



Golden Lane Housing

Allocation & Lettings Policy

Last review date: February 2021



Contents

1. What is an Allocations & Lettings policy?
2. Vision, mission, values
3. Why do we need an Allocations & Lettings Policy?
4. Where do we get applications from?
5. Applications from a Local Authority
6. Applications for current tenants
7. Direct Applicants and Third-Party Referrals
8. Eligibility Criteria
9. Right to Rent Document Checks
10. Affordability
11. Housing Offenders
12. Exclusions
13. Refusal of an Application

14. Appeal against refusal
15. Complaints and Challenges
16. Roles and Responsibilities
17. Keeping up to date with the law



1. What is an Allocations & Lettings policy

An Allocations and Lettings policy is about how Golden Lane Housing as a specialist supported provider check that we are letting our empty homes to people with a learning disability fairly and to those who need it most.



2. Mission, vision and values

Everything Golden Lane Housing does is to support our tenants and future tenants.

Our vision

We want a world where everyone with a learning disability can live in good quality housing that meets their needs.



Our mission

We want to help people with a learning disability find a quality home around which they can build their lives.

Our values

Inclusive – We are inclusive. People with a learning disability are at the heart of everything we do.



Trustworthy – We are trustworthy. Being open and honest in everything we do.



Caring – We are caring. We treat everyone with respect and kindness.

Challenge– We challenge. Working for real change and innovation to support housing opportunities.



Positive – We are positive. Optimistic for a better future and celebrate what we are proud of now.

3. Why do we need an Allocations & Lettings Policy?

Golden Lane housing need to make sure that we are following the rules set out by the government when it comes to specialist supported housing.



We want to work with people to help build better communities across the country.

We want to make sure that all our lettings are fair and inclusive for people with a learning disability.



We want to make sure that we don't have lots of empty homes and that applying to live with Golden Lane is quick and simple.

4. Where do we get Applications from?

We get our applications from four places: A local authority nomination where we have an agreement to accept these (nomination agreements), current tenants who are “decanting”, direct applicants and third-party referrals (i.e. Support provider/family/advocate)



5. Applications from a Local Authority

Golden Lane Housing works with local authorities to assist people with a learning disability who need a place to live.



We want to make sure that all new tenancies help to fill any empty homes we may have, are in line with our desire to provide housing for people with a learning disability and helps to build communities in partnership with local authorities and other housing providers.

To do this some of our homes are allocated to applications given to us by the local authority but we still want to check that these applications meet our housing criteria, are eligible for housing and that the property is affordable for the applicant.



We don't want our tenants to be in debt.

6. Applications for current tenants



Sometimes we need to move tenants to another property so that we can do major repairs or redevelopment works and it would be unsafe for the tenant to stay. We can also do this when a properties lease is ending, or we need to sell the property.

7. Direct Applicants and Third-Party Referrals



Applications from new tenants and professionals will be processed in accordance with the eligibility criteria below.

8. Eligibility Criteria

To qualify for housing all applications need to meet our guidelines:



- The applicant should have a learning disability
- The applicant is on the local authority learning disability register and has a care plan
- The applicant needs supported housing
- The applicant has funding and support for 25 hours per week or more
- There is nowhere else for the applicant to live
- The applicant is 18 years old or a local authority care leaver over 16 years old



If the application doesn't meet the conditions above, then we may refuse the application. This is because Golden Lane Housing may not be the best option for the applicant.

9. Right to Rent Document Checks

Golden Lane Housing must make legal right to rent checks to comply with the Government's Immigration Act (2014).



To do this we will ask to see identity documents to prove who you are.



We will make note we have seen these documents and report to the Home Office where it is suspected that an applicant does not have legal right to rent.

10. Affordability

If an applicant cannot afford the property, we may refuse the application. This can be appealed but all applications are looked at on a case-by-case basis.



11. Housing Offenders

If a person has previous convictions, we will need to a detailed risk assessment to make sure that the support needs the applicant has will be met in any home offered to them.



Any offenders would not be offered a tenancy in a shared property. If it is felt the Golden Lane Housing is not suitable for the applicant, we may refuse the application.



12. Exclusions

We will refuse applications where we would not be the best fit for a sustainable tenancy. Grounds for refusal include but are not limited to:



- Arson convictions
- Being sectioned under the mental health act at the time of application
- Inadequate or refusal of support
- Significant high risk to self or others (Not manageable under GLH support provision)
- Registered Sex Offenders (Risk not manageable or not part of MAPPA)
- Is not eligible to claim housing benefit and has no other means to pay rent
- Does not have a legal right to reside in the UK

13. Refusal of an Application

We may refuse an application when it doesn't meet the eligibility criteria or are in breach of one or more of the grounds for exclusion.

If it is felt the Golden Lane Housing is not suitable for the applicant, we may refuse the application.



14. Appeal against a refusal

If Golden Lane Housing refuse an application, the applicant or referring agency has the right to ask for a review of that decision in writing within 21 days of the decision being made.

The written request must tell us why the decision is wrong and why you want us to look at it again.

The review will then be dealt with by a GLH member of staff who is more senior to the person who made the original decision.

The outcome of that review will be confirmed in writing within 28 days and is not eligible for further review.



15. Complaints and challenges

Complaints can be made through our complaints service



16. Roles and responsibilities

Everyone at Golden Lane Housing must follow the rules in this policy to keep everyone safe and happy in their home



17. Keeping up to date with the Law

This policy will be updated with changes in the law or by the Regulator of Social Housing.