

### **Lettings and Transfer Policy SHS Waiting List Procedure**

- 1 The Community Housing Assistant (CHA) receives the enquiry regarding rehousing and will ascertain if an applicant is eligible and send a Housing Application form and information pack (contents list of pack under H:Drive Lettings). If the applicant is not eligible this will be explained giving the reasons and any advice that is appropriate.
- 2 On receipt of the Housing Application form (attached) the CHA will add to waiting list data base H:Drive / Waiting List etc, date form received and recorded as a preliminary waiting list applicant. The registration number is noted on the Housing Application form (under H:Drive Lettings). The CHA will then contact the applicant by letter/ telephone to arrange an office interview.
- 3 At interview the CHA will go through the Housing Application form with the Applicant who will discuss with them the type of housing provided and their preferences. Photographic ID and National Insurance number must be supplied at this point, or the applicant will be advised a decision cannot be finalised until these documents been received. If there is any doubt about the applicant's right to reside in the UK, the CHA will discuss the case with the Community Housing Services Manager (CHSM).
- 4 The Housing Application form is then approved for full registration, and banding is carried out by CHA and approved by the Community Housing Services Officer (CHSO) (registration number & banding form on H:Drive). If a decision cannot be reached, it will be referred to the CSHM.
- 5 Once this has been approved the CHA will change the application from preliminary to confirmed on the waiting list database H:/Waiting List etc, dates it, puts their banding priority on, and will confirm in writing to the applicant their registration number and banding.
- 6 If an applicant's circumstances change, written evidence must be supplied. Approval for re-banding is considered by the CHA and CHSO (re-banding form H:Drive Lettings).
- 7 In accordance with the lettings and transfer policy, properties are let based on the highest need according to the banding system and

then date order. If urgent bandings refuse, priority bandings are offered and lastly routine bandings. All refusals are recorded on the database and followed up with a letter to the applicant, letter 1 for the first refusal and letter 2 for the second refusal; the case is then suspended for one year and the applicant is informed and the database updated, all by the CHA (letters on H:Drive).

- 8 Once a suitable void becomes available for let the CHSO refers to the waiting list (as set out in number 7) and arranges a viewing. An “approve to offer” form (under H:Drive Lettings) is completed and signed by the CHSO. If a decision cannot be reached it is referred to the CHSM. At the viewing the staff member will show the property, explain about the scheme/site/area and carry out an initial assessment record form, where relevant (H:Drive Lettings).
- 9 If the applicant accepts the tenancy, an appointment is made to carry out the sign up at the office with the CHA/CHSO.
- 10 The CHA will make up the sign up pack with the relevant paperwork, tenancy agreement and supporting people agreement where relevant.
- 11 All records are updated/amended by the CHA/CHSO.
- 12 The waiting list will be reviewed at least annually by the CHSM.
- 13 If the resident does not respond to the review letter (attached) within one calendar month, or the follow up letter, their name will be removed from the list and stored on H:/Lettings/Housing Application Lists\SHS Waiting List – definitive sheet.
- 14 Regular reports will be produced by the CHSM for the Operations Director and HOC for monitoring and reporting purposes.

**Relevant documents/forms all on H:Drive/Lettings**

- Contents list of SHS pack
- SHS Housing Application
- Registration number and banding forms
- Registration number and banding letter to applicant
- Re-banding form
- Sheltered initial assessment form
- Offer letter
- Contents list of Sign-up Pack
- Refusal of offer letter 1
- Refusal of offer letter 2
- Waiting list review letter