

Broadway Living - Lettings and Allocations Policy

Policy Scope

To set out Broadway Living RP's ("BL") policy position for letting of social housing owned by Broadway Living.

1. Background

1.1 The Regulator of Social Housing ("ROSH") Tenancy Standard sets out the following requirements for the letting of social housing:

Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings:

(a) make the best use of available housing

(b) are compatible with the purpose of the housing

(c) contribute to local authorities' strategic housing function and sustainable communities

There should be clear application, decision-making and appeals processes.

1.2 This policy relates to the letting of social housing only.

2. Policy objectives

2.1 The key objectives of this policy are:

- To let homes to people in housing need;
- To offer choice to those in housing need;
- To make the best use of available housing;
- To let our homes in a fair, transparent and efficient way;
- To work in co-operation with Local Authorities.

3. Access to Housing

3.1 We shall work in partnership with Local Authorities to enable tenants and potential tenants to apply and be re-housed through Broadway Living (BL). Currently the stock and development pipeline are all located in the London Borough of Ealing and whilst this policy will apply should BL manage stock outside of this location at some point in the future, until that time any reference to the Local Authority will mean the London Borough of Ealing.

3.2 Access to BL homes is via the Local Authority Housing Register and homes are advertised through the Local Authority Choice Based Lettings (CBL) scheme. BL will not hold its own transfer list and when existing BL tenants join the Local Authority Housing Register, the priority for re-housing (LOCATA banding) will also be based on the Local Authority policy.

3.3 Exceptions to 3.2 will be as set out in 3.4 and 3.5 of this document. Outside of these provisions, all lettings will go to LBE in the first instance and only be offered to another body should LBE be unable to nominate someone to whom the property can be let within a reasonable timescale.

- 3.4 Supported accommodation may be let through lettings criteria specific to the scheme and in conjunction with the Local Authority and Social Services.
- 3.5 We will make direct offers of housing to residents living within Broadway Living owned properties by exception and in consultation with the Local Authority. Direct offers will be made only where the following conditions apply:
- The conditions of the highest banding of the Local Authority allocations policy apply
 - Urgent situations causing extreme distress and impact on daily living that can only be resolved through transfer
 - People's safety is at risk
 - Urgent decanting is required and the Local Authority are unable to make an offer of re-housing within a reasonable timescale
 - There is under-occupation of two or more bedspaces
 - A successor who is only entitled to a smaller property
- 3.6 We will provide access to a web-based mutual exchange system as an additional means through which to obtain a move. We reserve the right to recharge tenants the associated costs but will apply discretion where there are welfare grounds. Please refer to our Mutual Exchange Policy for more details.
- 3.7 On some occasions, we will use local lettings policies in conjunction with others to support and sustain local communities. This may also be necessary to meet obligations set out in a Section 106 agreement for new build properties. Local lettings policies will set criteria for those who can apply and be accepted for housing in a particular area, where this is the case, this will be included in the advert.
- 3.8 Prior to offering a tenancy both the Local Authority and Broadway Living will carry out checks on eligibility and suitability for a particular property. This will include an affordability assessment – see 6.1 below.
- 3.9 We may on occasion refuse to allocate a property to either an existing customer or new applicant. Where we do so we will explain the reasons. Possible reasons for a refusal include where an applicant or member of the household:
- Committed anti-social behaviour within the last 5 years
 - Has current or former arrears with Broadway Living or any other landlord
 - Has been evicted because of a breach of tenancy within the last 5 years
 - Could pose a significant risk of harm to staff, local residents, or visitors to the property
 - Has a previous criminal conviction that is deemed to make an offer of tenancy unsuitable
 - Has support needs which means that the type of property or tenancy is not appropriate; or where appropriate support (to enable use of the property and/or maintain a tenancy) is identified and has not been accepted
 - Has not got the Right to Remain in the United Kingdom, or would fail the habitual residence test
 - Has not got the appropriate means to pay the rent (as determined through the affordability criteria), including being unable to secure public funding, unless funds are due to be available in the near future e.g. a firm job offer
 - Obtained a tenancy by deception
 - Has not maintained their existing property in line with their tenancy
 - Failed to produce identification, or any other information to substantiate the application

This list is not exhaustive, and each case will be judged on its own merits.

4.0 The household

4.1 The number of bedrooms allocated will depend on the size of the household. Household members include:

- The applicant and their spouse or partner who has been living with them for 12 months
- Children where the sole legal guardian is the applicant or their partner as defined above
- Unborn children where the pregnancy has less than three months to full term
- Children in the armed forces who still live with their parents when not in service
- Carers who currently, or will do so after moving, stay at the property more than three nights a week. This is at the discretion of the landlord and will require proof

4.2 Any other people living at the current address will not be included in the household including:

- Lodgers
- Family or friends staying for a temporary period
- People who have an alternative main or principal home
- Carers staying fewer than three nights per week
- Children who stay with a separated parent the majority of the time (or where child benefit is received if this is not clear)

5.0 Bedroom standard

5.1 Bedrooms only include rooms over 70 square feet and exclude the first living room.

As a general rule;

- Single adults or couples are entitled to a double bedroom
- Two children under 10 share a double bedroom
- Two children of the opposite sex where one or both is over 10yrs are entitled to separate rooms
- Children 10 – 18yrs share if they are of the same sex
- Adults over 18 are entitled to a single bedroom
- A disabled person or people with severe medical needs will be allowed their own bedroom where there is evidence to support this need (at the discretion of the landlord)

On this basis, and where no local lettings plan exists, (which takes precedence), then the following applies:

Household	No of bedrooms
Single person	Bedsit, studio or one double bedroom
Couple	One double bedroom

Single parent or couple plus one child	One double bedroom plus one single bedroom
Single parent or couple plus two children of any sex both under 10yrs	Two double bedrooms
Single parent or couple plus two children of same gender aged 10-18yrs	Two double bedrooms
Single parent or couple plus two children one of whom is over 10yrs	One double, two single bedrooms
Additional people	
Extra bedrooms	
Each extra person – any age	One single bedroom
Two children under the age of 10 – any sex	One double bedroom
Two people aged 10-18yrs – same sex	One double bedroom
Carer staying more than 3 nights a week	One single bedroom (Discretionary)
Disabled person or medical needs requiring own room	One single bedroom (Discretionary)

5.2 In certain circumstances, under-occupancy may be allowed where the property has been designated as hard to let after several failed attempts.

5.3 In certain circumstances, over occupation may be allowed where size requirements are difficult to achieve and / or where a household member is due to leave.

6.0 Affordability

6.1 When we let a general needs property, applicants will be required to undergo an affordability assessment to ensure that the rent is affordable. Generally, we aim to meet the objective that no household should pay in excess of 40% of their net household income on housing costs (rent including other charges owed e.g., service charges).

7.0 Appeals

7.1 People can appeal decisions made in relation to this policy. Appeals must be made in writing within 21 days (15 working days) of a decision being communicated and must be clearly headed as an appeal. If there is a problem with putting an appeal in writing, it can be done verbally with a member of staff from BL. Where relevant, a property will be kept vacant until the final decision.

7.2 The appeal will be considered by 2 staff members from BL who were not involved in the original decision. A final decision will be communicated within 14 days (10 working days) of the appeal being submitted.

7.3 The appeal is the final decision however, residents and applicants still have recourse to the Housing Ombudsman although any property will not be kept vacant whilst this happens.

8.0 Tenancies

8.1 We will offer a number of different types of tenancy, details of which can be found in our Tenancy Policy. We will explain the details of the tenancy as part of our viewing and sign-up, which will introduce a customer to what it means to be a Broadway Living tenant.

9. Review

9.1 This Policy has been reviewed to ensure it is appropriate from a customer perspective.

9.2 This Policy will be reviewed as necessary, and at least every five years.

Check	Date completed
Risk map	16/3/21
Regulatory compliance	22/3/21
Equalities Impact Assessment	15/3/21

Date policy approved: March 2021

Date policy due to be reviewed: March 2026