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Allocations Policy

“Welcome Home”

Allocations Policy

Why do we have this Policy?

Our aim is to provide good quality, affordable housing, to people in priority need. We work closely with Local Authorities to make sure our allocations approach delivers balanced and safe communities.

Our Commitments

We will work with Local Authorities to assist them to fulfil their homelessness duties, and deliver their Local Lettings Policy and Choice Based Lettings Scheme. We work to meet the targets set out in nominations agreements.

We will fulfil our obligations set out by our regulator and within Housing, Equality and Human Rights legislation.

How do I get a home with Sentinel?

If you are in need of housing, you must first speak to your Local Authority and ask that they put you on the housing register. Your application will be assessed by the Local Authority and you will be awarded priority based on your circumstances.

When you accept a property and become our customer, we will ask you what support you need. Where necessary we will work with other agencies to help our customers maintain their tenancy.

If you don't currently hold a social housing tenancy, we will offer you a 'Starter Tenancy' and work with you to help you sustain your tenancy.

Notes

Intermediate Market Rent

We hold a range of accommodation that are let at submarket rent, these are known as Intermediate Market Rent properties.

Applicants for our Intermediate Market Rent properties will be assessed against the Hampshire HomeBuy Agent's eligibility criteria.

Local Connections

Where properties come up for rental in rural villages, we will allocate homes in accordance with relevant Local Authority preference criteria.

Downsizing

We actively seek to help customers move into a smaller property where they are currently under occupying homes. In such cases, customer will receive extra priority and some financial assistance to help move to a smaller property.

Moving customers whilst we work on their home

It is sometimes necessary to move a customer where we are doing major works to their home or regenerating an area. We will work with Local Authorities to move customers on a temporary or permanent basis depending on the type of work taking place.

Management Transfers

Where there is an urgent need to move a customer, our Assistant Director for Neighbourhood Services or the Local Authority, may decide to award the customer a higher priority.

Management transfers are only carried out where we believe there is substantial reason and supporting evidence from other agencies.

Mutual Exchanges will be dealt with in line with our Mutual Exchange Policy.

Refusing Applications

We may decide to refuse your application if:

- You owe Sentinel or another landlord rent arrears or other debts.
- You have been involved in serious anti-social or criminal behaviour in the last two years.
- You have support needs that we cannot meet and this would mean that you are not able to sustain your tenancy.
- You have breached your current or previous tenancy by not keeping your property in an acceptable condition.

We aim to provide housing to the people most in need. This means you may also be refused if you are able to afford to rent or buy a property without our help.

We may also decide to refuse an application for other reasons, for example, if we think a letting would be insensitive to the neighbours around the property.

Using discretion in exceptional cases

There may be occasions, such as when a bidder is fleeing Domestic Violence, that cannot be assessed or handled within the scope of this policy. In this event, our Assistant Director for Neighbourhood Services has the discretion to consider cases outside of the 'points' system. The case will be discussed with the Local Authority before making an offer of accommodation.

Fraud

Fraud is a breach of tenancy and a crime. Where we discover fraud, we may consider action and press for a criminal prosecution.

Where we discover cases of subletting, we will pursue legal action to recover the property.

Connections with Sentinel Staff and Board Members

If you are connected to one of our employees or Board Members it is important that you declare this to us. You will not be discriminated against because of your connection, but failure to tell us when prompted will be considered fraud.

Complaints

If you feel you have been treated unfairly during the allocations process, you can submit a complaint as set out in our Complaints Policy.