

1. Introduction

- 1.1 The Housing Plus Group (the 'Group') is a registered provider that provides good quality homes to those in housing need. The Group recognises that as a major landlord it plays a key role in the creation of balanced and sustained communities and making a positive difference to people's lives.

2. Policy Statement

- 2.1 The purpose of the Allocations & Lettings policy is to set out The Housing Plus Group's approach to letting homes.

3. Policy Scope

- 3.1 This policy applies to all homes which become available to let by the Group, and it applies to all Group staff involved in the allocation and letting of properties, and all tenants/residents and potential tenants/residents of the Group, excluding Retirement Living Plus (extra care) properties in the Staffordshire area. These homes are let through an application review panel which includes the schemes Retirement Living Officer, Social Services and a member of the Care Plus Team.

4. Aims and Objectives

- ♦ The Group will let homes in a fair, transparent and efficient way which considers the housing needs and aspirations of both current and potential tenants.
- ♦ The Group will make best use of its available housing.
- ♦ The Group will ensure that it works in partnership with our local authority partners to meet housing need and maximise choice and housing opportunities.
- ♦ The Group will ensure there is a simple and straightforward application process with clear decision making and appeals processes.
- ♦ The Group will have a flexible approach to lettings which considers and adapts to the differing needs of its applicants.
- ♦ The Group will minimise the time that properties are empty, whilst also ensuring the new tenancies are sustainable, to ensure that we are achieving value for money and can continue to meet housing need.
- ♦ The Group will work with tenants to ensure that all homes are ready to live in and safe and secure.
- ♦ The Group will ensure that lettings contribute to the creation of balanced and sustainable communities.

5. Group Values

5.1 'Own It'

- ◆ We will have clear and open conversations about any outcomes related to applications, signposting applicants to support and offering feedback and advice with regards to future applications.
- ◆ All of our applicants will pass through our pre-tenancy assessment service to ensure that their new tenancy is going to be affordable and sustainable.
- ◆ We aim to ensure that there are no barriers to applying for housing and regularly review our procedures and progress on this.
- ◆ We recognise that some of our applicants may need support with their new tenancy. All new tenants and transferring tenants will have access to HPGs services and advice to enable them to succeed.
- ◆ We will communicate clearly with all of our applicants throughout our lettings process, ensuring that they are kept updated.
- ◆ We will have clear and open conversations about any outcomes related to applications, signposting applicants to support and offering feedback and advice with regards to future applications.

5.2 'Improve It'

- ◆ We will continually review our lettings processes, systems and information, to ensure we are providing an excellent and innovative lettings service to all of our applicants.
- ◆ We will work to understand our applicants and to ensure our services are tailored to their needs, wherever possible.
- ◆ We want all of our applicants to be happy in their new homes and so will work closely with all new tenants on any repair work that needs to be carried out before, or after, they move in.
- ◆ Through engaging and listening to our customers, we aim to create and maintain a user-friendly letting system.

5.3 'Live It'

- ◆ We will ensure that our lettings approach considers the different needs of our applicants and recognises the positive difference that a good quality, affordable home can make.
- ◆ We will ensure that all of our applicants are treated fairly.
- ◆ There are different ways to apply for HPG homes. We will communicate this clearly on our website and via our offices, providing information in different formats, where needed.
- ◆ We welcome applications from all members of our communities.
- ◆ Our customers are at the heart of our lettings related decisions. We will work to ensure that our lettings do not contribute negatively to the communities where our properties are located.
- ◆ We want to foster a positive landlord / tenant relationship at the earliest stage and will try to learn as much as possible about potential new tenants through our pre-tenancy services.
- ◆ We appreciate that homes don't always meet our tenants' long terms needs and will offer a transfer service for existing tenants with a need to move. This could include those who are over or under occupying a home, those experiencing domestic abuse or households where we have identified that their homes are no longer suitable.

6. Appeals and Complaints

- 6.1 If an applicant is not happy with a decision related to their application, they can ask to have the decision reviewed via our appeals process. The appeal will be dealt with by a different Manager to the team who made the original decision, and we will aim to get back to you within five working days. Applicants also have the right to complain. All complaints will be dealt with as per the Group's Complaints policy.

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