

# Allocation Policy Summary

## Introduction

The Allocation Policy sets out the way in which Thenue Housing operates a Housing List and lets its vacant accommodation for rent. This Policy was the subject of consultation with residents groups and was approved by the Housing Management Sub Committee.

## Access to the housing list

Anyone aged 16 or over may apply and be admitted to the waiting list by completing Thenue's Housing Registration Form.

### External Applicants

Applicants who are not tenants of Thenue Housing must complete the Housing Application Form.

### Transfer Applicants

Applicants who are currently tenants of Thenue Housing must complete our Transfer Application Form and include details of the permanent members of their household. In the case of joint tenants, both must sign the form.

## Assessment of housing need and operation of the housing list

Applicants who have registered with Thenue will be placed in one of the Priority Groups below.

PRIORITY GROUP	SOME EXAMPLE OF HOUSING NEED CRITERIA
Urgent Priority	<ul style="list-style-type: none"> <li>Current property scheduled for demolition/clearance</li> <li>Applicant experiencing severe harassment or domestic abuse</li> <li>Management transfers</li> <li>Special cases approved by Committee (on an exceptional basis)</li> </ul>
Homeless Referral	<ul style="list-style-type: none"> <li>Referrals from Local Authority in accordance with Section 5 of 2003 Homelessness Act</li> </ul>
High Priority	<ul style="list-style-type: none"> <li>Overcrowding by two or more bedrooms</li> <li>Under-occupancy by at least two bedrooms</li> <li>Health condition worsened by current property</li> <li>Lacking essential amenities</li> <li>Property in dangerous condition</li> <li>Care Leavers</li> </ul>
Medium Priority	<ul style="list-style-type: none"> <li>Overcrowding by 1 bedroom</li> <li>Mobility significantly restricted by current property</li> <li>No Security of Tenure</li> <li>Living in caravan or hostel</li> <li>Sharing amenities with non-family members</li> <li>Under occupancy by 1 bedroom</li> <li>Requiring to move to be nearer support</li> <li>Property in unsatisfactory condition</li> </ul>
Standard Priority	<ul style="list-style-type: none"> <li>All other applicants who do not meet the above criteria</li> </ul>

Applicants will be assessed based on their current housing circumstances. An applicant's position within each of the groups on page 2 will be based on the date they are placed in that group (earliest date within that group will have highest priority). This means that once you are placed in a Priority Group normally no one can move ahead of you within that group list.

Where an applicant has more than one of the Housing Need Criteria as detailed on page 2, their highest priority need will determine which Priority Group they will be placed in (e.g. where an applicant is overcrowded by 2 bedrooms, shares amenities and has no security of tenure they will be placed in the High Priority Group due to their overcrowding situation).

If an applicant's circumstances change they may be placed in a different Priority Group. Their position within this new group will be based on the date we confirm their change in circumstances.

Applicants on the Housing Lists who have not provided the necessary supporting information to enable a full assessment of housing need may be bypassed during the allocation process until the information is received and priority is confirmed.

Following completion of our assessment applicants will receive a letter confirming their Reference Number, date of application, choice of areas, property types and bedroom entitlement.

## Allocation of vacant accommodation

Letting Plans and Allocation of Available Property

Normally our Area Services Officers will offer the vacant accommodation to the applicant with the highest priority (appropriate to their needs and choice).

In addition to the Priority Group system however, Thenue also operates Letting Plans to ensure that we not only give reasonable preference to those in greatest housing need but also ensure that we achieve mixed and sustainable communities. This might mean that for any allocation the successful applicant may be a household with a lesser priority from a specific targeted group. For example, an area with low numbers of working households may have a target set to ensure that a proportion of all lets in that area are made to working households (the specific targeted group in this case) irrespective of their priority in relation to others on the list.

Where a let is to be made from a specific targeted group it will normally be made to the applicant in the highest Priority Group with the earliest date of registration.

The group to be allocated the accommodation will be decided and recorded before the selection process starts (taking into account current performance against Letting Plan targets).

Our Board of Management reviews our Letting Plans annually. The Letting Plans may vary in different communities (see appendix 1 of detailed Allocation Policy for confirmation of our current Letting Plans).

Thenue also aims to assist in rebuilding and sustaining communities by carrying out sensitive allocations. We aim wherever possible to achieve, in areas and blocks of housing, a balance of household compositions; a balance of ages; an avoidance of a clash of lifestyles; a range of life and employment experiences and the support of family networks.

## Are you a Thenue tenant?

### Have you tried our new tenant self service APP on your phone or tablet?

You can now access many of our services from the comfort of your home or on the go with the APP:

- no need to phone or visit our office
- access up to date data on your rent account, repairs history etc. 24/7, 365 days a year!
- report repairs or a neighbour complaint by day or night.

It's available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it, contact staff at our office.

You can also access these services by using the web portal on our website found under "My Tenancy"



## Choice

Applicants can specify their preferences for a choice of areas and dwelling types. The size of property offered however, will normally be based on the number of bedspaces required for that household.

It should be noted however that on average we are only able to house around 15% of applicants in any given year due to the limited number of properties that become available.

Please see our detailed Allocation Policy if you require further information.

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