

APPENDIX 2

LETTINGS POLICY

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1. Introduction

The Allocations and Lettings Policy (the Policy) outlines the principles and approach that Livin takes to determining the allocations and lettings of the properties we manage.

2. Policy Aim

Our homes are let in a fair, transparent and efficient way, in accordance with relevant legal and regulatory frameworks.

The purpose of this policy is to:

- To make the best use of our stock and to maintain sustainable and balanced local communities.
- To meet the needs of those people who need housing.
- Ensure our approach to letting homes is open, transparent and fair, providing reasonable preference to those in priority need.
- Provides choice wherever possible for housing applicants.
- Supports the strategic ambitions of strategic housing partners and those of Livin.
- Help let our homes as quickly as possible, minimising rent loss and making the process of letting homes efficient.
- Ensure our approach adheres to the relevant legislator and regulatory environment.

This policy outlines the approach to allocating Livin homes and signposts to specific lettings Policies in place across Livin's geographical area(s) where we provide homes.

The priority for Livin is to sustain our tenancies and we will seek to assist and support tenants to remain in our homes wherever possible.

3. Policy detail

Choice Based Lettings

Livin participates in the Durham Key Options and Compass Choice Based Lettings (CBL) Schemes.

Our homes are allocated in accordance with the allocations and lettings criteria applicable within these two CBL schemes, except where there are local lettings plans in place that vary the allocations criteria within those locations.

In exceptional circumstances, homes may be allocated to applicants via a direct offer but these will still offered using the allocations the criteria for both Durham Key Options and Compass.

Mutual Exchange

Tenants wishing to exchange locally can register for a mutual exchange within the Durham Key Options and Compass CBL schemes. Tenants seeking to move out of the local area are actively encouraged to use Homeswapper, the national online database of social housing tenants who are wanting to move home.

Local Lettings Policy

Local lettings policies are used by Livin in certain circumstances where they are required to create balanced, safe and sustainable communities or in response to bespoke localised need and/or within a defined geographical boundary. They are set up to meet defined community cohesion needs and may also be used in accordance with lettings requirements set up as part of s106 agreements, for example.

Local lettings policies can be used in the following circumstances (not an exhaustive list):

- Help meet particular unmet needs within an area.
- Help regenerate areas.
- Help to target the best use of properties in higher demand areas.
- Help promote properties which are in low demand.
- Encourage greater community cohesion and sustainability.
- Respond to particular housing management issues, for example where significant problems of antisocial behaviour, nuisance or crime occur.
- Help achieve balanced communities when letting new developments

Any advertisement of properties within a local lettings policy area will clearly set out what the local lettings criteria are as part of the advertisement. Local lettings policies are agreed in advance with our strategic partners, are set up within a defined locality and/or to address a specific need and are reviewed regularly for appropriateness. The specific requirements for local lettings policies are set out within each individual policy.

Copies of individual local lettings policies are available on request.

4. Related documents and guidance

Durham Key Options Lettings Policy & Durham Nominations Agreement

Compass Lettings Policy & Tees Valley Nominations Agreement

The policy has been developed in consultation with our customers to ensure that we are reflecting their needs and aspirations.

5. Monitoring and review

This policy will be reviewed every 3 years but will be subject to earlier review if there is significant change to either the legislative/regulatory environment or in the light of significant learning from good practice or customer complaints.

The policy has been developed in consultation with our customers to ensure that we are reflecting their needs and aspirations.

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