



Allocations Information & Summary

This information is a summary of GLH, **Allocation & Lettings Policy** and an overview of how we assess applications and referrals for housing.

If you need more information you can request a copy of the Allocation & Lettings Policy from our customer services Team on 0300 003 7007 or you can view online by visiting GLH'S website at www.glh.org.uk

The Allocation & Lettings Policy has to reflect current laws and regulatory guidance. If there are any changes it will be amended and published on our website.

Application Process

Golden Lane Housing does not hold a register of people seeking housing. As a provider of **specialised supported housing** for people with a learning disability we assess housing needs and provision on an individual application basis.

The demand for social housing is high, to ensure we are fair and to make sure that housing is offered to those who need it the most, we assess each application as we receive it.

All applications for housing must be supported by the Local Authority Adult Social Care or Learning Disability Team and will only be considered where there is no suitable alternative accommodation available to the applicant by other social housing providers or the local authority.

Making an application and referral

Inadequate or incorrect information may result in refusal of an application; it is important that Golden Lane Housing have the required information to assess an application prior to a decision being made.

If the referrer or applicant has not supplied sufficient information to allow us to identify any potential risk posed to self or others or not supplied a detailed risk assessment and support/supervision package together with any monitoring arrangements, we will reject the application. We may also reject the application if we have not been provided with requested information or evidence within a defined period, and where information provided by the applicant or referrer in respect of their application is deemed to be inaccurate, fraudulent or incomplete.

Who Can Apply?

We accept referral's and applications from anyone with a learning disability who meets the criteria set out below. The applicant or their representative can make both a referral and application or the applicant can apply directly themselves, by completing an application form.

However, we may not be able to accept some people for housing, for example, if you are subject to immigration control you are not eligible for social housing.

Ordinarily you will not qualify for an offer of accommodation until you are 18. However, in some circumstances, you can apply for housing from the age of 16 if you have been assessed as a Child in Need by Children's Social Care or you are leaving care.

If your application is approved this does not mean that you will definitely receive an offer of a tenancy.

Housing Criteria

- The Applicant has a Learning disability
- The Applicant is registered on the Local Authority Housing Register & does not have access to suitable alternative housing
- The Applicant has a care assessment and plan
- The Applicant needs support to maintain a tenancy, has appropriate funding in place and personal support provision for a minimum of 25 hours per week
- The Applicant is over 18 years of age or is a Local Authority care leaver (16 yrs or over)

Risk management disclosure - exclusions

Any applicant who meets the following will be subject to a full risk management plan and refusal, should risks not be manageable under GLH support provision or where the law prevents a tenancy being offered.

- Convicted Arsonist
- Sectioned under the Mental Health Act
- Inadequate or refusal of support proportionate to assessed needs
- Significant high risk to self or others
- Registered Sex Offenders
- Is not eligible to claim housing benefit or no other means to pay rent
- Does not have a legal right to reside in the UK

The types of housing need we give priority for:

- Moving from a home that no longer meets identified needs
- To prevent from becoming homeless or remaining in residential care
- Unsatisfactory living conditions – for example poor standard of accommodation / adaptations required
- No suitable accommodation available / offered by the Local Authority or registered providers or an offer has been refused by the applicant
- To access appropriate support provision
- Remaining in the current accommodation would be detrimental to emotional, physical or mental wellbeing
- To safeguard from abuse or to support safeguarding measures
- Equal access to community, employment and health care

Reduced priority

In some cases, we may decide to reduce your priority for housing. This may happen if we have decided that:

- The Applicant over £16,000 in assets (savings, property or income) to pay for another type of housing, for example, renting privately
- The Applicant owns their own home
- The Applicant has previously acted in a way that would seriously impact their ability to maintain a tenancy. For example, none payment of rent, demonstrated anti-social behaviour, or been abusive to a member of staff
- The Applicant does not qualify for Housing Benefits, or have no other means to pay rent

This list is not exhaustive.

How to Apply

1. Contact our customer services team on 0300 003 7007 and request to make a **referral** about housing
2. Our Development OR Housing Team will complete a referral and housing specification form out with the referrer or applicant over the telephone
3. We will then evaluate the applicant's needs, the probability of being able to provide a feasible and viable housing solution and confirm this to the Applicant / Referrer
4. If a housing solution is viable and confirmed as agreed by the Local Authority Adult Social or Learning Disability team, then an **Application Form** will be issued for completion
5. The application along with the referral information will be evaluated and assessed. Once the application has been assessed the Applicant and referrer will be informed in writing of the outcome
6. The assessment process includes full risk disclosure and assessment

The refusal of an application will be based on meeting our housing criteria and also the management of any presenting risk.

What to do if you are not happy with our decision

If you are not happy with the decision about your referral and application, you have the right to ask us to review our decision. If this applies to you, you should request a review in writing and tell us why you think our decision is wrong. Your request will then be dealt with by a member of staff who is more senior to the person who made the original decision. A request for a review of a decision should be submitted within **28 days** of being told about the original decision.

More detailed information about reviews can be found in the full Allocations & Lettings Policy, or on request.

Information held by Golden Lane Housing and your right to information

We deal with all the information we hold in accordance with Data Protection requirements (GDPR). After an application has been registered, the applicant is entitled to see the entry and receive a copy of the details we hold.