



Lettings Policy

Version 1.4

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Version Control

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1.5	4.30 Rent on time added 4.16 Under occupation removed 4.18 HAP removed 4.19 Verification amended to reflect current practice 4.9.7 Changes to eligibility for supported housing	30/11/15	Jim Bruckel

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1. Introduction

1.1 The aim of the Lettings Policy is to ensure that Yarlinton Housing Group (hereafter referred to as the Company) lets its properties, in the areas in which it operates, in a way which:

1.1.1 Makes as great a contribution as possible to meeting those in the greatest housing need without the means to provide.

1.1.2 Contributes to the development of balanced and sustainable communities.

1.1.3 Creates and where possible maximise choices of housing for applicants.

1.1.4 Seeks to promote social inclusion.

1.1.5 Minimises relet periods.

1.1.6 Makes best use of the stock we own.

1.2 This Lettings Policy is set in accordance with the Company's charitable objectives to relieve financial hardship, sickness or disability and the infirmities associated with old age by the provision of, or assistance in the provision of, housing and appropriate facilities and amenities.

1.3 For the purpose of this policy the following definitions are used:-

Older persons : People aged 60 years and over.

Disability : The Disability Discrimination Act states a disabled person is someone with a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.

2. Partnership with Local Authorities

2.1 The Company is committed to working in partnership with the Local Authorities in its area of operations. In particular it will seek to assist those Local Authorities with their statutory duties under the Housing Act 1996, Part VI (Allocation of Housing Accommodation) and Part VII (Homelessness – as amended by the Homelessness Act 2002)).

3. Choice Based Lettings

- 3.1** The Company supports Choice Based Lettings schemes and will participate as a member of Homefinder Somerset, Devon Home Choice, Dorset Home Choice and will not maintain a separate waiting list outside the register for those seeking accommodation.
- 3.2** Whilst the Local Authorities maintain the register, we work closely in partnership to ensure the system is a success. To ensure the system is accessible to all applicants there is assistance available for vulnerable applicants to assist them in the bidding process. This is available upon request.

4. The Lettings Policy

- 4.1** The Company will give reasonable preference to the following groups of people:

- 4.1.1 Persons owed a duty under the Homelessness Act 2002,
- 4.1.2 People occupying housing accommodation which is temporary or occupied on insecure terms,
- 4.1.3 Families with dependent children,
- 4.1.4 Households consisting of or including someone who is expecting a child,
- 4.1.5 Households consisting of or including someone with a particular need for settled accommodation on medical or welfare grounds, and
- 4.1.6 Households whose social or economic circumstances are such that they have difficulty in securing settled accommodation.
- 4.1.7 People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions,
- 4.1.8 Victims of hate crime or victims of domestic violence

- 4.2** In order to determine who should have priority when a property becomes available, the relevant Choice Based Lettings Policy and banding scheme is used.

The Tenure policy will be applied when granting a tenancy. Please refer to this policy for further clarification.

- 4.3** Applications from families with non-dependent adults or other family members will be given consideration for suitable housing. However, consideration will be given to the long term intentions of the applicants

and other household members, medical support and other exceptional circumstances.

- 4.4** When allocating family houses, preference will be given to families with children under 16.
- 4.5** Where necessary, priority will be given to transfer applicants where a move would result in better use of the Company's housing stock, produce a vacancy for someone in serious housing need, or contribute towards stable communities. Where a transfer would not achieve any of these aims, the needs of transfer applicants will be considered alongside the needs of applicants.
- 4.6** Preference may be given to applicants who can demonstrate they are making a valuable contribution to the community in which they live.
- 4.7** Lettings will normally be to the applicant in the highest band with the earliest application date. Where this is not the case the reason will be recorded. There are a number of circumstances where we will not offer the tenancy to the highest bidder. The discretion may be exercised, for example, where YHG decides that it would not be in the interest of the applicant, another party, or the good management of housing stock to do so. Other examples and circumstances where this may happen are listed below:
 - 4.7.1** Domestic violence - Where there has been a history of domestic violence and the property is too close to the current accommodation of the person responsible for that history.
 - 4.7.2** Mobility - Where the applicant cannot access or adequately use the property due to mobility problems, in particular where their health and safety would be endangered.
 - 4.7.3** Adaptations - Where an applicant, whose accommodation is suitable for their needs, bids and accepts a property which would need adaptation to meet their needs, they may not be offered the property, for example where an applicant currently lives in a property with an adapted shower which they need and bids for a property without one.
 - 4.7.4** Tenant Accreditation - In some circumstances YHG may give preference to an applicant who has successfully completed a Tenant Accreditation Scheme.
 - 4.7.5** YHG require the property - In some circumstances YHG may require an existing tenanted property to be vacated. In these circumstances we may give additional priority to these residents even if they are not the highest bidder.
 - 4.7.6** Improvement of housing situation - Where an applicant has placed a bid on a property which will not greatly improve their

current housing situation. For example, where an applicant living in a second floor flat bids on a property which is also on the second floor.

4.8 Special Consideration

The following groups will be given special consideration outside the banding scheme and may be housed via a direct match:

- 4.8.1 Family members who are left in a Company or Housing Association property following the death of the resident, in a situation where there is no statutory right of succession, but where it would be reasonable to offer suitable alternative accommodation. The property must be their only and principal home.
- 4.8.2 Existing Company residents whose properties are pending demolition or need major repairs, improvements or adaptations and who could not reasonably be expected to remain in residence while the works are carried out will be given priority for temporary accommodation elsewhere for the duration of the works.
- 4.8.3 Existing company residents who have been decanted temporarily and returning to a permanent tenancy.
- 4.8.4 People affected by company development or their property is pending demolition or have been identified for disposal.
- 4.8.5 Allocations for extra care housing and housing for applicants with learning or physical disabilities.
- 4.8.6 Other persons in exceptional circumstances at the discretion of the Lettings Manager.

4.9 Other special situations

Special rules also govern lettings in the following situations:

- 4.9.1 Where properties have been provided in certain rural areas subject to planning restrictions (Section 106), there is generally a stipulation that only people with a local connection can be housed. Persons may therefore have priority for such dwellings by virtue of a local connection, outweighing the housing need of other applicants.
- 4.9.2 When allocating properties to applicants with a Local Connection YHG will not disqualify members of the armed forces on residency grounds (unless it breaches the terms of planning consent). YHG recognise the special position of members of the armed forces whose employment requires them to be mobile.

- 4.9.3 Where there are new developments, banding or other restrictions may be applied in the interest of maintaining a sustainable balanced community. (See 4.12 for details of Local Letting Schemes).
- 4.9.4 Consideration will be given to make a social economic balance to the development. In such cases YHG will normally give preference when letting the scheme to a third of all properties to transferring applicants, a third of all properties to applicants in permanent full/part time employment, and a third to waiting list applicants.
- 4.9.5 If considered appropriate preference may be given to applicants with a local connection to a parish.
- 4.9.6 Other Planning, Local Authority and funding restrictions (i.e. where housing has been developed for applicants of a certain age or in a certain priority group (e.g. move – on accommodation) will determine the nature of lettings in such circumstances.
- 4.9.7 To be eligible for Assisted Living applicants or couples must have a support need that matches the scheme provision. Where there is not any demand from such applicants consideration will be given to applicants who will benefit from the health and wellbeing provision from the scheme and the communal living style. Suitability will be assessed by the verifying officer.
- 4.9.8 Applicants for Extra Care Schemes or properties designated for clients with learning or physical disabilities will be jointly assessed with Social Services or other agreed allocation panels under a separate policy.
- 4.9.9 The allocation of other properties which are particularly suitable, with regards to their location, property type (e.g. bungalow, ground floor flat, extended properties) size, design, heating system and other features, for occupation by a person of pensionable age or a physically disabled person, may be restricted to such persons.
- 4.9.10 Where a property, which has been substantially adapted (e.g. ramped access, stair lift or specially adapted kitchens and bathrooms) becomes available for letting the Company will liaise with the relevant Local Housing Authority in order to identify the most suitable applicant.
- 4.9.11 Where a property has proved difficult to let in the normal way through CBL, other measures of advertising will be used to identify potential residents.

4.9.12 Before granting a tenancy the Company will establish whether the applicant concerned is related to anyone who is now or has been within the past twelve months a member of staff or board member of the Company. (e.g. spouse, civil partner, parent, grandparent, brother, sister, or cohabitee of the same or different sex.) If this is the case advice on compliance with The Company's Code of Conduct will be sought.

4.9.13 YHG have some properties that are allocated sensitively due to their location within our communities. Applicants may be able to under occupy such a property and applicants will normally be issued with an Assured Shorthold Agreement.

Their consideration for a transfer will be affected by this as they will not be considered as releasing a bedroom or general needs stock for re-letting. They will therefore be treated as adequately housed.

4.9.15 The banding of applicants who need to move to give or receive support, or fleeing harassment will only be considered if the property location substantially improves their situation.

4.9.16 Some Yarlinton properties may be restricted for specific groups such as keyworkers or other groups defined by the terms of a contract. This Lettings policy may not apply in those circumstances.

4.10 Market Rent

4.10.1 Yarlinton has a portfolio of properties for market rent. These will not be allocated through Choice Based Lettings. They will be marketed privately using a range of marketing methods including, but not limited to:

- YHG website
- YHG advertising boards
- External websites eg. Zoopla, Rightmove etc
- Local press
- Estate Agents

4.10.2 Good tenancy history, economically active, affordability and clean credit reference scores will be used to aid selection.

4.10.3 Properties will be allocated to the first person who meets the criteria.

4.11 Restrictions on housing

The following restrictions apply:

4.11.1 Persons aged 16 or 17 will not normally be housed unless a suitable guarantor is found for the rent and for the other

obligations of the tenancy. The normal requirements for a guarantor are as follows:

- The guarantor must confirm that they are prepared to meet any financial obligations of the tenancy and have the means to do so.
- The guarantor must confirm in writing that they are willing to act on behalf of the applicant until they reach the age of 18 in any legal proceedings regarding the tenancy. The guarantor must not owe monies to the company or have been subject to legal proceedings.

4.11.2 Applicants will not normally be re-housed if they (or members of their household) have known current rent arrears/debts with their existing landlord or former tenant arrears or rechargeable housing debts (including unpaid deposits) with their existing or former landlord. In extenuating circumstances including situations in which a schedule of repayment has been agreed and has been adhered to for a reasonable period of time the Lettings Manager, in conjunction with the Incomes Manager, may waive this restriction.

4.11.3 The Company will not normally let homes to applicants if they (or members of their household) have been evicted or had an injunction or ASBO taken out against them for anti-social behaviour (ASB).

4.11.4 Previous tenancy enforcement action for ASB will not be taken into account if it occurred five or more years prior to the date of application, and the tenant's household has conducted a tenancy satisfactorily in the intervening period. A proportionate approach to ASB will be taken and the Company will apply discretion on a case by case basis.

4.11.5 Previous drug, alcohol and legal high misuse will not be taken into account if it occurred five or more years prior to the date of application, and the tenant's household has sustained non-use in the intervening period. Consideration will be given to engagement with support agencies and any references that support an application.

4.11.6 The Company may restrict the letting of homes to applicants who are:

- currently breaching their tenancy or
- have previous convictions or
- who have carried out acts that could reasonably lead to a conviction.

This is not an automatic ban for low risk offenders as a proportionate approach will be taken. However, eligibility for re-housing will be restricted if there is reason to suppose that the ex-offender is likely to pose a significant risk to neighbours and/or the wider community including staff and contractors. The Lettings Manager will determine any restrictions and will take account of any information provided by the Local Authority or other third parties.

- 4.11.7 Transfer applicants will not normally be re-housed unless their existing property is in a satisfactory condition. A inspection will be carried out and the tenant advised of any work that needs to be carried out.
- 4.11.8 Applicants (other than those who are old or disabled) who have the means to resolve their own housing problems will not normally be let a Yarlinton property. Yarlinton Housing is intended to provide accommodation for those in housing need who lack the resources to obtain suitable housing for themselves. In assessing eligibility, applicants' financial circumstances need to meet the criteria set out in Appendix 1.
- 4.11.9 Applicants who have no housing need will be given less priority than those with low housing need, even if they are in the same choice based letting band. Applicants with no housing need will be offered housing advice and will be encouraged to use mutual exchange as a means of moving.
- 4.11.10 Allocations will not be made to owner occupiers who have sufficient equity to enable them to purchase a suitable dwelling, or to applicants with levels of income or capital which would enable them reasonably to meet their housing requirements within the private sector.

Consideration will be given to applications from elderly owner occupiers in any of the following circumstances. Applicants need to meet all of the following points:

- their current property is unsuitable and cannot be adapted,
- their current property is not in a suitable location or they need to move to be near necessary support,
- their health or support need seriously affects their ability to cope with their existing accommodation,
- their financial circumstances preclude them from buying a suitable property in the private sector, (or no such suitable property exists in the area in which they

need to live). Suitability might involve a need for sheltered accommodation.

- they have a current care and support plan and require the services of the Retirement Living or Extra Care scheme.

4.11.11 Applicants with any previous history of tenancy fraud may not be considered for an allocation, this will be reviewed on a case by case basis.

4.12 Eligibility from Abroad

A person will not be eligible for an allocation of accommodation under Part 6 if he/she is a person from abroad who is ineligible for an allocation under s.160ZA of the 1996 Act. There are two categories for the purposes of s.160ZA:

4.12.1 A person subject to immigration control- such a person is not eligible for an allocation of accommodation unless he or she comes within a class prescribed in regulations made by the Secretary of State (s.160ZA (2)),

4.12.2 A person from abroad other than a person subject to immigration control- the Secretary of State may make regulations to provide for other descriptions of persons from abroad who, although they are not subject to immigration control, are to be treated as ineligible for an allocation of accommodation (s.160ZA (4)).

4.13 Local Lettings Schemes

4.13.1 In order to further its objective of supporting and developing sustainable communities the Company may wish to respond to local circumstances by introducing Local Lettings initiatives for specific neighbourhoods or group of properties. All proposals for the introduction of Local Lettings schemes within the Company's stock will be referred to the relevant Housing Authority for approval.

4.13.2 The Company's Local Lettings initiatives may differ from its mainstream lettings policy in one or more of the following ways:

- Restricting the eligibility to applicants with a local connection to a defined locality.

- Letting properties to applicants in non-priority groups.
- Preference to a percentage of applicants transferring from an existing social housing unit (usually a third).
- Preference to a percentage of applicants who are in permanent full or part time employment (usually a third).
- Preference to applicants who are under-occupying an existing social housing unit.
- Disregarding household type/property type matching rules e.g. allowing under-occupation to promote longer-term tenancies, achieve a balanced community and reduce child density. If under occupation is allowed then applicants would need to satisfy YHG that they are able to afford the rent including any shortfall in other entitlements.
- Yarlinton recognises the limited supply of rural homes and wish to encourage vibrant and sustainable communities in rural areas. We are committed to working with the Local Housing Authority to implement a rural lettings plan and may give priority to applicants with a local connection when making lettings in rural areas.

4.14 Multi Agency Public Protection Arrangements (MAPPA)

- 4.14.1 Occasionally for risk management purposes the Company is asked to house individuals who are subject to MAPPA after careful consideration by the Multi Agency Public Protection Panel (chaired by the police).
- 4.14.2 Requests under this priority are considered on a case by case basis and the full range of housing options will be considered.
- 4.14.3 Verification visits will be carried out by the Lettings Manager and Communities Manager where possible.
- 4.14.4 Allocations will be subject to Public Protection Unit checks as well as internal investigations around existing need, demands and priorities of the existing community to ensure the tenancy would be sustainable for the tenant and the community.
- 4.14.5 Applicants with previous convictions for sexual offences who are not subject to a MAPPA referral, or who are not a registered sex offender, will still be subject to appropriate checks to ensure that the location within the community is sustainable and supported by the Public Protection Unit.

4.15 Size of property to be allocated

- 4.15.1 Eligibility for size of properties will normally be set by the relevant Housing Authority through the Choice Based Lettings Policy. For further details, please request a copy.
- 4.15.2 In exceptional cases, including under-occupation, YHG may make an offer via a direct match for existing tenants.
- 4.15.3 Some properties may be advertised allowing a one bed under occupation. This may occur where a type of property is historically more difficult to let or to achieve a more balanced community.
- 4.15.4 Family houses will be allocated to those who can demonstrate full time access to dependent children under 16, or who are currently under-occupying a larger family house on an Assured Tenancy as long as it's perfect fit (see appendix 2).
- 4.15.5 A case management approach will be taken for households who require a four bedroom property or larger. Household members may be offered separate housing in smaller properties and may receive one direct offer.

4.17 Joint Tenancies

- 4.17.1 Existing transfer residents making a joint application need to demonstrate they have lived together for 12 months before a joint tenancy will be granted, however, where the size of the property is to accommodate a family, discretion may be used.

4.19 Verification

- 4.19.1 Verification is an essential part of the Lettings process. All applicants will be verified within 5 working days of the end of the bidding cycle. All members of the application will need to be verified and all adults to be present at the interview.
- 4.19.2 Verification is where an Officer will assess your circumstances to ensure your banding is correct, the property is suitable and affordable and the Homefinder application is correct. This could be carried out over the telephone, in the office, or at an applicants home. The Officer will request proof of all income the household receives, proof of identity for every member of the

household, and any other supporting information the Officer may request.

A property inspection may also be carried out to clarify the size of the property, and if the tenancy has been maintained in accordance with the tenancy agreement conditions.

- 4.19.3 Where children form part of the application for housing, proof of Child Benefit will need to be supplied at the verification visit. Where claims have not been processed this may count as a failed verification until the proof has been received. Where an applicant is expecting a child a copy of the MATB1 will need to be provided.
- 4.19.4 A form will need to be signed at verification that gives Yarlinton permission to contact any agency, as necessary, and consent to to make referrals where appropriate.
- 4.19.5 Verification may happen in your home. Failure to provide information at the interview, or information subsequently requested, will result in failed verification and consideration will not be given for a YHG property until the information has been provided. Social media and other information in the public domain may also be used as part of the verification process.
- 4.19.6 If on inspection of your current home or a home you have a tenancy for, YHG believe the condition of the property would be considered a breach of tenancy, request to comply and bring the property up to a reasonable condition will be made. YHG will liaise with any support agencies if appropriate or available.
- 4.19.7 If an applicant is applying from outside YHG's operational areas, then verification may be requested by the appropriate landlord or local authority. Where another organisation is unable to provide a verification visit in the necessary timescale the applicant may be skipped for that particular property. YHG will accept verification of an applicant by other professionals including:
 - Probation officer
 - Social worker
 - Health visitor
 - Teacher

- Other professionals

4.19.8 In exceptional circumstances YHG will look to find another method to verify an applicant.

4.19.9 Credit references will be sought for all applicants within the household for all allocations including social, intermediate, affordable and market rent properties.

4.20 Landlord Reference

4.20.1 A tenancy reference will be required for applicant's current or previous settled accommodation. Where an applicant has had several short term tenancies, references may be sought for up to two years to give a clear picture of previous tenancy conduct.

4.21 Refusals/ Withdrawn offers

4.21.1 On occasions YHG may feel it necessary to withdraw an offer of accommodation due to wider community concerns. This decision will be made in conjunction with partner agencies. Where possible YHG will seek to make alternative offers of accommodation.

4.22 Viewings

4.22.1 YHG offer one accompanied viewing to successful applicants once verification has been completed. They will need to be available within 48 hours of initial contact unless there are exceptional circumstances (to be agreed by the Lettings Manager). This is the only opportunity to measure and view the property.

4.23 Adverts

4.23.1 Preference may be given to specific groups where appropriate. Exclusions may also be imposed on certain properties or schemes. Advert text will clearly indicate who will be given consideration.

4.23.2 Photos will be provided where possible. Sometimes they may be indicative rather than the actual property.

4.23.3 Local Lettings Policy where applicable, will be attached for clarity.

4.23.4 All details provided on an advert will be correct at the time of publishing but may be subject to change.

- 4.23.5 Where a property fails 2 advert cycles, then alternative means of advertising (agents, internet, press etc) will be used and allocation will be made as deemed appropriate of the allocating Officer. Where similar properties have failed within 3 months, we may advertise outside of CBL before 2 failed cycles.

4.24 Sign up

- 4.24.1 Following a successful allocation, an incoming resident will be invited to a sign up interview. This will normally take place at YHG's head office but convenient locations may be offered.
- 4.24.2 During the sign up interview, incoming residents will have their tenancy obligations explained clearly and we will advise what our obligations are as a Landlord. Residents will also be given a sign up pack with contact information for all departments. Payment proposals will be discussed to ensure customers are aware of the rental requirements. Keys will be available at the end of the sign up interview.
- 4.24.3 At sign up an ID photo will be taken of all named residents.

4.25 Pre-tenancy Course

Preference may be given to applicants that complete either a pre-tenancy course or tenant accreditation scheme. Offers of accommodation may be subject to attendance of an approved tenancy course.

4.26 Intensive Housing Management

Where an applicant is identified that they would benefit from additional support and assistance to sustain a tenancy, the offer of Intensive housing management will be conditional on the offer of accommodation. A charge is payable for this service.

4.27 Temporary Accommodation

We recognise that applicants who have been accepted as homeless by the local authority often have additional housing, support and welfare needs and that as a result greater flexibility may be required to achieve an appropriate housing solution. Temporary accommodation and designated hostels managed by Yarlington will follow the lettings process although further discretion will be applied to the restrictions where high housing needs prevail and does not impact on the community.

4.28 Emergency Housing

In some situations where there has been a disaster, emergency situation or unforeseen circumstances, Yarlington may offer accommodation to help alleviate the housing issue. In such circumstances we will look to offer low

demand or difficult to let properties. Tenancies offered are likely to be Assured Shorthold Tenancies and a deposit maybe required to ensure there is no financial loss to Yarlington. These properties will be offered outside the CBL system. Leadership team will complete the appropriate referral form. It might not be possible for tenancy checks to be made for these referrals. See appendix 2

4.29 Shared Housing

We will work with Local authorities, other RP's and other agencies to support projects that help meet the housing needs and priorities. Properties that are identified will be allocated outside the CBL system. Conditions of the tenancy and support requirements will vary. The terms of each project will be set out and agreed prior to allocations.

4.30 Rent on time

There is an expectation for all new tenancies, inclusive of transfers and Mutual Exchanges, that a minimum of two weeks rent is paid prior to the issuing of keys or signing of the Tenancy Agreement or Mutual Exchange Assignment paperwork.

There are occasions when the minimum payment will be waived:

- At the discretion of the Lettings or Financial Responsibility Team
- Or
For transferring tenants or those completing a mutual exchange, if they are already paying rent in accordance with their tenancy conditions, payment not being in arrears.
- Or
For tenants moving in to temporary accommodation.
- Or
A guaranteed payment from a third party which is delayed in processing.

Staff should apply the Policy at all times but should consider the following guidance when applying their judgement and discretion.

The decision whether to waive the payment at sign up should be given all due care and consideration and not simply based on the ability to pay at that point in time. When we do apply discretion it will be with the confidence of aiding a situation where there is clear sustained progression and our decision to waive the payment will further support the future of the individuals position.

5. General

5.1 Information and Consultation

- 5.1.1 A summary of this Lettings Policy will be made available free of charge.

5.2 Equal Opportunities

- 5.2.1 The Company is committed to ensuring equality of opportunity, irrespective of age; disability; sex; gender reassignment; marriage or civil partnership; pregnancy; sexual orientation; race (including gypsies and travellers) or nationality and religion or belief. As part of our sign up process we will collect statistical data on the 9 strands of diversity to ensure we are delivering a fair service to all.
- 5.2.2 The Lettings policy will be reviewed by the Equality, Diversity and Inclusion group and have an Equality Impact Assessment.

5.3 Special Needs

- 5.3.1 In its allocation of housing YHG is committed to ensuring that the requirements of those with special needs for housing accommodation are met. To this end the Company will work closely with agencies to ensure that any offer of housing to a person with special needs is appropriate for that person, and that any needs for assistance or support, over and above the offer of accommodation, have been fully taken into account.

5.4 CORE Monitoring

- 5.4.1 The Company will fully participate in the Continuous Recording (CORE) system for monitoring the characteristics of new Residents and their new homes. This information will be published annually.

5.5 Complaints

- 5.5.1 The company is committed to providing a good quality service which is fair to all. We will do our best to make sure everyone receives the same good standard of service. If you feel we have done something wrong, not done something we should have done, or not treated you in a professional manner please contact us. Please talk to the person concerned in the first instance. If you are not happy with the result, please contact the Lettings Manager. This can be done by telephone, by visiting the office or in writing. The company will take your suggestion or complaint seriously and it will be investigated thoroughly.

5.6 Review and Monitoring

- 5.6.1 The Company will review its Lettings Policy formally every three years (or more frequently if required).

5.6.2 The Company will adopt a set of performance indicators and targets against which the quality of the service can be measured. Quarterly reports will be submitted to the Board and/or Leadership Team, giving details of actual performance compared with targets. These reports will contain (as a minimum) details of:

- The number of empty properties.
- How quickly homes have been let.

6. Responsibility

6.1 The Lettings Manager is responsible for approving all lettings of housing and for ensuring that all staff involved in the processing and selection of applicants for accommodation are adequately trained in the Company's procedures.

Appendix 1

Area	Lower Quartile House Price	Formula
South Somerset	£137,000	Capital/savings + (gross income x 3) must be less than £137,000
North Dorset	£150,000	Capital/savings + (gross income x 3) must be less than £150,000
West Dorset	£173,500	Capital/savings + (gross income x 3) must be less than £173,500
North Devon	£144,988	Capital/savings + (gross income x 3) must be less than £148,000
Mid Devon	£140,000	Capital/savings + (gross income x 3) must be less than £140,000
East Devon	£165,000	Capital/savings + (gross income x 3) must be less than £165,000
Sedgemoor	£125,000	Capital/savings + (gross income x 3) must be less than £125,000

£137,000 is the 2011 quarter 2 lower quartile house price for South Somerset based on Land Registry data. The relevant house price figure will be updated annually using the CLG index table 583 (<https://www.gov.uk/government/statistical-data-sets/live-tables-on-housing-market-and-house-prices>)

Permitted exceptions to the eligibility formula to reflect special circumstances would include older applicants (over 50) who would be unable to take out a sufficient mortgage; applicants who have commitments in their income which seriously affects their ability to take out a mortgage, and other circumstances where it can be proven that applicants are unable to resolve their housing problems through the open market

Appendix 2

Emergency Housing Request

To be completed by the referring Leadership member and sent to chloe.deacon@yhq.co.uk

Please note, Emergency requests are not subject to the normal checks so please ensure that you are happy with approving this application for immediate housing within a Yarlington community.

Name of person making the referral	
Name of tenant/s/Applicant/s	
Address of current property:	
Telephone number :	
Reason for request including: Health Events history Supporting agencies Where case was discussed?	
Exec/PAG aware?	
For Lettings to complete	
Property size required	
Area/s required	
General needs/ Sheltered	
Registered on Homefinder Y/N	
Band (if registered)	
Any supporting evidence attached to this request Y/N (please describe)	

To be completed by Chloe Deacon

Approved Y/N	
Reason for refusal (If applicable)	
Further comments or requests for information	
Form sent to Lettings Inbox (If approved) Y/N	

To be completed by Assistant Lettings Officers.

Added to the property watch board Y/N	
Email sent to SSDC Y/N	
Form saved in Smart Y/N	
Application created on OH Y/N	