

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/Masters.../Housing/Waiting List). 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 the CHA will add the applicant details to waiting list data base, on the SHS QL system, including date form received and recorded as a pending waiting list applicant. The CHA will then contact the applicant by letter/ telephone to arrange an office interview within 2 weeks of receipt of the application form.
- 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, along with confirmation documents that the applicant has the right to rent, 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 rent / reside in the UK, the CHA will discuss the case with the Community Housing Services Manager (CHSM).
- 4 Once all of the eligibility criteria is met, 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 & banding is recorded on the SHS QL system). 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 pending to confirmed on the waiting list database, date it, add their banding priority ~~on~~, and will confirm in writing to the applicant their registration 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/Housing Department/Lettings/Templates).

- 7 When a property becomes available from the SHS housing lists, the CHA will generate a shortlist of all suitable W.L. and T.L. applicants via the QL system and add the details to an Excel spreadsheet which is then saved in (H:Drive/Housing Department/Lettings/shortlist folder). The CHSO will check the list and to authorise it, will then save this as a PDF. These actions are then automatically recorded on the document properties for the person who generated it and the person who authorised it.
- 8 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, and where Waiting List (W.L.) applicants take priority over Transfer List (T.L.) applicants in each banding. 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/Housing Department/Lettings/Templates).
- 9 Once a suitable void becomes available for let the CHSO refers to the waiting list (as set out in number 7 & 8) and arranges a viewing. An "approve to offer" form (under H:Drive/Housing Department/Lettings/Templates) 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 pre-allocation assessment form, where relevant (H:Drive/Housing Department/Lettings/Templates).
- 10 If the applicant accepts the tenancy, an appointment is made to carry out the sign up at the office with the CHA/CHSO.
- 11 The CHA will make up the sign up pack with the relevant paperwork, tenancy agreement and supporting people agreement where relevant.
- 12 All records are updated/amended by the CHA/CHSO.
- 13 The waiting list will be reviewed at least annually by the CHSM.
- 44 If the resident does not respond to the review letter within one calendar month, or the follow up letter, their name will be removed from the list and stored on the SHS QL system for 1 year.
- 15 Regular reports will be produced by the CHSM for the Operations Director and HOC for monitoring and reporting purposes.

- 16 **Hard to Let properties** – where a W.L. applicant meets all of the criteria except for the local connection, they may be placed on the Hard to Letting Banding for properties that have been unsuccessfully let via the SHS shortlisting process. Where more than one applicant is suitable, they will be shortlisted in accordance with the date order that their application was received, and will be made one offer only. If they refuse, they will be removed from the waiting list and stored on the SHS QL system for 1 year.

Relevant documents/forms all on H:Drive/Housing Department/Lettings/Templates

- 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