

Policy title	Allocation Policy
Summary	MSV aims to provide good quality affordable homes to rent through various tenures in line with MSV Tenure Policy. As a Registered Provider this Policy aims to contribute to Local Authorities Strategic Housing Function and sustainable communities. Working in partnership with Local Authorities and other partners to provide nominations or participate in the Choice Based Lettings scheme where this is appropriate.
Scope	The Lettings Team will be responsible for implementing the Policy in all Local Authority Areas we work with. The Older Persons Team responsible for implementing the policy for our specialist Older Persons Accommodation. Any specialist Supported Accommodation managed by MSV will not be allocated under this Policy.
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Directorate	Customers and Communities
Document Status	Approved
Document Reference	Please refer to the protocol set out above and ensure the version of the document is displayed. E.g. CUS/LO/PO/0.1
Dates: Draft Approved Ratified Effective from Review by	 16 August 2024 Dec 2024 30/11/2027
Impact Assessments: Date EIA completed Date other IAs completed	 16/08/2024
Consultation	Neighbourhood Managers, Independent Living managers

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1 Introduction/Policy Purpose

- 1.1 MSV aims to provide good quality affordable homes to rent through various tenures in line with MSV Tenure Policy.
- 1.2 As a Registered Provider this Policy aims to contribute to Local Authorities Strategic Housing Function and sustainable communities.
- 1.3 Working in partnership with Local Authorities and other partners to provide nominations or participate in the Choice Based Lettings scheme where this is appropriate.
- 1.4 This Policy will apply to all our general needs and sheltered properties. It does not apply to supported housing, shared ownership, local lettings policies or where a scheme is managed under a management agreement by another provider.
- 1.5 The policy aims to contribute towards the achievement of MSV's Organisational Priorities and the Neighbourhood Strategy.
- 1.6 We aim to provide a full range of housing options to customers in overcoming their housing problems. This will include providing options for new and existing customers with other solutions such as mutual exchange and downsizing.
- 1.7 We aim to combine our social purpose with the need to effectively manage our business, by ensuring new customers can manage and sustain their tenancy.
- 1.8 We will aim to provide an efficient and effective Lettings service. In doing so we will:-
 - Minimise the time that properties are empty between each letting. When doing this we will consider the customers who have been offered the properties.
 - Ensure that all lettings are made in a fair, transparent efficient way.
 - Create a positive and accessible customer experience through the lettings process.
 - Create a sustainable let by ensuring we get the right person in the right property and seek to promote social inclusion.
 - We will take into account housing needs and aspirations of current and potential customers.
 - Make the best use of our available housing.
 - MSV will ensure lettings are compatible with the purpose of the available housing
 - We will manage our vacant properties in the best way to ensure the right customer is given the opportunity to apply for the most suitable property which meets an urgent housing need; we will do this by working with our Local Authority partners which could include prioritising sending larger family accommodation (four bedrooms and above) and adapted properties for nomination with the Local Authority. This means that the

Local Authority can assess customer's housing and medical needs from their waiting lists and nominate the most suitable household who would benefit the most from a move to one of our homes.

MSV will record all lettings as required by the Continuous Recording of Lettings (CORE) system.

2 Scope

2.1 Marketing and Allocating properties

We will manage our housing stock in line with the requirements of the Homes and Communities Agency and related regulations and legislation. Including:-

- Housing Act 1988
- Housing Act 1996
- Housing and Regeneration Act 2008
- Homelessness Act 2002
- Homelessness Reduction Act 2017
- Housing Act 2004
- General Data Protection Regulations 2018
- Anti-social Behaviour Act 2003
- Anti-social Behaviour, Crime and Policing Act 2014
- Equalities Act 2010
- Localism Act 2011
- Welfare Reform Act 2012
- Immigration act 2014 – Right to Rent
- Equality Act of 2012
- The general duty of the equality act 2010
- Consumer Standards 2024

2.2 Local Authority Nominations

We will co-operate with Local Authorities strategic housing function and their duties to meet identified local housing needs. This includes assistance local authorities' homelessness duties and through meeting obligations in nominations agreements. This will include participating in the Choice Based letting Scheme and Common Allocation policies.

Where choice based lettings has replaced nominations agreements all lets are treated as nominations by the Local Authority.

We currently have the following agreements in place: -

- Bolton Choice Based Lettings minimum 50% of lets
- Manchester Move Choice Based Lettings minimum 50% of lets
- Salford Choice Based Lettings minimum 50% of lets
- Trafford Choice Based Lettings minimum 60% of lets
- Bury minimum 50% Nominations
- Rochdale Choice Based Lettings minimum 50% of lets
- Ribble Valley minimum 50% Nominations. 100% on new builds including relets

- Calderdale minimum 50% Nominations
- Stockport minimum 50% Nominations

In Addition, to Choice Based Lettings, MSV Housing will market and allocate properties by directly letting properties to customers. We will use various marketing websites including Rightmove and MSV Housing Website. Allocations made outside Choice Based Lettings may be allocated on a first come first served basis. However, all applicants are required to meet the eligibility criteria set out in this policy.

2.3 Existing Customers

MSV will provide customers wishing to move with access to clear and relevant advice about their housing options.

We will aim to provide services to customers to address under-occupation and overcrowding in their homes, within the resources available to us. We will aim to focus on customers' needs and offer choices to them.

Existing customers who wish to move can register with the Local Authority and if there is one the Choice Based lettings Scheme. They can then express interest in properties which are advertised.

Managed Moves and Transfers

MSV Housing will in exceptional circumstances carry out management moves where there is an urgent housing need. This is set out in our Management Move and Transfer Policy. Examples of exceptional circumstances: -

- Exceptional cases of Anti-Social Behaviour and Harassment, including serious or targeted hate crime and serious racial harassment, where the ASB has been investigated and prolonged/ targeted abuse is having a significant impact on the victim's quality of life. This to be done in clear view of alternative remedies and in line with broad principles of tackling ASB and in the clear interest of community safety.
- Elderly or disabled customers living in accommodation where severe hardship is incurred through the unsuitability of current dwelling. These will transfer on a like for like basis.
- Where living in the current home because of a change in financial circumstances there are concerns about affordability/puts customers in unnecessary hardship
- In cases of Domestic Abuse
- Where there are Safeguarding Issues
- Where a customer agrees to downsize, and it would mean we would be releasing a larger home

All existing customers will be expected to meet the following requirements: -

- They must have lived in their current property for at least 12 months
- Their current property and garden would need to meet our current lettable standards.
- There must be no breaches of the tenancy agreement within the last 3 years. This includes any investigations into breaches of tenancy.

- They must have an up to date rent account and should have maintained any payments for at least 6 months.
- For those tenants restricted by benefit payments the rent account should be no more than 4 weeks in arrears in accordance with benefit cycle payments.
- Existing tenant must still meet all other eligibility criteria.

Decants

Where MSV Housing is seeking to rehouse customers as a permanent decant we will work with the customer to identify a suitable alternative property to be offered directly, either within MSV Housing or by working with the Local Authority and other partner Social Housing Providers where possible. Customers may also be advised to register with the Local Authority allocations scheme. This may include where there is an emergency Health and Safety Issues i.e. Fire/Flood

Mutual Exchanges

MSV Housing offers opportunities for customers to exchange their tenancy with that of another customer by way of an internet based mutual exchange service which allows the following:-

- A customer to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee
- The customer to enter their current property details and requirements for the mutual exchange property they hope to obtain.

2.4 Eligibility

2.4.1 Right to rent

Applicants must be eligible under the Right to Rent as required by the Immigration Act 2014 and this must be checked by Lettings Officers prior to Allocation of any property. Details of these checks are contained in the Allocation Procedure Document.

Properties will not be allocated to persons who are a person from abroad who are ineligible for allocation under s.160ZA of the 1996 Act. The two categories for the purpose of z160ZA:

- A person subject to immigration control – have no “leave to remain”
- A person from abroad other than a person subject to immigration control but has restrictions made by the Secretary of State

Where we are allocating through Choice Based Lettings or Nominations applicants may need to meet additional criteria of the Allocation scheme they are applying to.

2.4.2 Owner Occupiers

Owner Occupiers or those with Savings over £30K or an annual household income of more than £60K are not normally considered for rehousing however we will be consider them where the following applies:-

- There is a medical need or disability which means their home does not meet their needs and is not suitable for adaptations. This will be supported by relevant professionals such as Occupational Therapist or other health professionals.
- There is financial hardship and could result in homelessness.
- The person is a joint owner and there is a relationship breakdown including fleeing domestic abuse.
- There is a housing need, or they meet the criteria for supported or Older Persons accommodation.
- They have been awarded reasonable preference by the Local Authority.

Where there is no housing need MSV will require proof that the applicant is selling or has sold their existing property. They must not own another property or be renting out any existing property they own that they could reasonably occupy themselves.

2.4.3 Under 18 years of Age

Customers should be at least 18 years of age; law states that people under the age of 18 are unable to hold a tenancy because it is a legal interest in land.

There are two main exceptions to this: (this does not apply to Intermediate or Market rent)

- 16- and 17-year-olds who are receiving help through the Children Act 1989 from Social Services or homeless under the Housing Act 1996, Part VII Section 175 (amended by the Homelessness Act 2002). For these customers we reserve the right to request a guarantor for rent payments (acceptable to us), a support package where necessary and the right to grant an Equitable tenancy.
- 16- and 17-year-olds applying for a joint tenancy with a person over 18. The person over 18 will hold the tenancy in trust for the 16/17-year-old until such time as they reach 18 years of age. In this case both parties are jointly and severally liable to adhere to tenancy conditions.
- In other cases where a 16- or 17-year-old applies for housing, we will assess on an individual basis, considering the ability of the individual to sustain a tenancy and make rent payments, the support needs of the individual and vulnerability, whether or not related to age. We will also consider the letting in relation to the wider scheme or community. Where we do agree to grant a tenancy, we reserve the right to request a guarantor for rent payments (acceptable to us), a support package where appropriate and the right to grant an Equitable tenancy.

When granting an Equitable Tenancy at the age of 18 or after the first 12 months, they will become full Assured tenants or will remain a starter tenant until they have completed 12 months of their tenancy- providing there are no breaches of the tenancy agreement.

MSV recognises that young people who have not had a tenancy before may be vulnerable and will encourage them to take up tenancy support in the first 12 months to ensure they can sustain their tenancy successfully.

2.5 Adaptations

Where a property has existing adaptations, we will do everything possible to match customers who have a need for those adaptations which are already in place. In the first instance we will consider those waiting for an urgent Management Move or will offer the property to the Local Authority through the nominations process. They will ensure that the adaptations in the property would meet the customer's needs.

All customers who are moving to an adapted property must meet the criteria for the property as set out in this policy and the adaptations must meet the customer's needs. This will be assessed by requesting an Occupational Therapist assessment, carrying out a fire risk assessment and ensuring that the property meets the customers' needs and does not put them at risk of physical harm.

Where the accommodation applied for would not meet the needs of the applicant or is deemed to pose a health and safety risk to them MSV Housing would not be able to offer the property. Where possible, the applicants view will be taken into consideration. However, the opinions documented within the respective risks assessments noted above will take precedent in terms of determining factors specifically relating to whether the accommodation meets the applicant's needs. The process for undertaking such risk assessments is set out in the Allocation Procedure in more detail.

Where the property has an existing stairlift it may not be possible for this to remain in the property as these are specific to each individual customer and may not be suitable for another customer. Therefore, we may take the decision to remove the stairlift. We may also remove stairlifts where it is old, defective or has not been fitted by MSV Housing, one of their contractors or the Local Authority. We would therefore let the property under normal lettings criteria and not as an adapted home. This will be assessed on a case-by-case basis.

2.6 Tenure Type

MSV shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of the individual households, the sustainability of the community and the effective use of the housing stock.

MSV will meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.

Any new customers who have fled domestic abuse will be offered an Assured Tenancy Agreement from the outset of their tenancy. This is within the spirit of the Domestic Abuse Act 2021.

2.7 Later Living Accommodation

We define this as accommodation specifically aimed at people over the age of 55 or people with a disability which means they require additional support. Some older persons accommodation provides a Scheme Manager on site providing support for elderly and vulnerable tenants. Applicants may be referred by other agencies such as medical professionals, support workers or Local Authority. We also accept direct applications from applicants as well as marketing these properties through CBL, Rightmove and various older people websites. As these properties can be difficult to let, allocations may be made outside the normal Allocation Policy although applicants will be required to meet the criteria of the individual scheme.

Extra Care schemes provides additional support to those customers with specific care needs. These properties are allocated through the Local Authority Panel and make the necessary referrals to MSV Housing for these properties and is let outside this Allocation Policy.

2.8 Customer Support Needs.

MSV will develop and deliver allocations processes in a way which supports their effective use by the full range of potential and current customers including those with support needs, those who do not speak English as a first language and others who have difficulties with written English.

Other applicants who may be vulnerable such as people with mental health issues, drug or alcohol dependency etc. will be encouraged to continue with any current support or to engage with tenancy support services to help them sustain their tenancy. This will be discussed with applicants and any support workers before a final offer is made.

If an applicant refuses to engage with support services and MSV feels this would have a detrimental effect on them being able to successfully sustain a tenancy. MSV may withdraw any offers. Applicants would be able to appeal against this through the complaints policy.

2.9 Domestic Abuse

If an applicant has been a victim of domestic abuse (DA), a full assessment will be carried out to ensure sufficient support and adequate protection is in place for the whole moving group. This is to ensure the safety of any victims, other residents and wider community. We therefore may not rehouse DA victims in a specific property if it is felt the risk is too high or the evidence from various agencies suggest this would be too high risk. This may be where the property applied for is within 3 miles of the victim's previous address, and/or where the incidents have taken place where necessary. This will be assessed on a case-by-case basis and will be guided by the evidence and support services involved. We will liaise with victim support workers, police, social services and or other agencies to ensure that lets are suitable in order to prevent any further risk to victims, children, other residents or the wider community.

Applicants will be expected to continue to engage with any support services already in place and engage with any support services they are referred to as discussed and

agreed to help sustain their tenancy This will be discussed with applicants and any support workers before a final offer is made.

2.10 Children in Apartments

Applicants with children under the age of 10 will not be rehoused in upstairs apartments due to health and safety of young children, potential noise issues and lack of access to garden space.

We will let apartments to applicants with children under 10 years old on the Ground floor. This may not be suitable in some schemes where there is communal access and no access to outdoor space or places to store prams etc. in communal areas. This does not apply to schemes which are age restricted.

2.11 Pets

Pets are permitted in our properties including some of our flats. When considering an applicant with a pet it will be assessed whether the pet is suitable for the type and size of property and the scheme they are being considered for and will be assessed on a case by case basis. Where permission is granted the applicant will be expected to sign the Pet Agreement in addition to the Tenancy agreement. The MSV Pet policy will be followed where applicants have a pet.

MSV will not grant permission for any of the following to be kept as pets

- Dogs specified under the Dangerous Dogs Act 1991(See Pet Policy and Procedure for guidance on XL Bullies)
- Animals listed in the schedule under the Dangerous Wild Animal Act 1976, such as poisonous snakes and lizards
- Livestock such as sheep, goats and cattle and poultry
- Any endangered species

2.12 Local Lettings Policies

MSV Housing may set Local Lettings Policies on some new build schemes. The key objective when allocating new build homes is to achieve balance and sustainability in the scheme and with the surrounding community. MSV Housing aim is to protect its financial investment and ensure that it creates cohesive and inclusive communities that are attractive to stakeholders and customers. Local Lettings Policies for new build developments are common practice for housing associations and will typically prioritise working households and those engaged in work related activity such as volunteers and carers (with due consideration given to those who cannot work), although they may contain different allocations criteria.

The aims of these policies typically include:-

- To create a balanced, sustainable community, with a mix of residents successfully managing their tenancies and making a positive contribution to the local area in terms of its socio-economic profile and reputation.
- To provide low income working households with improved prospects of accessing an affordable alternative to costly and often unaffordable private rented housing.

- To recognise and reward the valuable contribution made by volunteers and carers.
- To support the Council in its objectives and its statutory duty to offer Reasonable Preference to those in housing need
- To protect the capital investment made by MSV Housing in the area through the delivery of sustainable tenancies.

Local Lettings Policies for new build homes apply only to the first let unless a separate policy is agreed for subsequent lets. Usually, MSV Housing allocates 100% of first lets through the Local Authority scheme. There may be restrictions under any Section 106 schemes and we may not be able to apply restrictions on these nominations. Any restrictions under the section 106 scheme will come through our development programme and will form part of the neighbourhoods discussions from the outset.

Local Lettings Policies for relets may be introduced to either address specific issues within a community such as high anti-social behaviour or criminality. These will be clearly evidenced and agreed in partnership with the Local Authority and other stakeholders. Local Lettings Policies will be reviewed on a regular basis to ensure they are fit for purpose and any amendments made where necessary.

2.13 PROPERTY SIZE CRITERIA

All MSV properties have a preferred occupancy figure agreed for them (a preferred number of people that can live/occupy a property), to ensure the best use of our housing stock and also ensure we are not overcrowding our properties. When considering the best use of a property, the following are considered as needing a bedroom space:

- The applicant and their partner;
- Additional adults (although siblings and couples would be expected to share);
- 2 children of the same sex, irrespective of age;
- 2 children of different sexes, if both are under 10 years old;
- Any single child not paired as above.

Single people or couples who only have access to children will be considered for two bedroom flats or maisonettes (providing they can afford the full rent or any Benefit shortfall). Additionally where an applicant is pregnant, this will be taken into account where the baby would result in an extra bedroom being required. Proof of pregnancy would be required in the form of a MATB1 form and only be considered at 28 weeks of pregnancy.

As houses are in exceptionally short supply, they are restricted to applicants who have children aged under 18, reflecting the need to make best use of family type accommodation. Discretion and flexibility will be applied where for example a parlour type property may be suitable to use a downstairs room as a bedroom where there may be medical or other needs. We will however ensure that this does not create a statutory overcrowding situation.

Other restrictions on properties include where there is an age restriction in place, where they are adapted for people with a disability or where specific local lettings policies are in place.

Where applicants are working full time and paying full rent we will be flexible with under occupancy of two bedroom flats. (However applicants must be able to demonstrate they have been working in their current job for a minimum of 6 months and provide evidence of this).

2.14 Background Checks and Refusals

All applicants will be expected to provide the following information in order to check suitability for an offer of accommodation:

- Three years address history
- Proof of their right to rent including immigration status where necessary
- Landlord reference if they have a current or previous tenancy
- Details of any unspent convictions
- Details of any support agencies which will assist applicants to sustain their tenancy
- Proof of all Income.

In addition to this all applicant's income and expenditure will be assessed to ensure they are able to successfully sustain a tenancy. Where necessary the Income Team will carry out an affordability assessment. We may also carry out Credit checks to verify address history where necessary.

MSV may refuse applicants based on the table below.

Refusal reason	Description	Discretion
Previous MSV Tenant evicted or has Former Tenant arrears	<ul style="list-style-type: none"> • A former MSV tenant evicted based on one of the grounds of possession • Abandoned an MSV Property • Has former Tenant Arrears which have not been addressed by the applicant 	<ul style="list-style-type: none"> • All costs in relation to the eviction have been paid. • The applicant can evidence that the behaviour that caused the eviction has permanently changed. • Applicant can evidence they have been paying any former housing debt.
Rent Arrears	<ul style="list-style-type: none"> • Applicant has housing related debt owed to MSV Housing or another Landlord. This includes rent arrears, recharges and court costs. • Applies to any debt the applicant has with any current or previous landlord. • Applicant has made no attempt to address the Housing debt. 	<ul style="list-style-type: none"> • A payment plan is in place and maintained without fail for a minimum period of 6 months. • The debt was solely the result of applicant fleeing a property due to DA or hate crime. • Where Welfare reform or other exceptional factors may have contributed to the debt this will be assessed on a case by case basis.

Refusal reason	Description	Discretion
Tenancy Breach	<ul style="list-style-type: none"> • Applicant has breached current or previous tenancy conditions and has received a formal warning for this breach • Applicant has not ended a previous tenancy in accordance with the terms of the Tenancy Agreement. • Applicant has caused damage to a property • Applicant is unwilling to comply with any additional compliance or other imposed conditions of a tenancy 	<ul style="list-style-type: none"> • Breach was older than 3 years for which a legal notice was received. • Breach was older than 1 year for which a formal warning was issued. • The same breach has not been consistently committed. • Does the reference show that the applicant has changed their behaviour?
Threats & violence to staff	<ul style="list-style-type: none"> • Applicant or member of their household has threatened or been violent towards a member of staff, agent or contractor. 	<ul style="list-style-type: none"> • Event was older than 3 years. • Injunctions are no longer in force. • Does the reference show that the applicant has changed their behaviour?
Anti-Social Behaviour	<ul style="list-style-type: none"> • Where the applicant or a member of their household has caused anti-social behaviour, made threats of violence against other residents or members of the community. • Where the applicant or a member of their household has been issued with warnings on more than one occasion. • Where the applicant or a member of their household has been the subject of legal action. • Where the applicant or a member of their household has been the subject of a behaviour contract. 	<ul style="list-style-type: none"> • How long ago was the event. • How serious was the event? • Was it criminal? • Does the reference show that the applicant has changed their behaviour? • Any other exceptional circumstances.
Obtaining accommodation by deception or fraud	<ul style="list-style-type: none"> • Incorrect accommodation history • Incorrect household details 	<ul style="list-style-type: none"> • Depends upon the level of the deception and the evidence provided.

Refusal reason	Description	Discretion
	<ul style="list-style-type: none"> • Failure to declare convictions • Failure to declare former tenancy debts • Failure to declare historical tenancy breaches • Failure to declare historical ASB they have caused or allowed to be caused 	
<p>Serious Criminal convictions which are unspent</p>	<ul style="list-style-type: none"> • Pose a Risk to our customers, colleagues or Community. • Criminal act committed involving violence. • Public Order Offences, nuisance, vandalism, breach of Injunction • Involved in dealing, supplying or cultivating controlled drugs. • Burglary, robbery or theft • Indictable Offences. • Offence relating to Hate Crime. • Are their victims living in the area they wish to move to. • Civil act committed affecting wider community. 	<ul style="list-style-type: none"> • Applicant engaging with agencies such as probation, ex-offender management teams. • Re-housing would not have a detrimental impact or de-stabilise a community. • The victim's wishes are paramount. • How long ago the incidents occurred. • Where there factors involved relating to previous address. • How has the individual conducted themselves since the conviction.
<p>Failure at sign up</p>	<ul style="list-style-type: none"> • Refuses to pay contractually required in-advance rent payment at sign up • Refuses to make regular payments on agreed cycle in lieu of contractually required in advance rent payment at sign up 	<ul style="list-style-type: none"> • Is fleeing violence for example. • Requires emergency housing as a result of fire, flood. • Has a benefit sanction in place reducing their income • <i>Note: when affordability is an issue, applicants will be required to make a minimum weekly payment plan which will bring the rent account to the required level of credit over a period of time.</i>
<p>Transfer Applications</p>	<ul style="list-style-type: none"> • Homes that are not being kept in a clean condition and /or caused damage 	<ul style="list-style-type: none"> • Demonstrates a suitable property maintained in a suitable condition for a

Refusal reason	Description	Discretion
	<p>to the property in breach of their tenancy conditions.</p> <ul style="list-style-type: none"> • Tenant has any arrears (see Management Move & Transfer Policy) • Tenant has breached any other condition of the tenancy. 	<p>period of 3 months. Condition will be checked with arranged and ad hoc visits.</p>
Restricted Property	<ul style="list-style-type: none"> • Working Households • Age specific Criteria • Other Local Lettings Policy as agreed with the Local Authority 	<ul style="list-style-type: none"> • Working households are defined as households where at least one adult member is in employment or has been employed for 9 out of the last 12 months and be working for a minimum of 16 hours per week for a single person or disabled person or 24 hours for a couple. For the purposes of this Allocations Scheme employment is described as having a permanent contract, working as a temporary member of staff or being self-employed
Immigration Status	<ul style="list-style-type: none"> • Immigration Act 2014 	<ul style="list-style-type: none"> • Applicants must prove they have a 'right to rent' If the applicant cannot prove their immigration status includes the right to rent. The application will be refused.
Affordability	<ul style="list-style-type: none"> • Unable to afford the ongoing weekly or monthly rent based on Affordability Assessment carried out by Customer Support Team 	<ul style="list-style-type: none"> • If support can be offered and income maximised we may considering offering. • Where it is deemed they may be entitled to some benefits which they are not currently claiming for.
Adapted properties	<ul style="list-style-type: none"> • Where it is assessed by Occupational Therapist, Health professionals or MSV Housing that the property or adaptations do not meet the customer's needs. 	<ul style="list-style-type: none"> • If minor adaptations could be made to make the property suitable i.e. grab rails, in line with MSV's Adaptation Policy.

Refusal reason	Description	Discretion
	<ul style="list-style-type: none"> The property cannot be made suitable for the customer with reasonable adjustments. Does not meet the required Health and Safety Requirements for self-evacuation. 	
Unmet Support Need	<ul style="list-style-type: none"> Applicants with unmet support needs, where MSV Housing is unable to identify suitable and sufficient support either through working with partner agencies or within its own capacity, may be refused a tenancy. However, the aim will always be to find appropriate support to enable an allocation to be made. 	<ul style="list-style-type: none">

2.15 Care Leavers

MSV Housing will work with Local Authorities and other partner agencies to meet the needs of young people leaving care. MSV Housing have signed up to the GMHP Care Leavers pledge and this includes providing the following:-

- Provide accurate detailed adverts
- Review potential offers and any issues care leavers need to be aware of before they accept. If necessary, we will bypass the offer so the care leaver is not penalised.
- Provide relevant information to them at viewing such as area, any known issues and pet policy.
- We will give care leavers at least 24 hours to make a decision after viewing a home, with no pressure to sign up.
- Explain the Tenancy agreement fully and provide a copy in a suitable format. This could be a digital copy or a paper copy as required.
- Provide support for care leavers to settle into their new home providing regular check ins within the first six months of the tenancy
- Provide help with floor and window coverings and furniture where this is necessary and assessed on a case by case basis. This will be subject to budget availability.
- We will offer money advice and support as well as sign posting in relation to wellbeing support.
- Record any health conditions or disabilities a care leaver may make us aware of to ensure we are able to tailor our services and support so that it is responsive and inclusive.

2.16 Rehousing Employee's

Preferential treatment in the letting of properties to people who are connected to MSV Housing is not allowed. This applies to:

- Board Members.
- Employees – people who are employed on a contract and receiving wages or salary. People working freelance may also be classified as employees.
- People who have been Board Members or Employees during the previous 12 months.
- Close Relatives of Board Members or Employees

All employees who apply for rehousing will be subject to the same eligibility criteria and check's, as any other applicant. The process will be clear and transparent, and they must have applied through the same channels as anyone other customer i.e. Choice based lettings, Rightmove etc.

The Allocation and Housing Options Manager will be responsible for checking the Allocation to ensure all policies and procedures have been followed and no preferential treatment has been applied. This will then be signed off by Assistant Director of Neighbourhoods and Wellbeing. Employee's will also be subject to the conditions contained within the Employee Tenancy Policy.

Consideration should be made if the relationship is so close that there is a risk that any decision to grant a Tenancy or a Lease could be influenced by that relationship.

2.17 Sensitive Lets

MSV Housing may categorise a property, or properties as requiring a sensitive let if we need to balance the lettings within a specific group of properties. This may occur where there has been an eviction, on-going anti-social behaviour or where we have received a request from our statutory partners not to house certain individuals at a specific location. If a sensitive let is made outside of the local authority scheme we will be clear in our advertisement the general nature of who we let our properties to, the parameters of our charitable status and how we will decide priority for the specific letting. The Sensitive Let Policy explains this in more detail.

3 Roles, Responsibility and Policy implementation

- 3.1 The Lettings Manager is responsible for implementing and reviewing this policy.
- 3.2 The Lettings Manager is responsible for developing partnerships with Local Authorities and other agencies.
- 3.3 The Lettings Manager is responsible for developing a robust procedure which meets the principles and purpose of this policy.
- 3.4 The Lettings Manager is responsible for managing day to day allocations of general needs properties through Officers and Administrators. The Older

Persons Manager is responsible for managing the day to day allocations through officers and with the support of the Lettings Manager.

- 3.5 The Lettings Officers and Older Persons Officers are responsible for day to day allocations decisions.
- 3.6 Affordability assessments will be referred by the Lettings Officer to the Financial Inclusion Team for completion.

4 Monitoring, Review and Evaluation

- 4.1 The Following KPI's will be used to monitor and evaluate the effectiveness of this policy.
 - Void Loss
 - Re-let times
 - Voids at month end
 - Voids over 6 months
 - Tenancy Turnover
 - %BME Lets
 - % Nomination Lets
- 4.2 This policy will be reviewed every 2 years, or as required due to a change of legislation or regulatory requirement.

5 Related documents

- 5.1 *Management Move & Transfer Procedure*
- 5.2 *Nominations Agreements*
- 5.3 *Decant Procedure*
- 5.4 *Affordable Rent Policy*
- 5.5 *Tenancy termination Procedure*
- 5.6 *Starter Tenancy Procedure*
- 5.7 Mutual Exchange Policy
- 5.8 Local Lettings Policy
- 5.9 Allocation Procedure
- 5.10 Sensitive Let Policy
- 5.11 Adaptation Policy

6 Version History

6.1 This should keep a track of each iteration of the document and the reason for change. Please follow the guidance above and also refer to the example below:

Version	Date	Description/Summary	Status	Author
1	01/2019	Allocation Policy	Approved	Adele Pettecrew

2	08/2024	Allocations Policy	Draft	Adele Pettecrew

7 Appendices

7.1. Equality Impact Assessment

Name of Policy	Allocation Policy	
Date of Assessment	16 August 2024	
Name & Role of Assessors	Adele Pettecrew – Allocations and Housing Options Manager	
What are the desired outcomes of the policy?	To provide a fair and transparent Allocation Policy for existing and new customers.	
Who are the main stakeholders in relation to the function?	Customers, applicants, staff, partner agencies and Board	
Who will be consulted and what types of consultation will be carried out?	Staff, Customers and Board	
Summarise any evidence considered		
Could the function have a differential impact on:	Yes / No	What evidence exists to support your analysis?
Race Consider language and cultural factors	Yes	We work in diverse communities where English is not the first language. These groups may find it difficult to access our service due to language barrier. We have interpreter services in place to assist with this.
Gender reassignment Consider people proposing to or have undergone a process of having their sex reassigned.	No	
Disability Consider physical, visual, aural impairment, mental, learning difficulties	Yes	Customers with mental health and learning difficulties may struggle with accessing our services. Where necessary relevant referrals will be made to external agencies or our Customer support Team. Accessibility may be an issue for those who are housebound or with severe disability. The Policy addresses these issues by the way of adapted properties being matched to those with disabilities.
Age Consider Elderly or young people	Yes	Properties that have an age restriction due to local letting policy could be challenged. But these are justified in clear Local Lettings Policies. Young Care Leavers may also be disadvantaged.

Sexuality Either know or perceived	No	
Gender	No	
Religion or belief Consider religious or cultural observance including non-belief, practices of worship	Yes	Offers of properties could be affected if not in areas where there may not be a place of worship if this is required. If someone is homeless nomination this may not be considered a reason to refuse a property.
Other protected or vulnerable characteristics: <ul style="list-style-type: none"> • marriage or civil partnerships • pregnancy or maternity? 	No No	
<p>If the answer is NO to <u>all</u> questions and no differential treatment has been found there is no requirement for a full Equality Impact Assessment. Please go back regularly and review the cycle.</p> <p>If the answer is YES to any of the questions please complete the rest of the form.</p>		
In what areas could the differential identified be considered to have an adverse impact in this function and what solutions will be introduced to overcome these adverse impacts?	<p>Race – where English is not first language. Availability of language line to address translation issues. Front line staff with valuable language skills.</p> <p>Age – Any Local Lettings Policies with age restriction are reviewed regularly to ensure suitability of the criteria. Young Care leavers pledge.</p> <p>Disability – MSV will work with Local authorities to allocate adapted properties to those with disability needs. Make referrals for support where this is required for those with learning disabilities or mental health needs.</p>	

<p>In what areas could the differential identified be considered a positive impact in this function and what strategies will be introduced to safeguard and spread these positive impacts?</p>	<ul style="list-style-type: none"> • Front line staff who represent customer make up profile data • Availability of language line to address translation issues, availability of translation service for people who can't read English and one to one translation for interviews and sign ups. • Care Leavers Pledge to help young people into secure accommodation. • Regular review of local letting polices on age restricted areas to ensure they do not unduly discriminate against young people • Update of IT database to identify adapted properties to better inform customers of properties available. • Ensure wide as possible accessibility options are available for people with disability or those with frailty, this is done by providing access through website, part of choice base lettings schemes, agile working so officers are able to go to the customers. Community hub drop in sessions. Working with the Local Authority
<p>Which Action Plans have these solutions/strategies been transferred into?</p>	<p>Policy Framework Strategy Local Authority Housing Strategies Local Lettings Policy</p>
<p>Who will be responsible for monitoring these Action Plans?</p>	<p>Assistant Directors</p>