



Allocations Policy

January 2022

Review Process

Policy review frequency:

This policy will be reviewed every 2 years

Responsible for review:

This policy will be reviewed by: Chrysalis Executive Board

Version Control

Version	Date approved:	Next review date:	Author / Title:
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1. Introduction

- 1.1. This policy sets out the approach Chrysalis Supported Association Limited (CSA Ltd) will take to allocating its social rent homes. It outlines the eligibility criteria new tenants must meet, how we will prioritise applicants, and how customers can appeal our decisions.
- 1.2. Through applying this policy CSA Ltd can gain assurance we let our properties in line with our objectives, and all relevant legislative and regulatory requirements. This policy enables us to make best use of our assets to achieve our social objectives.

2. Legal and Regulatory responsibilities

- 2.1. This policy is informed by the following primary legislation and regulatory documents:
 - The regulatory standards – RSH
 - Housing and Regeneration Act (2008)

3. Aims

- 3.1. The aim of this policy is to ensure that CSA Ltd lets its properties in a fair and transparent way, in line with our objectives and social purpose, and meeting all relevant legislative and regulatory requirements.

4. Commitment

- 4.1. When allocating homes to new tenants we will:
 - Have a clear application process for potential tenants
 - Work closely with referring agencies such as the local authority, NHS commissioners and care providers
 - Ensure our homes are let to those whose needs are not met by the commercial housing market
 - Let our properties in a fair and transparent way
 - Ensure that properties are suitable and appropriate for those they are allocated to.

5. Scope

- 5.1. This policy applies to the letting of all of our homes.
- 5.2. All staff, contractors and partners are expected to comply with this policy when letting social rent property on behalf of CSA Ltd.
- 5.3. This policy outlines how we will assess all applicants for our homes.

6. Our approach

- 6.1. Our approach to allocations is based on working with referring agencies such as Local Authorities, NHS commissioners and care providers. This is because we believe they are best placed to identify local people in need of housing, in line with our objectives.

7. Lettings referrals

- 7.1. When a property becomes vacant, we will notify our relevant partners whether this is local authority, social services or NHS commissioners or care provider partners
- 7.2. We will then accept referrals from those who have completed a housing application in line with nomination rights as agreed from time to time.
- 7.3. Referrals will be made by completing our housing application form which can be requested to be sent via e-mail or by post.
- 7.4. Once referrals have been made by authorised care providers or by local authorities that hold nominations rights, we will assess the applicant in line with our eligibility criteria below and arrange viewings.
- 7.5. Priority for applicants will be based on any priority identified by authorised care providers or by local authorities that hold nominations rights and then based on the date the referral was received for all eligible applicants.

8. Eligibility criteria

- 8.1. To be eligible to rent property from CSA Ltd, applicants must:
 - 8.1.1. Be over 18 years old (or over 16 in exceptional circumstances, with an adult guarantor to hold the tenancy in trust for them)
 - 8.1.2. Agree for us to undertake credit references and fraud checks where appropriate.
 - 8.1.3. Have a 'Right to Rent' e.g. confirmed immigration status (either hold a British passport or have leave to remain) and be eligible for public funds unless an agreement is made with the local authority to cover rent and service charges.
 - 8.1.4. For General Needs Housing; not have a history of rent arrears or anti-social behaviour. For Specialist Supported Housing; tenants' eligibility will be assessed and supported on a case by case basis.
 - 8.1.5. For General Needs Housing; have a household bedroom need equal to the number of bedrooms in the property being offered, under housing benefit regulations apart from when a care plan by social services assesses the need to be in larger adapted accommodation due to complex needs.
- 8.2. When CSA Ltd determines an applicant does not meet its eligibility criteria it will notify them in writing and notify the relevant referring organisation.

9. Prioritising applicants

- 9.1. The priority with which potential tenants are offered a tenancy will be based first on any priority determined by the Local Authority or NHS, OR CARE PROVIDER, secondly by the suitability of the property to the potential tenants needs, and thirdly on the date the referral was received.

10. Refusals

- 10.1 If after viewing a property, an applicant does not wish to move-in, the referring body will be notified of the applicant's decision. The property will then be offered to the next eligible applicant.

11. Move On

- 11.1 When a tenant wants to leave one of our properties, they must give us 1-month notice. We will then arrange with them to return the keys, resolve any rent arrears. Following a property inspection, agree with them and/or their appointees any defects that are the responsibility of the tenant which will need to be paid for either directly or via their appointed representatives, which will be made known to us at the point of surrendering the tenancy.
- 11.2 When our tenants are interested in moving, we will give them clear information about their options. As CSA Ltd provides specialist supported housing services, this is likely to be signposting to the local authority housing team or any other schemes we may become aware of.

12. Appeals

- 12.1 Applicants who do not feel we have complied with our allocations policy have the right to appeal our decisions. Appeals should be made in writing within 14 days and will be responded to as set out in our complaints policy.

13. Equality and diversity

- 13.1 We will let our property to the first eligible applicant identified by our Local Authority partners, and other partners. When assessing applicants, we will not discriminate on the basis of any protected characteristic.
- 13.3 We are aware by majority, that we work with a particularly vulnerable client group and will make reasonable adjustments to our lettings process and assessment as required so as to enable all potential applicants the opportunity to be allocated a property.
- 13.4 To ensure a fair assessment, an 'Equality Impact Assessment' will be completed on receipt of a housing application, considering risk and suitability for the property/support available. This assessment will determine whether the application is approved and whether an Assured Shorthold Tenancy (AST) or a Licence is granted.

14. Monitoring and compliance

- 14.1 Overall responsibility for this policy lies with the Board. On a day to day basis this policy will be managed by the Housing Team, who will review the policy as required. The Board will receive assurance that the policy is being complied with through specialist supported housing officers' reports on the lettings process, and internal audit activity.

15. Related Policies

- 15.1 This policy should be read in conjunction with CSA Ltd.'s:
- Equality and Diversity policy
 - Societies rules
 - Corporate Strategy
 - Complaints policy

16. Policy Review

- 16.1. This policy will be reviewed every 2 years.



Chrysalis is a Registered Society under the Co-operative and Community Benefit Societies Act 2014, with registered number 29818R, set up for the benefit of the community as a not for profit organisation, regulated by the Financial Conduct Authority (FCA) and is also a Non-Profit Private Registered Provider of Social Housing Registered Number: 4751, Regulated by The Regulator of Social Housing (RSH). CSA are members of the Housing Ombudsman and subscribe to their standards of complaints management and fair practice procedures for all tenants. Registered Office 3 Brook Office Park, Emersons Green, Bristol BS16 7FL.