheltered, extra care and supported housing);

- homes with specific local lettings stipulations.

2.0 Scope

- 2.1 HS aims to provide good quality housing which will be let to those applicants most in need in line with statutory and legal requirements.
- 2.2 The association will ensure that vacant dwellings are let to new customers as quickly as possible in a timely manner and to minimise rent loss.
- 2.3 For new customers on the waiting list nominated by a local authority HS aims to:
- empower applicants to exercise choice in both where they live and the type of property in which they want to live in line with their housing need;
 - create a transparent and accountable lettings service that is easily understood by applicants;
 - help create and maintain sustainable and balanced communities;
 - let homes quickly and efficiently, reducing void turnaround time.
- 2.4 For existing customers, HS has a full range of housing options to enable customers' fair access to the available housing stock.
- 2.5 If a customer is seeking to purchase a home through the shared ownership scheme they will be signposted to the Shared Ownership Sales, Re-sales & Allocations Policy.
- 2.6 Private owners, leaseholders and shared owners are exempt from this policy.
- 2.7 To support the operation of this policy, HS will:
- ensure staff are fully trained in accordance with this policy;
 - ensure that the policy is transparent and accessible to all of our customers;
 - allocate homes in accordance with this policy;
 - support applicants in applying for a transfer by giving assistance with making their application or signposting to other agencies as required.

3.0 Definitions

- 3.1 For those accessing this policy the following definitions apply:
- **Nomination:** By agreement, to place those in housing need into a home as they become available.
 - **Allocation:** The process of providing a new tenancy to an applicant nominated by a local authority (as identified in section 5.2 of this policy).
 - **Transfer:** A request from an existing customer who wishes to move from their current HS property to another HS property.
 - **Applicants:** Potential customers who are nominated to HS for accommodation.

4.0 Legislation

- 4.1 This document makes reference to the legal requirements and policies that must be adhered to. This includes (but is not limited to) the following:
- Housing Act 1996
 - Localism Act 2011
 - Children Act 1989
 - Prevention of Social Housing Fraud Act 2013
 - Data Protection Act 1998 as amended

- 4.2 The policy has been developed in line with the Housing Regulatory Standards and HS's own policies, including:
- Tenancy policy
 - Transfer & Mutual Exchange Policy
 - Safeguarding Adults at Risk Policy & Procedure
 - Safeguarding Children and Young People Policy & Procedure
 - Anti-social Behaviour and Hate Crime Policy
 - Domestic Abuse Policy
 - Guidance note joint to sole tenancy changes
 - Decant Policy
 - Complaints Policy.

5.0 New Applicants – Allocation of Nominations Received

- 5.1 To be eligible for a nomination to a HS home an applicant must first register with the local authority where the housing stock in which they wish to live is located.
- 5.2 The local authority will assess the individual's application on the basis of housing need according to their local allocations policy and then advise the individual of the likelihood of being able to rehouse them.
- 5.3 As of 2017, HS has stock in the following local authority areas:
- Royal Borough of Windsor and Maidenhead (RBWM)
 - Slough Borough Council
 - Wokingham Borough Council
 - Wycombe District Council
 - South Bucks District Council (limited stock)
 - Basingstoke & Deane (limited stock)
 - Buckinghamshire County Council (Chesham) (limited stock)
 - Aylesbury Vale District council
- 5.4 Applicants who wish to apply for housing in these areas and who do not already hold a HS tenancy should contact the relevant local authority for further information. The local authority will advise if an applicant is eligible or does not qualify to join their housing register.
- 5.5 On receipt of a void property HS will notify the housing department at the relevant local authority who will, by return, make a nomination from their housing register.
- 5.6 All applicants are required to undergo a financial assessment as part of the verification process at HS.
- 5.7 HS has the right to reject a nomination based on (but not limited to) the following criteria:
- There is insufficient evidence to support an application> (Examples may include, but are not limited to, insufficient information on previous addresses, household members or income;
 - The applicant is an owner-occupier;
 - The applicants' needs do not meet the property type available (for example, the applicant requires particular adaptations to make the property practical which are not already made to the property in question);
 - The applicant has taken advantage of the right to buy scheme or holds a current housing association or local authority tenancy.
 - The applicant has previously been evicted by HS, or any other landlord, for rent arrears and/or anti-social behaviour.

- The applicant is in arrears and/or is being investigated for anti-social behaviour with their current landlord.
- The applicant has former tenant arrears with HS.
- On the completion of a financial assessment the applicant is financially unable to sustain the tenancy (see sections 6.9, 6.10 and 6.11 of this policy).

6.0 Offers of Accommodation

- 6.1 Once a nomination has been accepted by HS a provisional offer of accommodation will be sent to the applicant.
- 6.2 All offers of accommodation are provisional and subject to the satisfactory verification of the applicant's eligibility, housing need and identity. Checks will also be conducted to ensure that the applicant's housing need matches the property offered.
- 6.3 Offers will also be subject to establishing that the applicant is able to prove their ability to sustain payments of the tenancy rent and other charges.
- 6.4 HS retains the right to withdraw an offer in instances where:
- there is insufficient evidence to support an application;
 - a previous history of tenancy breaches have been identified; or
 - an offered tenancy is likely not to be sustainable or affordable.
- 6.5 Decisions made about not proceeding with an offer will be determined by the Head of Operations.
- 6.6 Where an applicant receives an offer of accommodation from HS which is then subsequently withdrawn HS will notify the applicant in writing of the decision, the reasons why the offer will not proceed and details of the appeals process (see section 8.0 of this policy).
- 6.7 The applicant will also be signposted to the referring Borough for further housing advice and support agencies, such as the Citizens Advice Bureau.
- 6.8 To counter potential fraud HS requires that all applicants provide photographic ID at the time of signing up for the tenancy. Details of the photographic ID and other information that is required at sign-up will be provided to the applicant prior to the sign-up appointment.
- 6.9 All applicants are required to undergo a financial assessment. Where an applicant either already has financial problems, or cannot demonstrate an ability to pay, HS may offer support through our internal financial inclusion team or signpost the individual to external money advice services.
- 6.10 In exceptional circumstances, HS may decide to offer a tenancy where there is not a clear demonstrable means of an applicant covering their necessary outgoings, an example of this may include a young person leaving care where the local authority has a duty to accommodate. This decision will be made in partnership with the referring local authority.
- 6.11 In the circumstances outlined in 6.10, the decision to offer a tenancy must be taken by the Head of Operations in agreement with the relevant local authority.
- 6.12 Where an offer is made to such an applicant (as outlined in 6.10), this offer may be dependent on the applicant attending a financial workshop covering budgeting skills.
- 6.13 HS expect all new customers to make a rental payment by direct debit one week in advance of monies due. If there is an exceptional reason as to why a prospective tenant cannot pay by direct debit, the

decision to pay by another means, for example by standing order, will be considered by the lettings team.

7.0 Transferring Customers

7.1.1 This section of the allocations policy applies to existing general needs customers of HS who wish to apply for a transfer.

7.1.2 No transfer offer will be made unless the customer has conducted their tenancy in a reasonable manner over the preceding six months. This applies to starter, assured and fixed-term tenancies.

7.1.3 Arrears should be cleared unless there are exceptional circumstances and, if this is not possible, the customer must have an agreed repayment plan which they must adhere to this for six months.

7.1.4 If there are exceptional circumstances which would support the need for a transfer with arrears, for example incidents of domestic abuse, the Head of Operations will be required to approve this decision.

7.1.5 If a customer has been affected by welfare reform and has applied to downsize to a smaller property HS may exercise an exception to the need for arrears to be paid in full. In these circumstances the new tenancy will be dependent on the customer signing up to a payment plan agreement.

7.1.6 To be eligible for the transfer list, customers must have a housing priority need (as defined at Appendix C) or be affected by welfare reform. The following is a sample of the types of housing need which are considered within this section of this policy:

- customers with fewer bedrooms than they need;
- customers with more bedrooms than they need;
- customers with facilities that are either lacking or are shared;
- customers who are part of a separated household;
- customers who have young children under ten years of age who do not have access to a communal play area or a private garden;
- customers who have mobility issues and are living above the ground floor in properties where the features of the property do not enable suitable adaptations;
- customers over the age of 55 who wish to be considered for sheltered housing accommodation;
- customers who have a priority need for housing due to acts of anti-social behaviour, domestic abuse or an enduring medical condition.

7.1.7 In cases of extenuating circumstances, HS may give permission for a relative to move into a property which will cause a household to be overcrowded. Examples of this include informal care arrangements or in cases where a child/children have two principal homes due to joint custody arrangements

7.1.8 In most cases proof of the relatives' residency at the address for at least twelve months must be provided before being eligible to go on the transfer list. If a larger property is offered because an adult dependent relative has moved in, the relative is not eligible for re-housing by HS in their own right

7.1.9 For the purposes of this policy, a dependent relative is defined as a member of the immediate family (parent, grand parent, sibling or child) for whom the customer is responsible for providing support and care.

7.1.10 Where a child has two principal homes due to joint custody arrangements, HS may allow the customer (on receipt of written evidence) to be approved for a home with one or more bedrooms than they would otherwise be eligible for.

7.2 Review of applications

- 7.2.1 All transfer applications will be reviewed periodically and customers may be removed from the transfer list if their circumstances have changed or they fail to respond to correspondence.
- 7.2.2 Priority transfer cases will be reviewed every twelve months or more frequently at the discretion of the Head of Operations. (See sections 7.4 and 7.5 of this policy)
- 7.3 Priority Transfers
 - 7.3.1 Priority points may be awarded to customers on medical or social grounds.
 - 7.3.2 Although customers will be awarded priority over other applicants on the transfer list it is important to note that HS has limited housing stock and local authorities have nomination rights. It may not always be possible to facilitate a move for customers with priority transfer status within acceptable timescales. Where this is the case, assistance and referrals to other relevant bodies will be offered to affected customers.
 - 7.3.3 A move on medical or social grounds will not always be approved where there are arrears on a customer's account. Any arrears must be cleared before a transfer can take place unless there are extenuating circumstances (see section 7.1.4).
- 7.4 Medical or Welfare Needs
 - 7.4.1 Additional priority may be awarded on medical or welfare grounds if information received indicates a move will benefit the health and wellbeing of a customer and/or a member of their household. Where a customer requires a live-in carer the carer will be treated as a member of the household and the bedroom requirement will be assessed accordingly
 - 7.4.2 To be eligible for consideration under this priority category, customers are required to complete a self-assessment medical form and provide sufficient evidence from a GP and/or Social Services to support their application. Evidence must stipulate that the property is directly affecting the health of an individual to remain there and will be considered by an independent medical assessor.
 - 7.4.3 Medical priority points may be awarded following the assessment by the independent medical advisor. Applications will only be submitted where the above-listed evidence is provided. HS will not reimburse customers for any expenses incurred for obtaining medical information in support of their application.
 - 7.4.4 Customers will be notified in writing of the decision reached by the independent medical assessor. They will also be advised of the right to appeal against the decision. (See section 8.0 of this policy for further information on the appeals process).
 - 7.4.5 If medical priority is granted, two reasonable offers of accommodation will be made in the geographic areas specified by the customer. If the customer refuses both offers, the medical priority may be withdrawn.
 - 7.4.6 If medical priority is refused customers can request their case be reassessed if new supporting documentation is provided to Housing Solutions.
- 7.5 Social Management Transfers
 - 7.5.1 Additional priority may be awarded where the customer has already fled their home; the need to move is an emergency and it is highly probable the customer's life is at risk or there is a risk of severe injury to the customer and/or a member of their household if they continue to occupy their accommodation.

- 7.5.2 Applications will be submitted by the Tenancy and Neighbourhood Officer (TNO) (see Appendix A, Management Transfer Form) and presented to the Social Management Transfer Panel. Supporting information should be sought from Social Services, the Police or other statutory and voluntary organisations.
- 7.5.3 The final decision on agreeing priority cases for a transfer will be made by the Social Management Transfer Panel, consisting of the Housing Manager and Head of Operations. Cases will be approved on a like-for-like basis, unless there are multiple factors for the panel to consider, such as safeguarding or child welfare factors
- 7.5.4 For those customers requiring a priority move outside the Royal Borough of Windsor and Maidenhead they will be advised to approach the relevant local authority by the lead officer.
- 7.5.5 Customers who have been approved for requiring a priority move due to social grounds will be made two offers in line with the panel's decision.
- 7.6 The Effective Use of Housing Stock
- 7.6.1 From time to time HS may need to move a customer to ensure the effective and efficient management of its stock.
- 7.6.2 Reasons for this may include planned demolition, major refurbishment works or re-designation. Further information can be found in HS's Decant Policy.
- 7.6.3 To make best use of its housing stock HS will allocate one-bedroomed properties to those customers who are over the age of 55 where nomination agreements or other scheme specific restrictions may apply.
- 7.6.5 If a customer has a medical condition and is aged under 55 and can demonstrate a clear need for this type of housing, a written report will be submitted to the Head of Operations who has delegated authority to make a decision on each individual case, in liaison with partner Boroughs or signatories to the nominations agreement.
- 7.6.6 Two-bedroomed bungalows will be retained for customers aged over 55 or over (where nomination agreements or other scheme specific restrictions may apply) who have a family member registered as their carer or who are in receipt of support through a commissioned care package and have a live-in/sleep-in career.
- 7.7 Change of circumstances
- 7.7.1 Customers whose circumstances change after they have moved (for example someone joining or leaving their household) should advise HS immediately of this change. Depending on the change in circumstances customers may be required to complete a transfer application form.
- 7.7.2 If the change in circumstances affects the customer's priority dates they will be informed in writing of the outcome of the assessment. (See section 7.8 for further information).
- 7.8 Priority date
- 7.8.1 All customers are given a priority date, which is usually the date on which they join the transfer list.
- 7.8.2 If a change of circumstances affects a customer's priority status they will be informed in writing of the outcome of the reassessment.

7.8.3 Customers will retain their original priority date unless they are awarded a priority due to medical or social grounds. (See Appendix C for housing priority needs and further information).

7.9 Shortlisting, offering and letting of properties

7.9.1 Properties are, in most instances, offered directly to a customer who has the highest priority and oldest priority date on the transfer list and who meets the property criteria.

7.9.2 In some situations a property will not be offered to the highest priority customer. Reasons for this may include the following:

- **The customer is unsuitable for the property:** The customer and/or a member of their household does not meet the criteria for the property (for example, due to age restrictions, household size, adaptations are not matched to the households' requirements);
- **Change in customer's circumstances:** A change in the customer's circumstances means they are no longer suitable for the property (for example, a change in medical requirements);
- **Sensitive Letting:** Discretion may be applied when identifying sensitive lets customers or properties (for example, consideration will be given to the significance of the customer's previous social conduct);
- **Local Lettings Plans:** Local lettings plans are adopted for specific areas/schemes to ensure communities are balanced;

7.9.3 Once a property is available the Lettings & Allocations Officer will make a provisional offer to the customer subject to the conditions outlined in section 6 of this policy. Customers will be invited to view the property and will be asked if they wish to accept or decline the offer. A record of their decision will be kept on the system.

7.9.4 If the customer with the highest priority points and date does not want to accept the property, it will be offered to the customer with the next highest priority.

7.10 Assistance for Vulnerable Customers

7.10.1 HS recognises that some customers may need additional help with the transfer process. Examples may include but are not limited to:

- customers with a physical or mental health disability;
- victims of domestic abuse or serious harassment;
- care leavers;
- customers with learning disabilities;
- older customers;
- customers whose first language is not English;
- customers with sensory challenges.

7.10.2 HS will assist vulnerable customers in the following ways:

- translation services on request;
- signposting customers to relevant support agencies;
- staff will assist customers in completing forms and maintain positive direct communications with the customer;
- ensuring participation in the review of this policy and associated processes for vulnerable customers.

8.0 The Appeals Process relating to Transfers Applications and Allocations

8.1 If a customer feels dissatisfied with a decision made concerning their transfer application they should, in the first instance, discuss the matter with the Lettings & Allocations Officer.

- 8.2 If the customer remains dissatisfied following the discussion with the Lettings & Allocations Officer they can request a review of the decision.
- 8.3 The customer's review request should be made in writing within 21 days of the original decision being communicated to the customer. The review request should include reasons why the customer is appealing against the decision and information they wish to be considered
- 8.4 An independent senior officer who was not involved in the original decision will consider the appeal and decide whether to overturn or support the original decision.
- 8.5 The customer will be advised of the final decision in writing within 21 days of receipt of the review request.
- 8.6 If the customer is still not satisfied with the decision that has been made, they have the right to make a formal complaint (See HS Complaints Policy).
- 8.7 HS staff applying for housing will need to make it known to a senior member of staff that they intend to do so. Approval will be required from a member of the Executive Team. (See HS Probity Policy for further guidance).

9.0 Equality & Diversity

- 9.1 HS recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, the Human Rights Act 1998, and Equalities Act 2010
- 9.2 HS works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. The organisation will record, analyse and monitor information on ethnicity, vulnerability and disability.

10.0 Confidentiality

- 10.1 Under the Data Protection Act 2018, General Data Protection Regulation (GDPR) and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:
- Anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
 - Sensitive organisational information
- 10.2 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

11.0 Review

- 11.1 This policy will be reviewed on a three-yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions' policy
- 11.2 Our performance in relation to the delivery of the services and activities set out in this policy will be monitored on an ongoing basis through our established reporting mechanisms to our Senior Management Team, Executive Team, Board and associated committees.

12.0 Appendices

Appendix A – Social Management Transfer Form

Appendix B – Financial Assessment

Appendix C – Priority and Eligibility table

Footnote:

Age 55 for sheltered schemes is still used as criteria for Sheltered Schemes because of planning consents relating to the scheme build. Generally most tenants who move into sheltered schemes are in their seventies and it is rare for anyone under 60 to do so.

APPENDIX A**SOCIAL MANAGEMENT TRANSFER FORM**

To qualify for a management transfer move an applicant must:

- Demonstrate a clear need to move urgently
- Be in an exceptional situation, such as in fear of their life
- Unable to live in their current accommodation

Customer details

Name of Customer	
Date of birth	
Address	
Correspondence address if different from above	
Date of application	
Officer presenting report and job title	

Household details

Title	Surname	Forenames	DOB	Relationship

Current accommodation

Type of accommodation ie, house, flat or maisonette	
Is the property adapted or age restricted?	
Does the customer have a garden?	
Does the customer have a pet?	
Does the Customer or a member of their household have special needs, such as a lift or a shower? If yes please provide brief details	

Rent account details

Gross rent	
Rent payable	
Current arrears	
Stage reached in arrears escalation process:	
Is there any agreement in place and is this being maintained?	

Report: The officers report should be completed on this form and must be accurate, up to date and include all supporting evidence as attachments, options and recommendations

Reason(s) for application	
Who supports this application? (Police, GP, Social Services, Witnesses)	
Please attach supporting documentation	
Management transfer are approved on a like for like basis. If the customer has a need for a different type of property please explain here	
Please include details of measures considered to allow the customer to remain safely in their home	
Please give reason why those measures may not be sufficient	
Officer Recommendation	

Panel decision

Management Transfer Panel decision	Agreed/Refused and Banding
Comments	

Signed Date
Head of Operations

Signed Date
Housing Manager

FINANCIAL ASSESSMENT

As part of the pre-offer process, all new customers are required to complete a financial assessment with the Financial Inclusion Team to ensure they will be able to sustain their tenancy. This may involve a member of the Financial Inclusion Team calling you and completing all/part of the assessment over the phone.

Please note that the letting process cannot move forward until a financial assessment has been completed.

Housing Solutions reserve the right to refuse offers if we feel a customer cannot reasonably afford the property.

In preparation for this call, it would be helpful if you could complete the income and expenditure sheet below (as fully as you can).

Please remember to state how often the payment is made or received. If there is any other income that you receive, or expenses that you pay out, that are not listed on the form, please enter this on the form or mention it to the advisor when they call you so that it can be included in your assessment.

When attending your pre-tenancy appointment with a member of the Lettings Team please bring with you:-

1. The completed financial assessment form (overleaf).
2. Proof of identification for all members of your family eg passport, photo driving licence.
3. Last **2** months bank statements for all accounts that you and your partner have.
4. Last **2** months payslips for yourself and/or your partner - if you're paid monthly.
5. Last **5** payslips for you/your partner - if paid weekly.
6. Last **4** payslips for you/your partner - if paid fortnightly.
7. Last **2** months payslips for anyone else that lives with you who is employed e.g. grown-up children.
8. Your most **recent** benefit award letters for all of the benefits are getting (please ensure that you bring **all** the pages of the award letters, not just the first page).
9. Details of any capital/savings that you and your partner have.

continued overleaf >

INCOME	Amount £	Weekly/monthly
Your wages (take home pay)		
Your partners wages (take home pay)		
Wages of any adult children who live with you		
Child maintenance		
Student loan/grant		
Income Support or Jobseekers Allowance		
Housing Benefit		
Child Benefit		
Child Tax Credit		
Working Tax Credit		
Employment & Support Allowance		
State Retirement Pension		
Private or occupational pension		
Any Army/military Pension		
Pension Credit (Guarantee Credit/Savings Credit)		
Attendance Allowance		
Disability Living Allowance		
Personal Independence Payment		
Carers Allowance		
Other		

		continued overleaf

EXPENDITURE	Amount £	Weekly/monthly
Gas		
Electricity		
Water rates		
House/contents insurance		
Life insurance		
TV licence		
Magistrates Court Fines		
Maintenance/Child Support		
Childcare/nursery costs		
Home telephone/broadband/TV package		
Mobile telephone (including partner's/dependent children's if applicable)		
Car Insurance – for each vehicle		
Vehicle Road Tax - for each vehicle		
Fuel – for each vehicle		
MOT - for each vehicle		
Transports costs e.g. bus, taxi, etc		
Food shopping		
Cleaning & toiletries		
Cigarettes/tobacco		
Nappies/baby items		
Clothing/footwear		
Pet food & pet insurance		
School meals		
Children's clubs/school trips/activities		
Gym membership for you/your partner		

		continued overleaf
Catalogues		
Credit cards		
Loans		
Other		
Other		
Other		
Other		
Other		

PRIORITY AND ELIGIBILITY

Persons to be Accommodated	Bedroom Requirement
1 single person	Single Room Accommodation
A couple	1 Bedroom
Family with 1 child	2 Bedroom
Family with 2 children same sex under 16 years	2 Bedroom
Family with 2 children under the age of 10 regardless of their sex	2 Bedroom
2 single people	2 Bedroom
Family with 2 children of the same sex and one is 16 years old or above.	3 Bedroom
Family with 2 children opposite sexes with oldest child being 10 years or above	3 Bedroom
Family with 3 children	3 Bedroom
Family with 2 children opposite sex under the age of 10 or 2 children same sex under the age of 16 and 1 dependent relative	3 Bedroom
Family with 4 children (all same sex or 2 of each) under the age of 16	3 Bedroom
Family with 4 children (3 same sex under the age of 16 and 1 opposite sex)	4 Bedroom
Family with more than 4 children	4 Bedroom
Family with 3 children and dependent relative	4 Bedroom

Note 1: A child is included in the assessment from birth and applicants are required to bring the original birth certificate to our offices before the application can be accepted or updated.

Priorities for Transfers on Major refurbishment, Social Management Transfer, Under Occupancy and Medical Grounds

Priorities for major refurbishment

Priority 1 300 points	Major refurbishment or demolition of stock requiring decanting or tenants.
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Priorities for Social Management Transfer Grounds

Priority 1 300 points	Extreme Circumstances e.g. severe harassment or domestic abuse. Move recommended as a matter of urgency and offer the next available suitable property in certain circumstances. Supported by Police evidence that residents are deemed as high risk in their current accommodation. Move recommended within 6 months subject to available stock. 2 reasonable offers only
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Priority 2 200 points	Considerable Circumstances e.g. family unable to live together. Recognised social problem move recommended within 2 years subject to available stock. 2 reasonable offers only
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Priorities for Under Occupancy Moves

Priority 1 300 points	Under occupiers by 2 or more bedrooms affected by the bedroom tax benefit changes.
Priority 2 200 points	Under occupiers by one or more bedrooms

Priorities for Transfers on Medical Grounds

Priority 1 300 Points	Extreme Circumstances - Life threatening situation or severe medical problems which prevent a household from safely continuing to occupy their current home. E.g. applicant is currently hospitalised and on medical advice cannot return to their home. Move recommended within 6 – 12 months subject to available stock. 2 reasonable offers only
Priority 2 200 points	Recognised - An applicant's health is affected by their housing condition but is not yet severe e.g. stairs are becoming a problem. Move recommended within 2 years subject to available stock. 2 reasonable offers only