

Waiting List and Allocations Policy

Policy Statement:

This Policy sets out the Waiting List and Allocations Policy of Fairoak Housing Association and outlines the criteria for acceptance on to the Waiting List and the process for prioritising applicants when allocating the Fairoak's accommodation.

This document aims to offer clarity and guidance in the process. It also aims to ensure equality of opportunity and fair consideration to all potential customers.

Waiting List:

All applicants must complete an application form to register on Fairoak's Waiting List. Referrals to be included on the Waiting List can be made to the Association from a variety of sources including:

- Self
- Social Services
- Health Authority
- Parent/Carer
- College/School
- Job Centre
- District/County Councils
- Voluntary Organisations
- Independent Organisations
- Others

Once a referral has been received, the Association will respond by contacting the referrer acknowledging the referral and asking the referrer or applicant to complete a Waiting List application form. This can be sent out in the post, or if necessary, an appointment will be made with the applicant to assist them in completing the form.

Criteria for acceptance on to the Waiting List:

The applicant must have:

- A learning disability or other disability. Preference will be given to applicants with a learning disability or autism diagnosis

- Local connections to the areas in which Fairoak Housing Association has properties. A local connection includes current or significant previous residence in an area, family connections and paid or voluntary employment.
- The ability to meet the rental and service charge payments. This includes applicants who would be entitled to Housing Benefit.
- A demonstrable need for supported accommodation. Where necessary, evidence may be required of an applicant's entitlement to a funded support package.

We will not exclude from consideration any application on the grounds of degree or type of disability, current living situation, age, race, colour, religion, gender or sexual orientation.

In order that applicants are considered for vacancies which will meet their needs, a Housing & Support Officer will arrange an appointment to meet with the applicant, and their family or support where appropriate. This will allow all parties to review the application form, to detail any specific requirements and support needs that the applicant may have and agree the most suitable type of accommodation for which the applicant should be considered.

All applicants will be notified in writing of the outcome of their application to be accepted on to the Waiting List. Where applicants are found not to meet the criteria for acceptance, they will be offered the right of review. Reviews can be made in person or in writing. All requests for review will be assessed by the Chair of the Board who will not have been involved in the original decision. The outcome of any request for review will be notified to the applicant within 21 days of receipt of the review request/hearing.

All successful applicants will be held on the Association's Waiting List and will be contacted twice a year to determine whether the applicant still wishes to remain on the Waiting List and whether their circumstances have changed.

Allocation of Vacancies:

Fairoak's range of accommodation which includes supported living flats and shared houses

When a vacancy occurs, Fairoak will consider applicants on the Waiting list and individuals identified by the Local Authority who have not yet completed an application form. Existing tenants of Fairoak who have a need to move, would be given priority over other applicants as they would release a further vacancy.

When Fairoak becomes aware of a vacancy, the responsible Housing and Support Officer will email a named individual within the relevant Local Authority and give them 5

working days to provide details of any clients they would like to be considered for the vacancy.

All vacancies will be allocated according to the following criteria:

- The type of accommodation and support available
- The needs of individual applicants
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All vacancies will be allocated to those applicants with the highest need for the specific type of accommodation available. However, applicants with a lower need may be offered a vacancy where it is considered that any applicant with a higher need would not be compatible with existing residents in a shared house or scheme. Where a decision is made not to allocate a vacancy to an applicant in higher need, a clear and transparent explanation of this decision will be made to the applicant or care co-ordinator.

Assessment of Need:

Applicants will be shortlisted for suitable accommodation which meets their needs and prioritised against the following criteria:

- **Band A- Urgent need-** includes applicants who are at risk of physical, emotional, financial abuse or neglect
- **Band B- High need-** includes applicants who are at risk of homelessness
- **Band C- Medium need-** includes applicants whose current accommodation is unsuitable
- **Band D- Low need-** includes applicants who wish to leave home and have their own accommodation
- **Time on the waiting List**

Applicants in Band A will have a higher priority than applicants in Band B and so forth. Where two or more applicants are assessed as being in the same Band, an offer of accommodation will be made to the person who has been on the Waiting List for the longest period of time.

The applicant assessed as meeting any compatibility criteria and as having the highest need/Band for a specific vacancy will be made the offer of accommodation. The Association reserves the right to withhold or withdraw an offer of accommodation where it is felt that the applicant will not receive the appropriate level of support sufficient to enable them to maintain their tenancy. In such cases, the applicant and Local Authority will be notified in writing of the Association's decision and given 5 working days in which to appeal.



All offers of accommodation will be made by the appropriate Housing & Support Officer and approved by the Chief Executive. Where deemed necessary, all offers of accommodation are subject to satisfactory references.

Tenancy Sign-up:

Once an applicant has viewed and accepted a property, the tenancy sign-up and handover of keys should be completed on the agreed tenancy start date. Tenancy start dates should always be on a Monday to tie in with Housing Benefit payment cycles. The Housing & Support Officer must ensure that the Tenancy Sign-up Checklist is completed and that all relevant documentation as listed in the checklist is completed or provided to the new tenant.

Types of Tenancy:

The Association will give new tenants the most appropriate form of tenure when letting out property. The new tenancy may be an Assured Short Hold or an Assured Tenancy.

The Association believes that it is important to offer the most secure form of tenancy available, to ensure that our tenants have stability and reassurance and in order to give tenants the opportunity to achieve more independence and actively engage in their community. New tenants will be given clear guidance on the type of tenancy they are being offered and the rights and responsibilities contained in it.

Review of Tenancy:

A review of the tenancy must take place after 3 months of the tenancy start date and this will normally form part of any review of support. This will allow for an assessment of satisfaction to be carried out with the tenant and an opportunity to review the tenancy and support being provided.

Move onto more suitable accommodation in terms of adaptations, tenure, location or any other need may be considered at any time.