



Allocations Policy

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Introduction

Our mission is 'To Build Better Futures with Homeless and Vulnerable People'

Our strategic aims are:

- Preventing and responding to crisis
- Ending homelessness
- Promoting inclusion, health and wellbeing
- Empowering people and building resilience
- Embracing diversity and standing up to intolerance

1. Scope of Policy

Framework has a range of accommodation services commissioned to meet the needs of specific groups and communities. This policy sets out the broad terms under which Framework will allocate its accommodation.

Individual services and schemes will operate according to specific referral and allocations policies and procedures. Services must ensure contractual arrangement for any referral protocol.

2. Equality & Diversity

This policy is in accordance with Framework's Equality and Diversity Policy. We will make the best possible use of properties, ensuring that housing built or specifically adapted for people with disabilities continues to be allocated only to those applicants, if the adaptation is appropriate to their needs.

3. Allocation of Housing

We will prioritise people with a very urgent need for housing. This includes households who are homeless, who are fleeing violence and abuse, and whose health and wellbeing will be damaged if they remain homeless.

In making an allocation we will take account of our responsibility towards existing tenants/residents and the need to balance and sustain neighbourhoods when allocating properties.

3.1 Supported Housing

All of the accommodation Framework provides is for people who need support or care, and we place great emphasis on sustaining accommodation.



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Support services are utilised to ensure that applicants who would have difficulty maintaining accommodation independently are given every chance of success. When assessing applicants, we will seek to identify those applicants who may need support, and what form that support may take. Applicants whose support needs cannot be met will not be accepted.

4. Applicants Under 18

We want to ensure that young people have every chance of making a success of their first tenancy. We will accept applicants onto the waiting list for dispersed accommodation who are 16 or 17 years of age.

Framework will not exclude persons from allocation of a tenancy or licence because of their age. Framework will offer licences to applicants granted accommodation in hostels and where they are assisting the local authority in the discharge their duty under the homelessness provisions of Part VII of the Housing Act 1996. A person under the age of 18 can be a licensee without needing a trustee.

Framework will offer assured shorthold tenancies to applicants under 18 who fulfil the allocation criteria for the relevant service.

All applicants under the age of 18 must have a trustee before they will be granted a tenancy. A person under the age of 18 cannot hold a tenancy in their own right. The trustee therefore holds the legal tenancy and the tenant has the right to live in it. This is called the beneficial interest

- When the tenant reaches the age of 18 the tenant can hold the tenancy in their own right. The tenant's beneficial interest merges with the trustee's legal interest and the trusteeship falls away automatically
- The trustee will not incur any financial liability by holding the tenancy in trust for the tenant
- Any rent arrears or other financial liability to Framework, for example for rechargeable repairs, will be the responsibility of the beneficial tenant and NOT the trustee

5. Making Decisions About Allocations

When the allocation decision is our responsibility, at least two members of staff will be involved in making decisions about allocations and all decisions will be recorded in writing.

We will need to have regard to the needs of existing residents/tenants particularly in shared accommodation.

We will need to consider neighbourhoods and communities.



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In such instances where making an allocation will have a negative impact, an applicant with the greatest need may not be allocated the property.

6. Unsuitability to be a Tenant or Licensee

Framework does not operate any blanket restrictions. However, we will refuse to rehouse an applicant because past unacceptable behaviour demonstrates a risk sufficiently serious to mean they are unsuitable to live in one of our properties.

In assessing this risk, we will take in to account past anti-social behaviour, violence, arson, past drug dealing, or other relevant factors.

None of the above will automatically exclude a person from accessing our accommodation, and we will treat each case individually.

Right to rent checks - Unless specifically stated otherwise, services will carry out right to rent checks in line with legislative requirements.

7. False Information

We will not house an applicant who has misrepresented their housing circumstances, deliberately withheld information, or knowingly or recklessly given false information relating to their housing history, or who has induced another person to do so on their behalf. Framework reserves the right to seek possession based on Ground 17 of Schedule 2 of the Housing Act 1988 if, after the grant of a tenancy, it becomes apparent that this has taken place.

8. Decisions Not to Allocate Accommodation

Where we decide that an applicant will not be allocated accommodation, they will be notified in writing of the decision and the reasons for it.

Decisions not to allocate will be made by the relevant manager or team leader. There is a right of appeal of the decision not to allocate.

8.1 Deferred Applications

Where an applicant owes money to Framework, another registered provider or local authority, we may defer their application for a period of time to allow the applicant to come to an acceptable arrangement with their previous or current landlord to clear the debt. Each case will be decided individually and all decisions will be recorded.



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8.2. Monitoring Non-Applications and Deferred Applications

We will monitor non- allocations and deferred applications to ensure that no issues arise regarding unfair access.

9. Appeals Procedure

Tenants or prospective tenants who wish to appeal or complain about the length of fixed term tenancy offered, the type of tenancy or a decision not to grant another tenancy on the expiry of the fixed term, can do so by following the appeals or complaints process. However, consideration will always be given to contractual requirements as detailed below.

An applicant may request a review of our decision. If they wish to request a review they should contact the relevant Manager within 28 days of receiving our decision.

If the applicant remains dissatisfied with the decision they can pursue the matter through the Association's complaints procedure.

10. Confidentiality and Data Protection

All information provided by applicants will be treated with the strictest of confidence and in line with GDPR and the Data Protection Act 2018.