

Allocations (Transfers) Policy



Reference:	HS_POL_HOU_ALT_1.0	Author:	Emily Orme
Scope:	Housing Solutions	Approved by:	Board
Legislation:	Housing Acts 1985 Housing Act 1988 Housing Act 1996 Localism Act 2011 Welfare Reform Act 2012 Children Act 1989 Prevention of Social Housing Fraud Act 2013 Data Protection Act 2018 UK General Data Protection Regulations	Date of approval:	28 th July 2021
Regulatory/ Governance:	Nominations Agreements Regulator of Social Housing including Tenancy standard	Date of next review:	June 2024
Related Policies:	Mutual Exchange Policy Tenancy Policy Shared Ownership Management Policy Shared Ownership Sales, Re-sales & Allocations Policy Succession policy Assignment Policy Mutual Exchange Policy Safeguarding Policy Anti-social Behaviour and Hate Crime Policy Domestic Abuse Policy Decant Policy Complaints Policy Probity Policy		

1. Policy Statement

- 1.1 The purpose of this policy is to issue guidance in relation to the allocation of Housing Solutions rented housing stock where the application is from a current Housing Solutions tenant seeking to move to a new home.
- 1.2 This policy has been developed in partnership with key local authorities (outlined

in section 5.2) and ensures Housing Solutions homes are allocated to existing tenants in ways that:

- best meet the housing needs of our tenants;
- promote tenant mobility; and
- ensure the use of our scarce resources are maximised and that properties are allocated in a transparently equitable way.

1.3 Housing Solutions operates in areas of extremely high demand where housing supply is limited. Housing Solutions is also bound by obligations to offer accommodation to our local authority partners in the first instance. Both these factors greatly impact on our ability to offer alternative accommodation to those tenants seeking a new home for any reason.

1.4 This policy sets out how Housing Solutions will prioritise and manage applications from tenants wishing to transfer to a new home, bearing in mind the restrictions identified at 1.3 above.

2. Scope

2.1 This policy covers allocations for the following Housing Solutions rented housing:

- Social rented and affordable housing;
- key worker;
- specialist housing stock (sheltered, extra care and supported housing);
- homes with specific local lettings stipulations.

2.2 Housing Solutions aims to provide good quality housing which will be let to those applicants most in need in line with statutory and legal requirements.

2.3 For existing tenants, Housing Solutions has a full range of housing options to enable tenants' fair access to the available housing stock. Housing Solutions has entered into a partnership arrangement with the Radian Group and the Royal Borough of Windsor & Maidenhead (RBWM) to use Thames Home Choice. This allows all tenants included on the transfer waiting list, the use choice based lettings from 20 March 2017.

2.4 If a tenant is seeking to purchase a home through the shared ownership scheme they will be signposted to the Shared Ownership Sales, Re-sales & Allocations Policy.

2.5 Private owners, leaseholders and shared owners are exempt from this policy.

2.6 To support the operation of this policy, Housing Solutions will:

- ensure staff are fully trained in accordance with this policy;
- ensure that the policy is transparent and accessible to all of our tenants;
- 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. Roles and Responsibilities

3.1 The roles and responsibilities relevant to this policy are:

Board	Responsible for approving this policy and any amendments to it from time to time. Responsible for setting the strategic direction for allocations.
Executive Team	Responsible for overseeing compliance with this policy.

Head of Housing	Responsible for overseeing the operational delivery and service quality of transfer services. Responsible for exercising discretion to review transfer waiting list more frequently than every 12 months (para 6.14) Responsible for exercising discretion to back-date a priority date on a transfer application (para 6.36)
Lettings Manager	Responsible for the day to day management of the Lettings Team delivering operational lettings services and liaising with local authority partners to proactively manage the nominations process. Responsible for deciding to exercise discretion on transfer applications (para 6.15). Responsible for deciding whether a property is suitable for an applicant following receipt of an Occupational Therapist Report (para 6.32) Responsible for exercising discretion to back-date a priority date on a transfer application (para 6.36)
Lettings and Allocations Officers	Responsible for the day to day frontline lettings and transfer service.
Surveying Team	Responsible for providing advice and information to the Lettings Team on whether a property can be sufficiently adapted for an applicant's needs following an Occupational Therapist report.

4. Definitions

4.1 For those accessing this policy the following definitions apply:

- **Transfer:** A request from an existing tenant who wishes to move from their current Housing Solutions property to another Housing Solutions property.
- **Applicants:** Potential tenants who are nominated to Housing Solutions for accommodation.
- **Thames Home Choice :** choice based lettings website for transfer applicants in partnership with the Radian Group and RBWM.

5. Legislation

5.1 This document makes reference to the legal requirements and policies that must be adhered to. The policy has also been developed in line with the Regulatory of Social Housing regulatory standards and Housing Solutions' other policies.

6. Transfer Applications

- 6.1 This section of the allocations policy applies to existing social rent tenants of Housing Solutions who wish to apply for a transfer.
- 6.2 No transfer offer will be made unless the tenant has conducted their tenancy in a reasonable manner over the preceding six months. This applies to assured and fixed-term tenancies.
- 6.3 Arrears should be cleared unless there are exceptional circumstances and, if this is not possible, the tenant must have an agreed repayment plan which they have adhered to for six months.
- 6.4 If there are exceptional circumstances which would support the need for a transfer with arrears, for example incidents of domestic abuse, the Head of Housing will be required to approve this decision.
- 6.5 If a tenant has been affected by welfare reform and has applied to downsize to a smaller property, Housing Solution 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 tenant signing up to a payment plan agreement.

6.6 To be eligible for inclusion on the transfer list, tenants 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:

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

6.7 In cases of extenuating circumstances, Housing Solutions 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.

6.8 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 Housing Solutions in their own right.

6.9 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 tenant is responsible for providing support and care.

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

6.11 Where an applicant has been awarded priority A banding under social or medical grounds and refuses two properties that they have made bids for, then they will not be permitted to make any further bids for a period of three months. In these circumstances, Housing Solutions may exercise discretion to remove the priority band from the application. The applicant can make a new application under social or medical grounds in such circumstances.

6.12 For any other banding, if an applicant refuses to accept three properties that they have made bids for, then they will not be permitted to make any further bids for a period of six months.

Review of applications

6.13 All transfer applications will be reviewed periodically and tenants may be removed from the transfer list if their circumstances have changed or they fail to respond to correspondence.

- 6.14 Priority transfer cases which include medical and social applications will be reviewed every twelve months or more frequently at the discretion of the Head of Housing. Banding may be adjusted if the applicants circumstances have changed.

Priority Transfers

- 6.15 Priority points may be awarded to tenants on medical or social grounds.
- 6.16 Although tenants will be awarded priority over other applicants on the transfer list it is important to note that Housing Solutions has limited housing stock and local authorities have nomination rights. It may not always be possible to facilitate a move for tenants with priority transfer status within acceptable timescales. Where this is the case, assistance and referrals to other relevant bodies will be offered to affected tenants.
- 6.17 A transfer on medical or social grounds will be considered where there are arrears on a tenant's account at the discretion of the Lettings Manager. Any arrears must usually be cleared before a transfer can take place unless there are extenuating circumstances.

Medical or Welfare Needs

- 6.18 Additional priority may be awarded on medical or welfare grounds if information received indicates a move will benefit the health and wellbeing of a tenant and/or a member of their household. Where a tenant requires a live-in carer the carer will be treated as a member of the household and the bedroom requirement will be assessed accordingly
- 6.19 To be eligible for consideration under this priority category, tenants are required to complete a self-assessment medical form and provide sufficient evidence from a GP, and/or Social Services, and/or any other relevant professional (e.g. psychiatrist) 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 advisor.
- 6.20 Medical priority may be awarded following the assessment by the independent medical advisor. Applications will only be submitted where the above-listed evidence is provided. Housing Solutions will not reimburse tenants for any expenses incurred for obtaining medical information in support of their application.
- 6.21 Tenants will be notified in writing of the decision reached by the independent medical advisor. They will also be advised of the right to appeal against the decision. (See section 7.0 for further information on the appeals process).
- 6.22 If medical priority is granted, two reasonable offers of accommodation will be made in the geographic areas specified by the tenant. If the tenant refuses both offers, the medical priority may be withdrawn.
- 6.23 If medical priority is refused tenants can request their case be reassessed if new supporting documentation is provided to Housing Solutions.

Management Transfers

- 6.24 Additional priority may be awarded where the tenant has already fled their home; the need to move is an emergency and it is highly probable the tenant's life is at risk or there is a risk of severe injury to the tenant and/or a member of their

household if they continue to occupy their accommodation. In such circumstances, tenants will be expected to accept the first offer of accommodation. If a tenant on the management transfer list refuses an offer of accommodation, they may be removed from the management transfer list at the discretion of the Lettings Manager.

- 6.25 Applications for a management transfer will be dealt with in accordance with the Management Transfer Process.
- 6.26 Tenants 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.

The Effective Use of Housing Stock

- 6.27 From time to time, Housing Solutions may need to move a tenant to ensure the effective and efficient management of its stock.
- 6.28 Reasons for this may include planned demolition, major refurbishment works or re-designation. Further information can be found in Housing Solutions' Decant Policy.
- 6.29 To make best use of its housing stock Housing Solutions will allocate designated properties to those tenants who are over the age of 55 where nomination agreements or other scheme specific restrictions may apply.
- 6.30 If a tenant 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 Housing who has delegated authority to make a decision on each individual case, in liaison with partner Boroughs or signatories to the nominations agreement.
- 6.31 Bungalows will be retained for tenants 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.
- 6.32 Where a tenant is potentially being housed either by nomination or transfer and presents with mobility issues, an Occupational Therapist assessment will be requested from the relevant local authority to establish whether the property is suitable for the applicant and what adaptations would be required to meet their specific needs. A decision can then be made by the Lettings Manager in consultation with the Surveying Team as to whether that property meets the needs of the applicant.

Change of circumstances

- 6.33 Tenants are responsible for notifying Housing Solutions of any change in their household circumstances in relation to their transfer application.
- 6.34 Tenants whose circumstances change after they have moved (for example someone joining or leaving their household) should advise Housing Solutions immediately of this change. Depending on the change in circumstances tenants may be required to complete a transfer application form.
- 6.35 If the change in circumstances affects the tenant's priority dates they will be informed in writing of the outcome of the assessment.

Priority date

- 6.36 All tenants are given a priority date, which is usually the date on which they join the transfer list. In exceptional circumstances, the Lettings Manager or the Head of Housing may back-date an applicant's priority date to an earlier date.
- 6.37 If a change of circumstances affects a tenant's priority status they will be informed in writing of the outcome of the reassessment.
- 6.38 Tenants 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).

Shortlisting, offering and letting of properties

- 6.39 Properties made available for transfer applicants will be advertised on the relevant choice based lettings system website. Tenants will be able to bid for any properties within the band that their application has been placed. Properties will in most instances, be offered to a tenant who has the highest priority and oldest priority date on the transfer list and who meets the property criteria.
- 6.40 In some situations the highest priority tenant may not be offered a property that they have bid on. Reasons for this may include the following:
- **The tenant is unsuitable for the property:** The tenant 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 tenant's circumstances:** A change in the tenant'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 tenants or properties (for example, consideration will be given to the significance of the tenant's previous social conduct);
 - **Local Lettings Plans:** Local lettings plans are adopted for specific areas/schemes to ensure communities are balanced.
- 6.41 Housing Solutions reserves the right to bypass relevant choice based lettings system and make a direct offer to a transfer applicant in exceptional circumstances, e.g. use & occupation, succession downsizing.
- 6.42 Once a property is available the Lettings & Allocations Officer will make a provisional offer to the tenant subject to the conditions outlined in section 6 of this policy. Tenants 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.
- 6.43 The applicant will be subject to a financial assessment to ensure that the property is affordable and the applicant is financially able to sustain the tenancy.
- 6.44 If the tenant with the highest priority banding and date does not want to accept the property, it will be offered to the tenant with the next highest priority, and so on until the property is let.

Assistance for Vulnerable Tenants

- 6.45 Housing Solutions recognises that some tenants may need additional help with the transfer process. Examples may include but are not limited to:

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

6.46 Housing Solutions will assist vulnerable tenants in the following ways:

- translation services on request;
- signposting tenants to relevant support agencies;
- staff will assist tenants in completing forms and maintain positive direct communications with the tenant;
- support in accessing any relevant choice based lettings system website as necessary
- ensuring participation in the review of this policy and associated processes for vulnerable tenants.

6.47 Housing Solutions may exercise its discretion to offer additional assistance to tenants in exceptional circumstances, including but not limited to:

- Paying for removals
- Paying for flooring, essential white goods, other essential furniture such as mattresses.

7. The Appeals Process relating to Transfers Applications and Allocations

- 7.1 If a tenant feels dissatisfied with a decision made concerning their nomination or transfer application they should, in the first instance, discuss the matter with the Lettings & Allocations Officer. This includes when the applicant has been rejected following the financial assessment.
- 7.2 If the tenant remains dissatisfied following the discussion with the Lettings & Allocations Officer they can request a review of the decision.
- 7.3 Whilst this review/appeal is being considered the tenant must be made aware that the property that was originally available will not be held pending the outcome.
- 7.4 The tenant's review request should be made in writing within 21 days of the original decision being communicated to the tenant. The review request should include reasons why the tenant is appealing against the decision and information they wish to be considered
- 7.5 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.
- 7.6 The tenant will be advised of the final decision in writing within 21 days of receipt of the review request.
- 7.7 If the tenant is still not satisfied with the decision that has been made, they have the right to make a formal complaint (See Housing Solutions Complaints Policy).
- 7.8 Housing Solutions 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 Housing Solutions Probity Policy for further guidance).

8. Equality & Diversity

- 8.1 Housing Solutions 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.
- 8.2 Housing Solutions 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.

9. Confidentiality

- 9.1 Under the Data Protection Act 2018 and the UK General Data Protection Regulation (UKGDPR) 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
- 9.2 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

10. Review

- 10.1 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
- 10.2 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.

11. Appendices

Appendix A: Banding transfer applications for Thames Home Choice

Appendix B: Transfer applicants: Thames Home Choice shortlisting, offering and letting of properties

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 - BANDING TRANSFER APPLICATIONS FOR THAMES HOME CHOICE

Housing need will be determined by assessing the current circumstances of the applicants. A priority band is allocated following the assessment. There are 3 or 4 priority bands, these are as follows:

- Band A- This is the first highest priority and is awarded to households with a severe or urgent housing need
- Band B- This is the second highest priority band is awarded to tenants with an urgent need to move
- Band C- This is the third highest priority band and is awarded to households with an identified need to move
- Band D- No priority awarded-no identified housing need.

Priority dates:

It is fairest to make an offer of housing to an applicant that has been waiting longest in the banding; this is known as the 'priority date'. The priority date is awarded on the date of the original application or on the date Housing Solutions is notified of any changes in circumstances.

Moving Bands:

- Moving up: the priority date is the date the higher priority is awarded
- Moving down a non priority band: new priority date reverts to the date that the applicant first applied to go on the transfer list.
- The applicant's priority date is taken from when they first enter the band (A B & C)
- If an applicant moves down the banding into band D, the original non priority date still stands.

SUMMARY TABLE OF PRIORITY BAND AND DATE (INTERNAL TRANSFERS ONLY)

Band A			
Case/instance	Definition of circumstances in which the band applies	Band	Priority date
Unsatisfactory or unsanitary housing	Examples could include a compulsory purchase order, or environmental notice rendering the property unfit	A	Date approved
Emergency medical	A life condition (tenant or member of the tenant's household) affected by the current housing	A	Date approved by medical officer
	Tenants who cannot return to their home due to unsuitability on medical grounds		Date approved

Enabling fostering or adoption	Where agreement has been reached to provide accommodation by social services as the current accommodation is not suitable or causes overcrowding	A	Date fostering or adoption is approved
Under occupation	Giving up 2 bedrooms or more	A	Date approved
Decants	Where the property is required for essential works or development schemes	A	Date approved
Management transfers/ Social Management cases	In exceptional circumstances due to significant problems associated with the tenants occupation of a dwelling and there is imminent personal risk to the tenant or their family if they remain in the dwelling	A	Date approved

Band B			
Case/instance	Definition of circumstances in which the band applies	Band	Priority date
Unsatisfactory or unsanitary housing	Households with dependent children living in unsanitary conditions	B	Date approved
Severe overcrowding	As defined in Part X of the Housing Act 1985	B	Date approved
Medical	Where a tenant or a member of their households' current housing conditions are having an adverse effect on them	B	Date approved
Management Transfers	The need to move approved by the social welfare panel in liaison with other agencies for example: Rehousing a relative or friend will directly lead to the discharge of a resident from a care setting; child protection/safeguarding issues; where a household has more than one serious need and when combined, this has an adverse effect on their current housing condition	B	Date approved
Under occupation	Giving up 1 bedroom	B	Date approved

Temporary decants	Where the property is required for essential works and once the works are completed the tenant shall be returning	B	Date approved
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Band C			
Case/instance	Definition of circumstances in which the band applies	Band	Priority date
Overcrowding	Inline with our CURRENT allocations policy, see Appendix 1	C	Date approved
Band D			
Case/instance	Definition of circumstances in which the band applies	Band	Priority date
Suitably housed	No identifiable housing priority need. Please note as you are deemed suitably housed, you are likely to have a undefined wait for a move.	D	Date approved

APPENDIX B : 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

Band A	Major refurbishment or demolition of stock requiring decanting or tenants.
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Priorities for Social Management Transfer Grounds

Band A	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
Band B	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

Priorities for Under Occupancy Moves

Band A	Under occupiers by 2 or more bedrooms affected by the bedroom tax benefit changes.
Band B	Under occupiers by one or more bedrooms

Priorities for Transfers on Medical Grounds

Band A	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
Band B	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

APPENDIX B

Transfer applicants: Thames Home Choice Shortlisting, offering and letting of properties

1. Properties are in most instances offered directly to a tenant who has the highest priority band and highest priority date on the transfer list and who meets the property criteria.
2. Where two or more eligible applicants apply for a property and are in the same band and have the same priority date the applicant with the earliest registration date will be given priority. If the registration date is the same, we will carry out a housing needs assessment of the applicant to determine who may have the highest housing need for the property. Regard may also be given to which household size and family make-up may make best use of the property.
3. If an applicant's housing need, household size and family make-up are similar, then the length of residency connection with the district shall be considered with the household with the longest residency connection with the Council from where the property is being advertised getting priority.

This will also be applied in the event of a property being advertised as available for cross borough moves.

4. In some situations, a property will not be offered to the highest priority tenant. Reasons for this include the following:

- The tenant is unsuitable for the property: The tenant 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 tenants' circumstances: A change in the tenant's circumstances means they are no longer suitable for the property, for example, a change in medical requirements
- Sensitive Letting (internal information only): Discretion may be applied when identifying sensitive lets tenants or properties. For example, consideration will be given to the significance of the tenant's previous social conduct
- Local Lettings Plans: Local lettings plan are adopted for specific areas/schemes to ensure communities are balanced
- Special requirements: On occasion some properties will be subject specific allocation policies or charitable rules relating to applicants or area of residents for example.

Once a property is available the Allocations Team will make a provisional offer to the tenant subject to verification checks (refer to section 13.6). Tenants will be invited to view the property and will be asked if they wish to accept or decline the offer. A record of the decision will be kept on CRM and Locata.

If the Tenant with the highest priority band and date does not want to accept the property, it will be offered to the tenant with the next highest priority.