

**Lettings and Transfer Policy
London Borough of Sutton Nominations Procedure**

- 1 Once a void date is known, and the property is a London Borough of Sutton (LBS) nomination, a request for nomination form is filled out and emailed to the Housing Centre by the relevant Community Housing Services Officer (CHSO) or Community Housing Assistant (CHA)
- 2 Once LBS have advertised the vacancy they will email a shortlist of up to 5 nominees, or just 1 nominee if it is a direct match, to the CHSO & CHA.
- 3 The CHSO / CHA will then contact the applicant/s to make an appointment for a viewing, having first discussed the basic outline of the property and suitability such as which floor, lift access, pets policy, and ensuring that the applicant knows to bring along suitable proof of ID to the viewing. Failure to bring proof of ID will result in the viewing being cancelled and the CHSO / CHA moving on to the next nominee on the list. Where time permits, CHA to send out, or direct nominee to website to download, a Waiting List application form to complete and bring along to the viewing. If No 1 nomination refuses it, No 2 nomination is offered and so on.
- 4 At the viewing, proof of Right to Rent must be discussed and the completed application form checked. If the application form was not issued before the viewing, this must be given at the viewing to be completed and returned in advance of the sign up where time permits.
- 5 Once an applicant has viewed and accepted, an appointment is made for Tenancy sign-up to rehouse the applicant as quickly as possible to minimise the void period.
- 6 LBS are informed of the offer and Tenancy start date and of any refusals on the property.