



## **Lettings**

### **Version 2**

**Category: Operations – Housing Management**

**Latest Review Date: June 2012**

**Review Frequency: 3 years**

**Owner: Operations Director**

**Contributors: Housing Services Manager, Housing Officers, Village Manager**

## POLICY

### 1. Policy Goal

To ensure that the ExtraCare Charitable Trust (ECCT) lets its properties in a way which is fair, transparent and accountable, and to contribute towards meeting the local strategic housing needs in the areas in which ECCT operate.

### 2. Business Objectives

To ensure properties are let quickly and efficiently, providing good value for money. Properties are let fairly and legal and regulatory requirements are met.

### 3. Organisational Statement

ECCT provides housing with care and support and aims to promote a 'balanced community' which reflects both age profiles and abilities of individuals, resulting in some properties being let based on the care need of the applicant, as opposed to a housing need. The aim of this policy is to outline who can apply for housing, the way the application is assessed and the priority order for offers of accommodation.

By maintaining a balanced community ECCT are able to meet the needs of a wide range of people, from those with high care requirements to those who may have not care needs but are socially isolated and would benefit from the safety, security and company offered.

Applicants must be over 55 years old in the majority of our locations but there are a few exceptions where the applicant must be 60 years or over to be eligible to apply for housing. Details of age and other eligibility criteria are available at each location and at Central Offices.

In exceptional circumstances an applicant under 55 may be considered. This would be a management decision and needs to be authorised by the Regional Manager in conjunction with the location Manager.

#### **4. Outcomes**

Staff who are responsible for the letting of empty properties understand the legal and regulatory obligations and are able to ensure properties are let in a fair and equitable manner within the balanced community agreed for each location.

Staff work with other agencies, including local housing and social services teams, when accepting referrals, assessing need and letting properties.

#### **5. Application**

All staff are aware that there is a policy on lettings. Staff who are involved in the letting of properties understand and adhere to this policy. Applicants understand the policy and its implications.

This policy applies to all locations where ECCT are the landlord, and to all Touchstone/ExtraCare (TEC) schemes (excluding TEC villages) unless there is a different contractual arrangement in place with the Local Authority regarding nomination rights. Where ECCT work with a housing partner the principles of operating a balanced community are to be agreed prior to opening, with the housing partner managing the lettings process, and therefore this policy does not apply,

#### **6. Reason for the Policy**

To ensure ECCT house people with the highest priority need in line with local balanced community profiles. ECCT are able to demonstrate non-discriminatory practice and promote fair access and diversity in its housing. To be able to demonstrate compliance with legal and regulatory requirements.

#### **7. What is new / What is different**

This policy incorporates a change from 4 weeks to 2 weeks to complete the Housing Related Support Plan, to reflect the procedure contained in the Housing Related Support Policy.

## 8. How to measure success

Monitoring of waiting list numbers, length of time to relet properties and whether ECCT are maintaining balanced communities. Number of appeals received in relation to they way properties are let within ECCT. Resident surveys identify 75% resident satisfaction with move in and lettings process.

## 9. Reference to relevant documents

<b>Regulation / Guidance</b>	<b>In House Documents</b>
Tenant Services Authority – Regulatory Framework 2010	Eviction Policy
Local Authority Strategic Housing Policies	Care Planning Policy
Equalities Act 2010	Complaints Policy
Housing Act 1988	Equality and Diversity Policy
Housing Act 1996	Equality and Diversity Charter
Supporting People QAF guidance 2010	Housing Related Support Planning Policy*
	Management of Voids Policy*
	Terminating a Contract/Tenancy Policy*
	(Those policies marked * are currently under review)

10. **Approval date** – June 2012

11. **Next review date** – June 2015