

Lettings Policy

1.0 Purpose

- 1.1. Orwell will participate in the Choice Based Lettings Schemes (CBLs) that operate in all the areas where we have general needs and sheltered housing accommodation. We will take an active role in defining priorities, assessment mechanisms and processes in those CBLs that cover our operational area. Where we have fewer properties and low turnover, we shall generally agree and abide by the priorities set by the CBL.
- 1.2. Because such involvement gives little room for individual prioritising of applicants, Orwell will no longer use its own assessment mechanism (points system) but rely on prioritisation according to the criteria of each CBL. Nevertheless there are various opportunities across the five CBLs for Orwell to consider the allocation of a property to, or rejection of, a prioritised applicant with regard, for example, to property/household fit, medical/disability and support needs, income and capital and to applicants with arrears or anti-social behaviour histories.
- 1.3. If an allocation cannot be made through a CBL scheme, Orwell will allocate directly.
- 1.4. Different criteria are set for allocation of market and sub market rent properties that in some cases may be advertised through the CBLs but are also allocated directly by Orwell.
- 1.5. Extra care and supported housing allocations are not covered by CBL schemes. For these schemes, direct referrals can be made and allocations are approved through a joint allocations panel specific to each.
- 1.6. Orwell will also seek to increase opportunities for tenants wishing to move to alternative accommodation through mutual exchange schemes.
- 1.7. An offer of **temporary** accommodation (decant) will be made to tenants if the disturbance resulting from essential major repairs would cause unacceptable disruption and inconvenience over a period in excess of a week, for which different criteria will be applicable to different client groups. **Permanent** decanting will be made available if a tenant is unable to return because of improvement, conversion or redevelopment works are due to take place such that the tenant will be unable, or otherwise not given the option, to return to their former home either or at all.

2.0 Related Procedures and Guidance

2.1. This policy should be read in conjunction with the following:

- Orwell Housing Association's Tenancy Conditions Policy and Procedure.
- Orwell Housing Association's Lettings Policy and Procedure.