



Cornerstone Housing

SENSITIVE LETTINGS PLAN FOR

Willowbrook Avenue

(General needs properties)

Purpose of the Sensitive Lettings policy (individual properties)

This policy has been prepared to assist in the letting of individual properties at Willowbrook Avenue, which are owned by Cornerstone Housing. These properties are not subject to a section 106 or nomination agreement.

Properties in this development will be subject to sensitive lettings to avoid housing applicants with identified needs in an environment likely to increase their vulnerability or make it less likely to sustain a tenancy. This policy will be monitored to ensure that no groups or individuals are unfairly disadvantaged.

Vacant properties in this development will be subject to sensitive lettings due to anti-social behaviour within Willowbrook Avenue. This issue is in the process of being investigated as part of our anti-social behaviour policy.

At this time it is felt that a sensitive let would be beneficial for the tenants and potential applicants to ensure that we build a balanced community at Willowbrook Avenue. Housing applicants here with a history of anti-social behaviour may contribute to the situation and impact further on the existing tenants and our housing management function. Housing applicants here with identified support needs, a history of substance abuse and/or vulnerabilities could worsen their vulnerability, impact on their potential for recovery and make it less likely to successfully sustain a tenancy.

This sensitive lettings plan is intended to work alongside our Equality and Diversity Policy. It should ensure that the assessment and nomination process does not discriminate against households and enables applicants with diverse needs to access accommodation to these schemes.

Sensitive Lettings Criteria

Vacancies in this development will be advertised through Devon Home Choice and the additional letting criteria below will be highlighted in the advert. Properties will be allocated in accordance with Cornerstone's Lettings Policy and the following additional criteria:

- No applicants with a history of substance abuse in the last 2 years.
- No applicants with a history of anti-social behaviour in the last 2 years.
- Applicants must have successfully sustained a tenancy over the last two years for which a satisfactory reference can be provided.
- Applicants with support needs will be assessed to identify if the tenancy will be sustainable. The assessment may include a review of vulnerabilities, a support plan and liaison with support workers.

The Process for Letting

The final selection of the successful applicants will depend upon their band award, date of application and their ability to meet the Sensitive Lettings Policy. Applicants may be asked to consent to an enhanced verification check. We may refuse an applicant if it appears that their conduct in their current or former accommodation has been unsatisfactory in relation to nuisance or anti-social behaviour.

Where an applicant has been refused for not meeting the criteria in this sensitive lettings plan they can access our decision review process within our Lettings Policy. Where an applicant has been refused for not meeting the Sensitive Lettings Policy and wishes to appeal, they must do so in writing to the Housing Manager. Please note properties will not be held pending the outcome of the appeal. If the appeal is upheld it would apply for any future allocations.

The need for this plan will be reviewed each time a vacancy arises at Willowbrook Avenue and will not be a blanket policy for every let.

September 2023