



ANDIUM
HOMES

A06 - Allocations Policy

Authorised Reviewer: Head of Financial Planning

1. Purpose of policy

- ◆ Allocate properties in a fair and efficient way taking into account the housing needs of clients and potential clients.
- ◆ Work closely with the Affordable Housing Gateway, other social housing providers and those organisations or agencies who may be supporting applicants and existing clients.
- ◆ Ensure that the best use is made of available properties.

2. Key considerations of the allocations policy

The Company's Allocation Team, in performing its duty in allocating property held by the Company to existing and potential new clients abides under the following principles:

- ◆ **Consistency:** To apply the policy in a consistent way, so that all applicants with a similar situation receive similar treatment.
- ◆ **Transparency:** To be open and honest with applicants and existing clients (maintaining all personal information confidentially). All allocations are transparent and are open to scrutiny.
- ◆ **Responsiveness:** Our aim is to answer all enquiries within three working days.
- ◆ **Local co-operation:** To work closely with the Affordable Housing Gateway, other social rented housing providers and those organisations or agencies who may be supporting applicants and existing clients.
- ◆ **Regular review:** The Company reviews the policy on an annual basis to ensure it keeps up to date with changing circumstances.
- ◆ **Right of appeal:** If an applicant or existing client believes the policy has not been followed, they reserve the right to appeal as per policy **A15**.
- ◆ **Independence:** Under policy **A24**, Allocation Officers are required to disclose whether there are any conflicts of interest which could threaten the Officer's independence in making an application to an applicants.

3. Eligibility and allocation

Allocations of the Company's properties will be made predominantly to those on the Affordable Housing Gateway list. Full information relating to the eligibility criteria for the Affordable Housing Gateway can be found at www.gov.je.

Whilst known preferences will be taken into account, allocations to properties are primarily made on the basis of need and priority as assessed by the Affordable Housing Gateway matched to the available property in question.

Allocations may be made to persons outside of the Affordable Housing Gateway list in circumstances set out in section 6 below.

4. Assessment of applicants and offers

When a vacancy exists within the Company's stock, the Allocations Team will access the Gateway list to find the applicant whose needs best meet the available unit of accommodation and who is deemed to be in the greatest need. As part of the application process, an applicant will have been placed in a priority band which best reflects the urgency of their situation. Priority within the bands is in date order. Where no allocation is made to a high priority applicant (e.g. property is unsuitable for applicant's needs) the reasons are documented by the Allocations Team.

Offers are made verbally (in person or by telephone) or in writing (email or letter). Where no response is received on an offer made within 3 working days, the offer will be considered to be refused without further notice to the applicant.

In the case of open viewings, applicants are made aware that offers are made within 1 working day of the viewing and such offers must be acknowledged within 1 working day or they will be considered to be refused without further notice to the applicant. Following acknowledgement, an applicant is provided with a maximum of 3 working days to accept the offer. If the applicant does not make further contact within 3 working days, the offer will be considered to be refused without further notice to the applicant and an offer will be made to the next highest priority on the list.

5. Rental charge periods

Rent is charged in monthly increments and is apportioned for parts of the month.

Accepted offers should be signed up within 2 working days of acceptance. Rental charges will commence on the Tenancy Agreement start date.

Transfers from within the Company's stock are allowed 1 week to transfer properties without incurring double rent charges. Subsequent to this week, the tenant is liable for rent on both properties until such time as the keys to the property being vacated is returned.

6. Alternative lettings

Unless directed by Ministers in accordance with a specific strategy, for example housing of key workers, where a property has been made available to all applicants on the Affordable Housing Gateway list and not been let, the Company will consider alternative means of letting the property. This may include making the property available to the private rental sector. In all cases, lettings will be made to persons who will fully occupy the property in question and who are fully qualified under the Control of Work & Housing (Jersey) Law 2012 to rent accommodation in the Island. The Affordable Housing Gateway and the Strategic Housing Unit will be notified of such lettings.

Approved Date: 1st July 2014

Reviewed and Approved Date: 9th August 2017

Reviewed and Approved Date: 1st May 2019