LONDON BOROUGH OF REDBRIDGE

A POLICY AND GUIDE TO THE HOUSING ALLOCATION SCHEME

25.02.2014
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
</tr>
<tr>
<td>2</td>
<td>Legal Context</td>
</tr>
<tr>
<td>3</td>
<td>Local Context</td>
</tr>
<tr>
<td>4</td>
<td>Aims</td>
</tr>
</tbody>
</table>

### Operational Procedures

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Housing Options and Advice</td>
</tr>
<tr>
<td>5.1</td>
<td>Housing Advice</td>
</tr>
<tr>
<td>5.2</td>
<td>Skills and Employment</td>
</tr>
<tr>
<td>5.3</td>
<td>Housing Options</td>
</tr>
<tr>
<td>5.4</td>
<td>Housing options for moving home</td>
</tr>
<tr>
<td>5.5</td>
<td>Housing options for remaining at home</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Accommodation</td>
</tr>
<tr>
<td>6.1</td>
<td>Types of accommodation</td>
</tr>
<tr>
<td>6.2</td>
<td>Private Rented Sector (PRS) Accommodation for Homeless Applicants</td>
</tr>
<tr>
<td>6.3</td>
<td>Private Rented Sector (PRS) Accommodation for applicants threatened with homelessness</td>
</tr>
<tr>
<td>6.4</td>
<td>Accessible Housing Register</td>
</tr>
<tr>
<td>6.5</td>
<td>Choice of Area and Accommodation</td>
</tr>
<tr>
<td>6.6</td>
<td>Suitability of accommodation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Making an application</td>
</tr>
<tr>
<td>7.1</td>
<td>Who can apply</td>
</tr>
<tr>
<td>7.2</td>
<td>Eligibility Criteria</td>
</tr>
<tr>
<td>7.3</td>
<td>Qualifying persons criteria</td>
</tr>
<tr>
<td>7.4</td>
<td>Non-Qualifying persons criteria</td>
</tr>
<tr>
<td>7.5</td>
<td>How to apply</td>
</tr>
<tr>
<td>7.6</td>
<td>Who to include on the application</td>
</tr>
<tr>
<td>7.7</td>
<td>Documents</td>
</tr>
<tr>
<td>7.8</td>
<td>Confirmation of your registration on the Housing Register</td>
</tr>
<tr>
<td>7.9</td>
<td>How your Effective Bidding date will be calculated</td>
</tr>
<tr>
<td>7.10</td>
<td>Changes in circumstances</td>
</tr>
<tr>
<td>7.11</td>
<td>False or misleading information on the application</td>
</tr>
<tr>
<td>7.12</td>
<td>National Fraud Initiative</td>
</tr>
<tr>
<td>7.13</td>
<td>Contrivance</td>
</tr>
<tr>
<td>7.14</td>
<td>Housing Register Review: Renewal of applications</td>
</tr>
<tr>
<td>7.15</td>
<td>Closing applications (by Council)</td>
</tr>
<tr>
<td>7.16</td>
<td>Suspending applications</td>
</tr>
<tr>
<td>Section</td>
<td>Housing Need &amp; Priority</td>
</tr>
<tr>
<td>---------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>8.1</td>
<td>How housing needs are assessed</td>
</tr>
<tr>
<td>8.2</td>
<td>Reasonable Preference Categories (Statutory)</td>
</tr>
<tr>
<td>8.3</td>
<td>Reasonable Preference Categories (Local Priorities)</td>
</tr>
<tr>
<td>8.4</td>
<td>Cumulative Reasonable Preference Category</td>
</tr>
<tr>
<td>8.5</td>
<td>Additional Preference Category</td>
</tr>
<tr>
<td>8.6</td>
<td>Reduced Priority</td>
</tr>
<tr>
<td>8.7</td>
<td>How priority is determined at the applications stage</td>
</tr>
<tr>
<td>8.8</td>
<td>How priority is determined at the shortlisting stage</td>
</tr>
<tr>
<td>8.8.2</td>
<td>Community Contribution Award (CCA)</td>
</tr>
<tr>
<td>8.9</td>
<td>Priority on medical grounds</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section</th>
<th>Size of Accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.1</td>
<td>Definition of bedroom and sizes</td>
</tr>
<tr>
<td>9.2</td>
<td>Separate bedroom entitlement</td>
</tr>
<tr>
<td>9.3</td>
<td>How size of accommodation is calculated</td>
</tr>
<tr>
<td>9.4</td>
<td>Separated households and size of accommodation</td>
</tr>
<tr>
<td>9.5</td>
<td>Overcrowding</td>
</tr>
<tr>
<td>9.6</td>
<td>Overcrowding and Transfer Tenants</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section</th>
<th>Sheltered Accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.1</td>
<td>Sheltered Accommodation</td>
</tr>
<tr>
<td>10.2</td>
<td>Sheltered Accommodation Schemes</td>
</tr>
<tr>
<td>10.3</td>
<td>How to apply for Sheltered Accommodation</td>
</tr>
<tr>
<td>10.4</td>
<td>How to bid for Sheltered Accommodation</td>
</tr>
<tr>
<td>10.5</td>
<td>Support available for applicants with bidding</td>
</tr>
<tr>
<td>10.6</td>
<td>Refusal of an offer of accommodation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section</th>
<th>Allocation (within Housing Act 1996 as amended by Homelessness Act 2002 and Localism Act 2011)</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.1</td>
<td>How properties are allocated</td>
</tr>
<tr>
<td>11.2</td>
<td>Direct Offers</td>
</tr>
<tr>
<td>11.3</td>
<td>Choice Homes Scheme (Choice Based Lettings – CBL)</td>
</tr>
<tr>
<td>11.4</td>
<td>Local Lettings Policy</td>
</tr>
<tr>
<td>11.5</td>
<td>Annual Lettings Plan</td>
</tr>
<tr>
<td>11.6</td>
<td>Chain-Lettings</td>
</tr>
<tr>
<td>11.7</td>
<td>Information on properties that have been let</td>
</tr>
<tr>
<td>11.8</td>
<td>Refusal of an offer of accommodation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section</th>
<th>Allocations to homeless households accepted under Part 7 of the Housing Act 1996 (as amended)</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.1</td>
<td>Homelessness duty</td>
</tr>
<tr>
<td>12.2</td>
<td>Homelessness Prevention</td>
</tr>
<tr>
<td>12.3</td>
<td>Unintentionally homeless</td>
</tr>
<tr>
<td>12.4</td>
<td>Choice Homes Scheme (Choice Based Lettings-CBL)</td>
</tr>
<tr>
<td>12.5</td>
<td>Refusal of an offer of accommodation</td>
</tr>
<tr>
<td>12.6</td>
<td>Discharge of homelessness duty</td>
</tr>
</tbody>
</table>
## Decisions, Reviews and Complaints

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.1 Notification about a decision</td>
<td>61</td>
</tr>
<tr>
<td>13.2 The right to review</td>
<td>61</td>
</tr>
<tr>
<td>13.3 What if you are unhappy with the way you have been dealt with?</td>
<td>61</td>
</tr>
</tbody>
</table>

## Allocation of accommodation outside Choice Homes Allocation and Housing Act 1996 Part 6 (as amended by Homelessness Act 2002 and Localism Act 2011)

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.1 Relocating Council residents</td>
<td>63</td>
</tr>
<tr>
<td>14.2 Decant Group</td>
<td>63</td>
</tr>
<tr>
<td>14.3 Mutual Exchange</td>
<td>63</td>
</tr>
<tr>
<td>14.4 Succession, Assignment and Property Adjustment</td>
<td>63</td>
</tr>
<tr>
<td>14.5 Transfer Tenants (includes under-occupation schemes)</td>
<td>64</td>
</tr>
<tr>
<td>14.6 Under-occupation</td>
<td>64</td>
</tr>
<tr>
<td>14.7 Pan-London Mobility Scheme</td>
<td>65</td>
</tr>
<tr>
<td>14.8 Chief Housing Officer Discretion</td>
<td>65</td>
</tr>
</tbody>
</table>

## Appendices

**Appendix 1**: List of key amendments to the Allocation Policy March 2010  
**Appendix 2**: List of stakeholders consulted  
**Appendix 3**: Social Housing Stock, Lettings and Indicative waiting time  
**Appendix 4**: List of qualifying Regular and Reserve Forces  
**Appendix 5**: List of documents required  
**Appendix 6**: Special Schemes Group and Move-on Accommodation  
**Appendix 7**: List of Sheltered Accommodation Schemes in Redbridge  
**Appendix 8**: Descriptions of persons by whom decisions are taken
1.1 Introduction

1.1.1 This document sets out the London Borough of Redbridge Housing Allocation Policy and procedures. It describes the legal framework within which the Council’s Allocation Scheme must operate and how allocations of social housing are made. Social housing refers to properties owned by the Council and Private Registered Providers with whom it has nomination rights.

1.1.2 This is a revised Allocation Policy and applies to all existing and new applicants on the Housing Register. A summary of amendments to the policy can be found in Appendix 1.

1.1.3 This Policy will be reviewed in 2017 and is subject to amendments prior to the review date. This is because adjustments may be required due to changes in the legislations and case law.

1.1.4 The revision of this Allocation Policy has been shaped by:

- **The Localism Act 2011**

  The Act introduces new amendments to the Housing Act 1996 (as amended by Homelessness Act 2002). It sets out new powers and flexibilities local housing authorities may exercise when allocating homes.

- **Local Housing Need: Supply and Demand**

  In Redbridge, while demand for social housing continues to grow, the actual supply is reducing. A combination of limited supply, lack of alternative affordable housing options and low turnover within existing stock have led to an increased number of applicants on the Housing List, and the waiting time for applicants to be allocated social housing.

  As the supply of social housing is in short supply and is expected to remain so in the foreseeable future, it is appropriate that housing should continue to be allocated to those who are in housing need as defined by the Reasonable Preference Categories in Housing Act 1996 Part 6 and local priority categories. The Localism Act provides the opportunity to restrict the Housing Register to such applicants who are in housing need as defined by reasonable preference, and have a realistic prospect of securing a home with the Council or its partner landlords.

  Over the years, due to the shortage of social housing, high property values and conditions in the wider economy (e.g. limited access to

---

1 Also known as the Choice Homes Scheme (Choice Based Lettings)
2 Formerly known as Registered Social Landlords (RSLs) and/or Housing Associations
3 Partner Private Registered Providers make 75% of their family sized units and 100% new build accommodation available to the Council for allocation.
4 Also known as the housing Waiting List
5 For further details please see Section 2: Legal Context
mortgage finance, need for large deposits) the private rented sector has become increasingly important in meeting housing need nationally and locally. The Council may offer private rented sector accommodation as part of a range of housing options to applicants in housing need.

- **Efficiency Gains**

  A fair and transparent allocation scheme requires efficient processes and procedures. A number of measures have been identified to achieve efficiency including:

  - Introduction of online registration for housing applications.  
  - Exclusion of applicants who have not been awarded any Reasonable Preference. Such applicants are considered to be adequately housed and have no assessed housing need. These applicants have minimal prospect of being allocated a property. This will allow the Housing service to focus resources in assisting applicants who are in housing need.
  - Increased housing options.
  - Linking housing options and advice with employment and training opportunities.
  - Generic Housing Options Officers dealing with all aspects of assessments and allocation.

- **Consultation**

  Views from a range of service users and providers who have an interest in the Policy have been sought in formulating this Policy. Please refer to Appendix 2 for a list of stakeholders who were consulted on the revision of this Policy.

- **National and Local Directives**

  - Redbridge Tenancy Strategy 2013.

1.1.5 A copy of this Allocation Policy can be found on the Redbridge website www.redbridge.gov.uk. Hard copies and translations will be made available on request. Please contact Housing Advice Centre, 17-23 Clements Road, IG1 1AG. Tel: 020 8708 4002/4003.

---

6 Please see Section 7: Making an application  
7 Please see Section 8: Housing Need and Priority
2.1 Legal Context

2.1.1 The Housing Act 1996 Part 6 as amended by the Homelessness Act 2002 and Localism Act 2011 requires every local housing authority in England to have an allocation scheme and sets out the legal framework within which such schemes must operate. The key legal requirements and powers are set out below.

2.2 Legal requirements

2.2.1 Eligibility and Qualifying Persons

2.2.1.1 To receive an allocation, an applicant must be eligible and a qualifying person.

2.2.1.2 To be eligible, an applicant must meet the criteria prescribed by the Secretary of State.

2.2.1.3 The authority is not permitted to allocate a property if a person is subject to immigration control and has no recourse to public funds.

2.2.1.4 If deemed ineligible, an applicant must be informed of the decision and the grounds for it.

2.2.1.5 An applicant must also meet the qualifying persons criteria set by the authority.

2.2.1.6 The authority must not disqualify members of the Armed Forces as prescribed by the Secretary of State.

2.2.1.7 If an applicant does not qualify, s/he must be informed of the decision and the grounds for it.

2.2.2 Preference

2.2.2.1 An allocation scheme (the Scheme) must give Reasonable Preference to:

2.2.2.2 People who are homeless (within the meaning of Part 7 of the Housing Act 1996)

2.2.2.3 People who are owed a duty by any local housing authority under section 190(2), 193(2) or 195(2) (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any such authority under section 192(3)

2.2.2.4 People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions

---

8 Please see Section 7: Making an application
9 Please see Section 8: Housing Need and Priority
2.2.2.5 People who need to move on medical or welfare grounds (including any grounds relating to a disability)

2.2.2.6 People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or others).

2.2.3 **Information, Review & Choice for Applicants**

2.2.3.1 Those who are to be allocated housing accommodation must be given:

a. a choice of housing accommodation; or

b. the opportunity to express preferences about the housing accommodation to be allocated to them\(^\text{10}\)

2.2.3.2 The Scheme must be responsive to the rights of applicants in terms of:

a. Access to information regarding how applications for housing are assessed and the likelihood of being allocated a property and waiting time.

b. An applicants’ right to a review of any decision(s) on their applications, including if they are considered to be ineligible or are considered to be a non-qualifier.

2.2.4 **Consultation**

2.2.4.1 Prior to adopting or making any major change to policy, a local authority must consult with every Private Registered Provider with which the authority has nomination rights.

2.2.5 **Other**

2.2.5.1 Allocation of housing outside of the allocation scheme is not permitted, except in special circumstances\(^\text{11}\).

2.2.5.2 Authorities must have regard to their homelessness and tenancy strategies when framing their allocation scheme.

---

\(^{10}\) Except those owed a homelessness duty

\(^{11}\) Please see Section 14: Allocation of accommodation outside Choice Homes Allocation and Housing Act 1996 Part 6 (as amended)
2.3 Legal powers and flexibilities granted to Local Authorities

2.3.1 Qualifying Persons

2.3.1.1 To determine participation in the allocation scheme, a local authority may decide what classes of persons are, or are not qualifying persons (Housing Act 1996 Part 6 s.160ZA(7)).

2.3.2 Preference

2.3.2.1 It is permitted to have local Reasonable Preference categories in addition to statutory Reasonable Preference categories.

2.3.2.2 To determine priority between applicants with Reasonable Preference, additional preference may be granted.

2.3.2.3 It is permitted to give additional preference to particular descriptions of people with urgent housing needs.

2.3.2.4 To determine priorities in allocating housing the scheme may take the following into account:

   a. The financial resources available to a person to meet housing costs
   b. Any behaviour of a person (or of a household member) which affects his/her suitability to be a tenant
   c. Any local connection (within the meaning of section 199) which exists between a person and the authority’s district.

2.3.3 Homelessness

2.3.3.1 The Localism Act allows Local Authorities to discharge their homelessness duty into the private rented sector (with minimum 12 month tenancy) without the consent of applicants.

2.3.4 The Secretary of State

2.3.4.1 The Secretary of State may by regulations:

   a. Prescribe classes of persons who are, or are not, to be treated as qualifying persons by local authorities in England, and
   b. Prescribe criteria that may not be used by local housing authorities in England in deciding what classes of persons are not qualifying persons.

2.3.5 Other

2.3.5.1 Local Authorities may allocate housing accommodation to persons who do not fall into statutory Reasonable Preference categories to meet local priorities and needs.
3.1 Local Context

3.1.1 Demand for Social Housing

3.1.1.1 At the time of writing this policy, there were 12,926\textsuperscript{12} applicants on the Housing Register. On average, the Council receives around 2,000\textsuperscript{13} applications a year, of which a majority are accepted onto the Housing Register. However, not all applicants have Reasonable Preference\textsuperscript{14} (priority) and therefore would continue to wait for housing without the prospect of actually being allocated accommodation.

3.1.2 Supply of Social Housing

3.1.2.1 The tables in Appendix 3 illustrate the profile of mainstream (general) social rented housing in the Borough and the number of applicants waiting to be allocated a property by bed size. The extent to which demand for social housing outstrips supply is significant. This is further compounded by low turnover in the social housing stock and increasing under-supply of social housing. The Council will therefore increasingly use the Private Rented Sector as an option to meet housing need.

3.1.3 Affordability

3.1.3.1 Without subsidy or access to lower range accommodation, alternative tenure such as renting in the private sector is not a viable option to many who apply for social housing. Also, around three quarters of existing social housing tenants are in receipt of Housing Benefit. This sustains a constant demand on social housing.

3.1.4 Allocation of Social Housing

3.1.4.1 The allocation of housing will continue to be made to those most in housing need and who lack the financial resources to meet their needs in the private rented sector. This policy will also recognise and reward applicants who are making a contribution to the community.\textsuperscript{15} In conjunction with social housing, the Council will continue to discharge its duties into the private rented sector (subject to applicants’ financial capability), as the housing demand cannot be met through existing social housing stock only.

\textsuperscript{12} Lettings Figures 2012/2013
\textsuperscript{13} Based on figures 2010/11 and 2011/12
\textsuperscript{14} Please see Section 8: Housing Need & Priority
\textsuperscript{15} Please see Section 8: Housing Need & Priority
4.1 **Aims**

4.1.1 The aim of this Allocation Policy is to:

*Make fair and transparent allocation of social housing that meets local need and promotes sustainable communities*

4.1.2 The aim will be achieved through the following objectives:

a. Meet the wider objectives of this district’s housing needs as set out in the Authority’s Housing Strategy.

b. Reflect a balance between the housing needs of existing tenants and new tenants.

c. Maximise the use of and efficiently let all housing stock available to the Council.

d. Promote sustainable communities.

e. Provide applicants with sufficient information to make informed choices about opportunities for re-housing and understand the criteria and process adopted by the Council.

f. Offer applicants a more active role in choosing accommodation taking account of individual circumstances and waiting time.
Operational Procedures
Housing Options and Advice

This section covers the following:
- Housing Advice
- Skills and Employment
- Housing options
- Housing options for moving home
- Housing options for staying at home
5 Housing Options & Advice

5.1 Housing Advice

5.1.1 Housing advice will be offered to anyone who approaches the Council. Demand for social housing is greater than the actual supply. Housing is therefore allocated to those with the greatest housing need\(^\text{16}\). The Council encourages applicants with low housing need or priority to consider alternative housing options which may also be suitable for their needs.

5.2 Skills and Employment

5.2.1 Not all housing options are affordable, however, employment and training could improve the chances of securing a home that is suitable. Skills and employment is an integral part of the housing options and advice provided by the Housing Service.

5.2.2 Homeseekers are encouraged to use Housing and Employment Destinations (HED), an online tool that helps users to explore different housing options based on income level and employment opportunities that are open to them. To use this tool please visit www.ellcchoicehomes.org.uk.

5.2.3 Work Redbridge is an online hub that provides information on how to access work, training, volunteering, and self-employment in Redbridge. It is also designed to provide support in areas such as CV writing and interview skills. For more information visit www.redbridge.gov.uk/workredbridge or email workredbridge@redbridge.gov.uk for information on outreach programmes.

5.3 Housing Options

5.3.1 This section sets out alternative housing options for homeseekers who are on low income or are Council tenants. While housing needs are mostly resolved by moving to alternative accommodation, there are also opportunities to resolve housing problems negating the need to move. The table overleaf summarises housing options and access. The housing options (for moving or staying at home) discussed in this section are not exhaustive and should be used as a guide only.

\(^{16}\) Please see Section 8: Housing Need & Priority
<table>
<thead>
<tr>
<th>Housing Options (subject to eligibility criteria)</th>
<th>Forming a new household</th>
<th>Renting Privately</th>
<th>Existing Home-owner</th>
<th>Council Tenants</th>
<th>Registered Provider Tenants*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low-cost Housing Schemes</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Private Rent</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mobility Schemes</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mutual Exchange</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Under-occupation Schemes</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Freespace</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Sheltered Accommodation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Extra Care</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Supported Accommodation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Extension/ Deconversion</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Financial Assistance: Repairs, Aids &amp; adaptations</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Aids &amp; adaptations</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Freespace</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Floating Support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

* Registered Providers may also have other housing options for their tenants and home seekers
5.4 Housing Options for Moving Home

5.4.1 Low-cost Housing Schemes for Rent or Buy

5.4.1.1 To help households priced out of the open market, a number of Private Registered Providers and developers offer schemes that mainly include intermediate rent (around 20% less market value) and low-cost home ownership products (include help with deposits).

5.4.1.2 The general criteria for the Mayor's affordable housing scheme for London include a gross household income no more than £66,000 per annum for 1 and 2 bedroom properties to rent or buy. Or up to £80,000 per annum to buy or rent a family sized property (3+ bedrooms).

5.4.1.3 Priority is given to Council and Registered Provider tenants and armed forces personnel. Where there are multiple customers looking to purchase or rent a home priority is given in the first instance to the priority groups, and then, on a first come, first served basis. For more information please visit www.sharetobuy.com/firststeps, which is the HomeBuy Agent for London that administer applications for affordable housing schemes.

5.4.2 Private Rent

5.4.2.1 Approximately 23% of housing in Redbridge is let through the Private Rented Sector (PRS). For many households who wish to live in the Redbridge district, private rented accommodation is the easiest to obtain, particularly if the household is not in a position to purchase a property, and due to the constraints of supply of social housing.

5.4.2.2 A range of PRS accommodation is available in Redbridge, but generally only PRS property that is let at or around the LHA (Local Housing Allowance) level is affordable for most applicants who are dependent on welfare benefits. Due to current factors prevailing in the local housing market, PRS properties let at LHA rates are diminishing.

5.4.3 Mobility Schemes for Social Housing Tenants

5.4.3.1 Existing tenants who want to move house can also benefit from a number of housing options available locally and nationally.

5.4.4 HomeSwapper

5.4.4.1 HomeSwapper is a national mutual exchange service for social housing tenants throughout the UK. Through this service tenants can swap their homes with other tenants and do not need to register on their landlord's Transfer List. Tenants may swap homes to downsize, upsize, move to another area and/or change the type of accommodation they live in. This service is free for secure tenants in Redbridge. Tenants will need written permission for swaps from their landlords. For more information please visit www.homeswapper.co.uk
5.4.5 **Housing Moves (Pan-London Mobility Scheme)**

5.4.5.1 It is a new housing mobility service for London’s social tenants. It facilitates cross-borough moves within the social rented sector. Local Authorities and Registered Providers contribute up to 10% of their lettings into a pan-London pool. Almost all social tenants will be able to apply and bid for properties. However, the scheme will give priority to households:

- who are in work or training
- who wish to downsize into a smaller property
- who need to move to care for a family member or friend.

5.4.6 **The Seaside & Country Homes Scheme**

5.4.6.1 This Scheme is open to households living in social housing in Greater London where at least one member of the household is aged 60 years or above. In cases where other members of the households are under 60 years of age they must be either the partner, joint tenant or registered carer of the lead applicant. Applications containing more than two persons are not considered. For more information please visit [www.housingmoves.org](http://www.housingmoves.org)

5.4.7 **London Borough of Redbridge Under-occupation Scheme**

5.4.7.1 The Council provides help and financial assistance for Council tenants who wish to move to smaller accommodation. The benefits of this Scheme include:

- A personal rehousing service from a specialist Housing Options Officer;
- Reimbursement of all your removal costs and an additional packing service (subject to criteria);
- A cash payment of £250.00 per bedroom given up;
- Arrangement and payment of disconnection and reconnection of white goods (cooker, dishwasher, washing machine) and telephone;
- Discretionary payment for some decorations and minor alterations in the new home;
- Access to the Redbridge Handyperson Scheme; and
- Paid redirection of post (up to three months).

---

17 The terms of the Under-occupation Scheme are subject to change
18 Subject to review
5.5 Housing options for remaining at home

5.5.1 Extension/de-conversion (Council Tenants)

5.5.1.2 Subject to availability of funding and suitability of the accommodation, the Council will carry out extensions or de-conversions to alleviate overcrowding.

5.5.2 Financial Assistance (Home Owners and Private Rented Sector Tenants)

5.5.2.1 The Council provides financial assistance in the form of grants and loans to help vulnerable homeowners to remain in their own homes. Homeowners and tenants renting privately can apply for assistance for the following:

- adaptations
- major and minor works
- energy efficiency

5.5.3 Freespace Scheme for Older Owner Occupiers

5.5.3.1 This scheme offers the following options to older owner occupiers who are under occupying their current home:

a. In the case of larger properties (subject to planning permission) the Council will provide assistance including access to funding to convert large properties into two self-contained flats. This allows the owner to remain in the property, while leasing the second flat to the Council.

b. Owners also have the option to move to a more suitable size accommodation and lease their property to the Council. The Council will help the owner find alternative accommodation or offer Council accommodation in the form of sheltered accommodation or a one bedroom flat.

5.5.3.2 The options above provide owners with a supplementary rental income from their property and help access suitable accommodation should the owner decide to move. The Council gains access to additional housing resource in return.
Section 6: Accommodation

This section covers the following:

- Types of accommodation
- Private Rented Sector (PRS) Accommodation for Homeless applicants
- Private Rented Sector (PRS) accommodation for applicants threatened with homelessness
- Accessible Housing Register
- Choice of area and accommodation
- Suitability of accommodation
6.1 **Types of accommodation**

6.1.1 The Council allocates properties from its own and partner Private Registered Providers (PRPs) housing stock. Successful applicants will mainly be allocated flats or maisonettes as houses are in short supply.

6.1.2 The types of accommodation the Council is able to allocate include:

- General or mainstream accommodation (for those who do not have any medical condition which is aggravated by unsuitable housing)
- Adapted (accessible) accommodation (mainly for those with limited mobility)
- Sheltered Accommodation (for those aged 55 years or over)
- Supported housing for those with special needs including learning disability, mental health and former rough sleepers

6.2 **Private Rented Sector (PRS) Accommodation for Homeless Applicants**

6.2.1 The Council will also use its legal power granted in the Localism Act 2011 to discharge its homelessness duty into the Private Rented Sector without the consent of the applicant. That is, if deemed suitable, the Council may offer any homeless applicant who is owed a homelessness duty accommodation, in the Private Rented Sector with at least a 12 month tenancy. This will bring the homelessness duty to an end.

6.3 **Private Rented Sector (PRS) Accommodation for Applicants Threatened with Homelessness**

6.3.1 Where applicants are threatened with homelessness, the Council may offer properties in the Private Rented Sector if deemed suitable. However, such applicants are not obliged to accept accommodation in the Private Rented Sector.

6.3.2 A **Bond Scheme** is available to applicants who are threatened with homelessness; where the Council would otherwise accept a full housing duty under the Housing Act 1996 Part VII, if the households were not offered assistance in obtaining accommodation in the Private Rented Sector.

---

19 Formerly known as Registered Social Landlords (RSL) or Housing Associations
20 Please refer to Appendix 7 for a list of Sheltered Housing Schemes in the Borough
6.4 Accessible Housing Register

6.4.1 The Council will develop an Accessible Housing Register which will contain details of all adapted and ground floor properties owned by the Council and its partners. Properties for letting that are advertised through the Choice Based Letting system will be graded according to their accessibility. Where such a property becomes available, applicants with limited mobility would receive priority.

6.5 Choice of Area and Accommodation

6.5.1 Applicants can express their preference for accommodation when they place bids. However, penalties may apply if an applicant bids successfully and refuses to accept an offer of the accommodation which is deemed suitable.

6.6 Suitability of Accommodation

6.6.1 Applicants will only be offered properties that are considered to be suitable for their needs. A property is suitable if it:

- Is of appropriate size
- Is suitable for the applicant’s needs
- Is in a suitable location
- Is affordable.

---

21 Please see Section 11: Allocation (within Housing Act 1996 as amended by Homelessness Act 2002 and Localism Act 2011)
Section 7: Making an application

This section covers the following:

- Who can apply
- Eligibility Criteria
- Qualifying Persons Criteria
- Non-qualifying Persons Criteria
- How to apply
- Who to include on the application
- Documents
- Confirmation of your registration on the Housing Register
- How your Effective Bidding Date will be calculated
- Changes in circumstances
- False or misleading information on application
- National Fraud Initiative
- Contrivance
- Housing Register Review: Renewal of applications
- Closing applications (by the Council)
- Suspending Applications
7.1 Who can apply

7.1.1 The Council will provide housing advice and assistance to anyone aged 16 or over who approaches the Housing Service.

7.1.2 The Council has ceased to operate an open Housing Register. Previously, all applicants who were eligible were accepted onto the Housing Register. However, only those assessed as in most housing need as measured by Reasonable Preference had prospects of being allocated social housing.

7.1.3 The Housing Register is now restricted to households who are eligible, meet the new criteria for qualifying persons, and have been assessed as in housing need as measured by Reasonable Preference.

7.1.4 An applicant will be allowed to join the Housing Register only if s/he meets both, the Eligibility Criteria and Qualifying Persons Criteria.

7.2 Eligibility Criteria

7.2.1 The Eligibility Criteria are set by the Secretary of State, which focuses on the immigration status of the applicant.

7.2.2 The following classes of people subject to immigration control are eligible:

Class A: Those granted refugee status

Class B: Those granted exceptional leave to remain which is not subject to restrictions on recourse to public funds

Class C: Those with settled status (indefinite leave to remain, residence)

Class D: A person who has humanitarian protection granted under the Immigration Rules

7.2.3 EEA and UK Nationals:

- EEA nationals who are economically active or acquired the right to reside through economic activity are eligible.
- EEA nationals who are eligible due to claiming other treaty rights.
- Other EEA nationals with rights to reside (except jobseekers and those with three months right to reside) are eligible where they are habitually resident.
- UK nationals and people with a right of abode are eligible but have to pass the habitual residence test unless they have been deported or expelled from another country or have arrived via one of the named evacuation programmes.

---

22 Also known as housing ‘waiting list’
7.2.4 **Existing Social Housing Tenants**

7.2.4.1 An applicant who is a secure or introductory tenant or an assured tenant of accommodation held by a private Registered Provider of social housing or registered social landlord is eligible.

7.2.5 **The following classes of people will be considered ineligible:**

a. Those subject to immigration control and their status specifically excludes them from public housing assistance

b. Those who are not habitually resident in the common travel area (England, Scotland, Wales, Ireland, Channel Islands and the Isle of Man)

c. Those who arrived as sponsored immigrants subject to an undertaking and the undertaking or the arrival was less than five years ago unless the sponsor has died (in which case they have the same rights as other settled people).

7.2.5.1 A person subject to immigration control within the meaning of the Asylum and Immigration Act 1996 is ineligible unless, s/he is of a class prescribed by regulations made by the Secretary of State.

7.2.5.2 The Secretary of State may by regulations prescribe other classes of persons from abroad who are ineligible to be allocated housing accommodation by local housing authorities in England.
7.3 Qualifying Persons Criteria

7.3.1 The criteria for Qualifying Persons is set by the Council in accordance with the Housing Act 1996 (as amended by Homelessness Act 2002 and Localism Act 2011).

7.3.2 In order to qualify for the Housing Register, applicants must meet and be able to demonstrate the following criteria:

a. Have resided in Redbridge for 2 years at the point of application. Exemptions to this criterion include applicants for sheltered accommodation, members of the armed forces and their families23, and applicants who are owed the full homelessness duty.

b. Be considered suitable to be a tenant.

7.3.3 In addition to the above an applicant must be in housing need as measured by any of the criteria below:

a. Fall within Reasonable Preference Categories (including local priority groups)

b. Fall within Additional Preference Categories.

---

23 Is a (family) Member of the Armed Forces (please see Appendix 4) who:

1. is serving in the regular forces or who has served in the regular forces within five years of the date of their application for an allocation of housing under Part 6 of the 1996 Act;

2. has recently ceased, or will cease to be entitled, to reside in accommodation provided by the Ministry of Defence following the death of that person’s spouse or civil partner where:
   i. the spouse or civil partner has served in the regular forces; and
   ii. their death was attributable (wholly or partly) to that service; or

3. is serving or has served in the reserve forces and who is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to that service.
7.4 Non-qualifying Persons Criteria

7.4.1 Homelessness and out of borough placements by other Local Authorities

7.4.1.1 Households owed a homeless duty by other local housing authorities under Housing Act 1996 Part 7 s.188, s.190, s.198 or s.193, and placed in Redbridge as out of borough temporary placements will be regarded as non-qualifying persons.

7.4.2 Unacceptable behaviour – suitability to be a tenant

7.4.2.1 The Council can exclude applicants from joining the Housing Register, if their behaviour as a tenant or the behaviour of a member of their household is or has been in the past unacceptable. The following are examples of circumstances and types of behaviour that the Council might regard as unacceptable:

- If the applicant is being evicted by his or her landlord or the applicant was previously evicted from accommodation because of serious anti-social behaviour
- Persistent failure to pay rent or other accommodation charges
- Persistent noise nuisance
- Illegal or immoral behaviour
- Threat of or actual violence against neighbours, Council staff, Members, managing agents or contractors
- Obtaining a tenancy by deception
- Racial or other harassment
- Domestic violence
- Loss of security due to breach of postponed order
- Has been guilty of unauthorised subletting
7.5 How to apply

7.5.1 All applications for housing must be completed online. (Paper application forms will still be used pending the implementation of online registration). This applies to both new applicants and Transfer Tenants (Council Tenants).

7.5.2 Online applications will have equal legal weighting as paper applications administered previously.

7.5.3 All applicants are required to have an email account which they will be asked to provide when completing the housing application online. Correspondence such as reminders, requests for information, and review of applications will be made by email unless you have requested to receive correspondence by post. It is your responsibility to check your email (or post) regularly in order to be able to progress your application for housing.

7.5.4 If you do not have access to the internet or need assistance in completing the online Housing Application Form, including the creation of an email account, then internet service and assistance is available at the following locations:

- Housing Advice Centre, 17/23 Clements Road, Ilford, Essex IG1 1AG.

7.5.5 You will be provided with an application reference number which you would be able to use to track progress of your application either online or by contacting the Housing Advice Centre.

7.5.6 Once your online application has been submitted, applicants who are ineligible or non-qualifying persons will be notified of the decision immediately. Where on the basis of the information provided the applicant is eligible and a qualifying person, the application details will then be verified and validated and further written notification sent confirming the outcome of the application. Supporting documentary evidence e.g. I.D. or medical evidence may be requested.
7.6  **Who to include on the application**

7.6.1  The Council uses Housing Act 1996 Part 7 as amended s176 and s189 criteria to determine who could be included on the housing application.

7.6.2  Anyone who normally resides with the applicant as a member of his/her family or might reasonably be expected to reside with the applicant can be included on the application. Each application will be assessed on its merit. It is a decision for the local housing authority to determine who is included in your household. As a guide, the following persons may be included on the application:

a. **Husband/Wife/Partner/Civil Partner**

b. **Dependent Children**

Children who are financially dependent on the applicant, and in full-time education up to the age of 19,

Or

Children who are financially dependent on the applicant and not in full-time education up to the age of 18.

**Meaning of Financially Dependent** – this means the main applicant provides for the child, and is in receipt of Child Benefit and/or Tax Credits or other welfare benefits that include an element of provision for the dependent child, as well as other earned income. Where the applicant is not the parent of the child proof of guardianship as well as dependence will be required.

c. **Non-dependent children**

1. **16 or 17 Year olds**: Household members who are 16 or 17 years of age and who have left school and have resided continuously with the applicant since they were in school will usually be accepted as part of the household. Where non-dependent children have left the family home and returned, inclusion on the application will be decided on a case by case basis.

2. **Adult children in further or higher education**: Where adult children have left the home to attend further or higher education, they can be included on the application where it can be demonstrated they are residing at the home address while attending the further or higher education, or are residing in accommodation that is available in term time only, and will be returning to the family home in holiday periods.
d. **Siblings**

Adult siblings will not normally be included as part of a household, unless they are carers for another household member. They can submit an application in their own right, and can also be offered housing advice.

e. **Non-related adults e.g. carer**

Evidence of the need for a full-time carer will need to be provided e.g. proof of receipt of Attendance Allowance, Carer’s Allowance, or DLA Care Component. Other evidence that may be required could include a social work report or other medical evidence.

f. **Dependent adult e.g. in-laws**

Where the applicant cares for a parent or parent-in-law, or other adult relative, and they are residing with the applicant at the time of the application being submitted.

g. **Separated households**

1. In cases of applications from separated households, the local housing authority will form a view as to which address is the primary address of the dependent children. It would not in most cases expect to assess both parents as the primary carer and for both parties to require family sized accommodation.

2. The parent in receipt of any welfare benefits to which the household is entitled would usually be regarded as the primary carer and the other parent would be assessed as requiring a one bedroom property to facilitate staying access if the child(ren) visit and stay overnight.

3. Where a Residence Order is in force which provides for joint residence, the local housing authority will make a decision based on the facts of each case, and will seek to establish how the Residence Order is operated and adhered to in practice. Applicants may be required to provide specific evidence in such cases.

7.7 **Documents**

7.7.1 Applicants will be required to provide documentary evidence to support their application. For example, evidence will be required for medical condition, residence of children, residency and previous addresses. Please see Appendix 5 for a list of documents that will be considered as evidence.

7.7.2 Applicants will also be required to provide passport pictures of all household members included on the application, except household members who are below 10 years of age.

7.7.3 At the time of offer of accommodation, applicants will be asked to provide identification, proof of residency and income.
7.8 **Confirmation of your registration on the Housing Register**

7.8.1 The Council aims to assess all housing applications made online within 28 days of the application being received. You will receive written confirmation advising you of your:

- Registration number
- Effective Bidding Date & Registration Date
- The priority awarded to your case
- The size of property you are eligible to bid for

7.8.2 If you are eligible to bid for properties under the Scheme, it will also tell you the size of property you will be allowed to bid (apply) for.

7.8.3 If you are unsuccessful, you will be informed of the reason(s) for not accepting your application for housing and advise you of your right to a review.

7.9 **How your Effective Bidding Date will be calculated**

7.9.1 Waiting time will be measured from the date the application is received by the Housing Service. If an applicant’s circumstances change and they are awarded Additional Preference, the date of the award of Additional Preference will become the new effective day from which waiting time is measured. The registration date from which an applicant’s waiting time is measured is referred to as their Effective Bidding Date.

7.9.2 If you re-apply after cancellation of your application either by the Council or yourself, your effective date will start again and will not be backdated to the earlier date. If you had a previous application that had been cancelled for this, or any other reason, the effective bidding date will be the date of re-registration.

---

24 Please see Section 8: Housing Need & Priority
25 Please see Section 13: Decisions, Reviews & Complaints
26 Please see Section 7: Making an Application
7.10 Changes in circumstances

7.10.1 Once your application for housing has been accepted, it is your responsibility to keep the Council informed of all changes in your circumstances which relate to your household and your housing application. Offers of accommodation are based on the suitability of a property for a household and it is important that this information is kept up-to-date.

7.10.2 Applicants will be expected to keep their applications up-to-date by making amendments to their housing applications online, to reflect changes in circumstances. Prior to the implementation of online registration, changes in circumstances are to be notified to the Housing Service by completing a paper form.

7.10.3 Changes applicants must report include:

- Change of address, including e-mail address and phone number
- Any change in the household composition e.g. births, deaths, person(s) wishing to join/withdraw from the housing application
- Change in medical conditions aggravated by current accommodation
- Change in income, assets or savings
- Change in Community Contribution status
- Any change in your status in the United Kingdom
- Change of name.

7.11 False or misleading information on application

7.11.1 On submission of a housing application it becomes legally binding that the applicant has provided information true to his/her knowledge. However, if the Council is satisfied that the application and associated documents provided by the applicant contain false or misleading information the Council reserves the right to refuse the application or reduce priority.

7.12 National Fraud Initiative

7.12.1 The Council participates in the National Fraud Initiative, whereby details provided on the housing application will be shared with relevant agencies to detect persons who illegally occupy or sublet council and housing association flats and homes.

7.12.2 Applications for housing based on false representation of the applicant’s circumstances is a criminal offence, and the Housing Service will seek to recover possession of any fraudulently obtained housing and to prosecute applicants who make fraudulent applications.

---

27 Please see Section 8: Housing Need & Priority
7.13 **Contrivance**

7.13.1 If the Council is satisfied that the applicant has contrived a situation which triggered a housing need or helped the applicant gain priority then the Council reserves the right to cancel the application or reduce priority.

7.14 **Housing Register Review: Renewal of applications**

7.14.1 Periodically the Council’s Housing Service will conduct reviews of all applications on the Housing Register. This may be an annual automated review. All applicants are required to participate by renewing their applications; failure to renew, including updating the Housing Service on any relevant changes in circumstances, will mean the applicant is considered to no longer wish to remain on the Council’s Housing List, and their application will be closed. When the Council implements online registration, each application will be reviewed on the anniversary of the application. The applicant will be prompted to re-submit their application if they wish to remain on the list.

7.15 **Closing applications (by Council)**

7.15.1 The Council will close housing applications in the following circumstances:

- An applicant requests cancellation
- Change in an applicant’s circumstances where the applicant would no longer be considered eligible or a qualifying person
- An applicant fails to respond to any review the Council conducts
- An applicant has failed to renew their application when the annual renewal is due
- An applicant has been re-housed by another Local Authority or Registered Provider within or outside this Borough
- An applicant accepts an offer of accommodation by London Borough of Redbridge Council
- An applicant becomes an owner of a property
- Applicant (homeless) who refuses a suitable offer and where the housing duty ceases.

7.16 **Suspending Applications**

7.16.1 Occupants of social housing, Private Rented Sector and Temporary Accommodation who are in arrears may have their applications suspended.

7.16.2 The applicant will be notified that their case is now “Under Review” which will prevent the applicant from bidding for any advertised properties.

---

28 Please see Section 7: Making an application
7.16.3 The applicant will be responsible for providing proof arrears have been cleared, upon receipt of which the application status will be changed to "active". This will allow the applicant to bid for advertised properties.
Section 8: Housing Need and Priority

This section covers the following:

- How housing needs are assessed
- Reasonable Preference Category (Statutory)
- Reasonable Preference Category (Local Priorities)
- Cumulative Reasonable Preference
- Additional Preference Category
- Reduced priority
- How Priority is determined at the application stage
- How Priority is determined at the shortlisting stage
- Housing Need
- Community Contribution Award (CCA)
- Waiting Time
- Income and Finances
- Suitability to be a tenant
- Local Connection
- Priority on Medical Grounds
8.1 **How housing needs are assessed**

8.1.1 On receipt of the housing application a Housing Options Officer will investigate and assess your needs to establish if you fall within any of the Reasonable Preference Categories below:

8.1.2 If you fall within any of the Reasonable Preference categories and are eligible, and a Qualifying Person, you will be accepted onto the Housing Register.

8.1.3 If you do not fall under any of the Reasonable Preference categories, you will not be accepted onto the Housing Register, regardless of whether you also meet the other Qualifying Person criteria, with the exception of applications for sheltered housing.

8.2 **Reasonable Preference Categories (Statutory)**

8.2.1 Authorities are legally required to give Reasonable Preference to the following categories of people who are considered to be in housing need:

8.2.1.1 People who are homeless (within the meaning of Part 7 of the Housing Act 1996)

8.2.1.2 People who are owed a duty by any local housing authority under section 190(2), 193(2) or 195(2) (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any such authority under section 192(3)

8.2.1.3 People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions

8.2.1.4 People who need to move on medical or welfare grounds (including any grounds relating to a disability)

8.2.1.5 People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or others).

8.3 **Reasonable Preference Categories (Local Priorities)**

8.3.1 Authorities are permitted to provide for additional factors to meet local priorities when determining which applicants are to be given preference under a scheme. In addition to statutory Reasonable Preference categories, Redbridge Housing Allocation Scheme will also give preference to applicants who fall within the following groups:

---

For Eligibility and Qualifying Persons Criteria please see Section 7
8.3.2 **Qualifying Offer** – Applicants owed the full homelessness housing duty who voluntarily accepted a private rented sector offer. This reasonable preference will also be offered to applicants who accept a **Private Rented Sector Offer which discharges the full homelessness duty**. Where the PRS Discharge Offer is out of borough, in the event the applicant successfully bids for a property, the Local Connection criteria is applied at the shortlisting stage. Where an applicant has ceased to have a local connection, they can be bypassed for the offer. This priority remains for the duration of the time the household occupy the private rented sector property.

8.3.3 **Prevention**: Applicants who were threatened with homelessness and accepted a private rented sector offer. This priority remains for the duration of the time the household occupy the property secured to prevent homelessness.

8.3.4 **Severe overcrowding**: Applicants who are lacking two or more bedrooms, and where any reception rooms have also been considered as rooms available for household members to sleep in. Adult siblings or extended family members may be disregarded by the Housing Service when considering if a household is severely overcrowded.

8.3.5 **Move-on Applicants**: Applicants who are ready to move-on from supported accommodation provided by the Council’s partners, or young people who have been looked after and who are now ready to live independently. For terms and conditions please see Appendix 6.

8.4 **Cumulative Reasonable Preference Category**

8.4.1 The Reasonable Preference categories are not treated in isolation from one another. An applicant that qualifies under more than one category will have this taken into account when assessing their housing need.

8.4.2 An applicant who falls within two Reasonable Preference categories will be given more priority than an applicant who falls within one.
8.5 Additional Preference Category

8.5.1 Additional Preference may be awarded by a senior officer to certain applicants who fall within the Reasonable Preference categories and have an urgent housing need. These include applicants owed a homelessness duty as a result of being:

- A victim of domestic violence
- A victim of racial or sexual harassment
- A witness of crime or victim of crime who would be at risk of intimidation amounting to violence or threats of violence if they remained in their current home
- Applicants who need to move because of urgent medical grounds.

8.5.2 Additional Preference will be awarded in these (and possibly other) situations, if the Council is satisfied that your circumstances are such that it is impossible for you to remain in your current accommodation.

8.6 Reduced Priority

8.6.1 An applicant’s priority will be reduced or removed in the following circumstances:

- Refusal by applicants owed the full homelessness duty of an offer of suitable accommodation
- Failure to attend viewing of a property, without good reason(s)
- Contrivance
- Providing false or misleading information
- Refusal of a suitable offer to an applicant with additional preference

Please note there is no penalty for refusing an offer of Sheltered Housing.

Where priority is reduced following refusal of an offer or failure to attend a viewing, this will be reviewed in 12 months and can be re-instated at the discretion of the Housing Service.
8.7 How priority is determined at the Applications Stage

8.7.1 Housing Need

8.7.1.1 The Council will give priority to applicants who have been assessed as having most housing need. For example, applicants in Additional Preference Category will have more priority than those in Reasonable Preference Category.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Categories</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Additional Preference</td>
<td>Have an urgent housing need and fall within Reasonable Preference Categories</td>
</tr>
<tr>
<td>2</td>
<td>Cumulative Reasonable</td>
<td>Fall within two or more Reasonable Preference Categories</td>
</tr>
<tr>
<td>3</td>
<td>Reasonable Preference</td>
<td>Fall within one Reasonable Preference Category</td>
</tr>
<tr>
<td>4</td>
<td>Reduced Priority</td>
<td>Fall within one or more Reasonable Preference Categories but priority has been reduced/removed due to factors such as unreasonable refusal of offers of suitable accommodation, rent arrears and unacceptable behaviour.</td>
</tr>
</tbody>
</table>

8.8 How priority is determined at the Shortlisting Stage

8.8.1 The law allows the Council to take into account the following factors in determining priority between applicants with similar level of housing needs. In order to determine if an applicant is eligible for overriding priority over other applicants, checks will be made to establish:

- Community Contribution
- Waiting time
- Income and Finances
- Suitability to be a tenant
- Local connection

8.8.2 Community Contribution Award (CCA)

8.8.2.1 Applicants with Community Contribution Award will have overriding priority over applicants who do not have CCA within the Choice Based Letting system, i.e the CCA will come into play for applicants who bid.

8.8.2.2 CCA will be given to applicants (or an adult household member) who are:

a. **Registered Foster Carer or Armed Forces Personnel**: Applicants will be required to provide a letter from Redbridge Children’s Services confirming that s/he is a registered Redbridge Foster Carer and is in need of suitable settled accommodation to accommodate a young person who will otherwise be looked after outside of a home environment.
b. **Armed Forces**: An applicant who meets the Qualifying Persons criteria in section 7.3 (above) will be awarded the Community Contribution Award priority.

8.8.2.3 To determine priority between applicants with CCA the following will be considered:

- Waiting time
- Income, Finances, and Resources
- Suitability to be a tenant
- Local connection

**8.8.3 Waiting Time**

8.8.3.1 In determining priorities between applicants with similar level of needs, the applicant who has waited the longest for an allocation of accommodation will receive priority. Waiting time is measured by means of an applicant’s Effective Bidding Date.

**8.8.4 Income and finances**

8.8.4.1 If you have sufficient resources or own your own property this may result in you receiving less priority. A credit reference check will be carried out and the applicant may need to provide evidence of savings and investments. Owner occupied accommodation, including where property is owned and rented out, will also be taken into account.

8.8.4.2 Applicants with a gross household income of up to £66,000 per annum for 1 and 2 bedroom properties to rent or buy, or up to £80,000 per annum to rent or buy a family sized property will have priority reduced at the shortlisting stage. These figures are subject to review.

**8.8.5 Suitability to be a tenant**

8.8.5.1 Unacceptable behaviour by you or a member of your household may result in you receiving less priority. This may cover a range of factors from rent arrears to anti-social behaviour. We will check with your landlord whether they are seeking a possession order. We will also check whether there are rent arrears on your rent account of £250 or more. You may be given the opportunity to clear these arrears before an offer is made[^10].

**8.8.6 Local Connection**

8.8.6.1 Where an applicant has successfully bid for accommodation, the Council will consider whether the applicant has a local connection. Local connection is primarily based on where an applicant is normally resident, and an applicant is considered to have a local connection with Redbridge if they have lived in the area for 6 out of the last 12 months, or 3 out of the last 5 years. An

[^10]: Please see Section 7: Making an application
applicant for housing will also be considered to have a local connection with the area if they are employed in Redbridge, have family associations with Redbridge, or on account of special circumstances. A family association is where the applicant has immediate family members e.g. parents, siblings or children, who have been resident in Redbridge for 5 years.

8.9 **Priority on Medical Grounds (including disability)**

8.9.1 The Council will conduct medical assessments if an applicant or a household member has medical conditions. The purpose of the assessment is to establish if the current accommodation has any negative impact (and its severity) on the health or medical condition of the person concerned and whether moving to alternative accommodation would lead to significant improvements in health or quality of life.

8.9.2 The applicant will be asked where appropriate, to provide supporting statements from their GP, consultant and/or Occupational Therapist, or other appropriate agencies who are involved in the care and support of the household. The Council may also carry out further enquiries into the medical circumstances of the applicant’s household.

8.9.3 Following assessment, the Council will decide if the applicant should be awarded Reasonable Preference, providing it is satisfied that:

a. the accommodation the applicant is currently occupying is impacting adversely on the applicant’s medical condition and having a serious detrimental effect on the applicant’s medical condition

and/or

b. moving into alternative suitable accommodation would lead to significant improvements in health or quality of life.
Section 9: Size of Accommodation

This section covers:

- Definition of bedroom and sizes
- Separate bedroom entitlement
- How size of accommodation is calculated
- Separated households and size of accommodation
- Overcrowding
- Overcrowding and Transfer Tenants
9.1 **Definition of bedroom and sizes**

9.1.1 The Council use the following definitions for allocation and overcrowding:

- A double bedroom must have a minimum floor area of 10 square meters
- A single bedroom must have a minimum floor area of 5 square meters
- Bedrooms converted to other uses are not counted as available unless they have been denoted as bedrooms by the applicants\(^\text{31}\)
- Bedrooms not actually in use are counted unless uninhabitable\(^\text{32}\)
- Rooms less than 50 square feet in area will not be considered for living or sleeping\(^\text{33}\)
- Where a property has two living/reception rooms, the second living room will be counted as a bedroom.

9.2 **Separate Bedroom Entitlement**

9.2.1 The Council use the Bedroom Standard to determine the size of accommodation an applicant is entitled to. The size of accommodation offered depends on the applicant’s household size and composition. A separate bedroom is allocated to each of the following:

- Married or cohabiting couples
- Adults aged 21 years or more
- Pair of adolescents aged 10 – 20 years of the same sex
- Two children of different sex where both are under 10 years of age
- Any unpaired person aged 10 - 20 is paired, if possible, with a child under 10 of the same sex, or, if that is not possible, he or she is given a separate bedroom. The same applies to any unpaired child under 10.

9.2.2 In certain circumstances there may be health or social grounds to support the need for households to have additional bedrooms to the situations described above.

9.2.3 To understand how separate bedroom entitlement works in practice, please refer to the table overleaf.

---

\(^{31}\) As stated in Bedroom Standard
\(^{32}\) As stated in Bedroom Standard
\(^{33}\) As stated in Space Standard
### 9.3 How size of accommodation is calculated

<table>
<thead>
<tr>
<th>Household composition</th>
<th>Size of accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single applicant</td>
<td>Bedsit/1 Bedroom</td>
</tr>
<tr>
<td>Single applicant currently under-occupying (for existing tenants alternative options apply)</td>
<td>1 Bedroom</td>
</tr>
<tr>
<td>Single applicant with access to children(^{34})</td>
<td>1 Bedroom</td>
</tr>
<tr>
<td>Single applicant who is pregnant</td>
<td>1 Bedroom</td>
</tr>
<tr>
<td>Married or cohabiting couple without children</td>
<td>1 Bedroom</td>
</tr>
<tr>
<td>Married or cohabiting couple without children and expecting their first child</td>
<td>1 Bedroom</td>
</tr>
<tr>
<td>Parent(s) with one child</td>
<td>2 Bedrooms</td>
</tr>
<tr>
<td>Parent(s) with two children or young people who are of same sex and are aged between 10 and 20 years</td>
<td>2 Bedrooms</td>
</tr>
<tr>
<td>Parent(s) with two children of different sex where both are under 10 years of age</td>
<td>2 Bedrooms</td>
</tr>
<tr>
<td>Couple with one dependant adult (e.g. widowed mother)</td>
<td>2 Bedrooms</td>
</tr>
</tbody>
</table>
| Two adults (not cohabiting couple). For example:  
  - Applicant and full-time live in carer  
  - Adult siblings where one or both are 21 years of age or over  
  - Adult siblings where both are of same sex and one of them is 21+ | 2 Bedrooms |
| Parent(s) with two children of different sex where one is 10 years of age or over | 3 Bedrooms |
| Parent(s) with three children of same sex | 3 Bedrooms |
| Parent(s) with three children will get separate rooms:  
  - 2 children of same sex aged between 10 and 20 years, or  
  - 2 children of opposite sex under 10 years of age  
  - 1 unpaired child | 3 Bedrooms |
| Parent(s) with four children where there are three children of the same sex and one of a different sex, and child of different sex is over 10 years of age | 4 Bedrooms |

\(^{34}\) Where applicant does not have custody of the children but has regular, established and demonstrable staying/visiting contact access to his/her children.
9.4 Separated Households and size of accommodation

9.4.1 Without Residence

9.4.1.1 A single applicant who is not the primary carer of his/her child(ren) but has regular staying contact with the child(ren) is entitled to a one bedroom property.

9.4.2 With joint residence

9.4.2.1 The Housing Service will decide on the facts of each case which parent is to be regarded as the primary carer for the children, and the size of the property required calculated on the basis of the table above. The primary carer will be in receipt of Child Benefit and any other benefits.

9.4.2.2 If a joint residence order is in force, the Council will need to ascertain whether the arrangement stipulated in the order is followed in practice, and will not ordinarily result in both households being assessed as requiring family sized accommodation.

9.4.2.3 There is no requirement for separated households to produce residence orders, but if there is a residence order (or other section 8 Order Children Act 1989), the order will be taken into account.

9.4.3 Separating Tenants

9.4.3.1 Where there has been a relationship breakdown at a Council tenancy, the Housing Service will decide on the facts of each case who is the primary carer. In cases where the applicants are joint tenants, or married, if the household currently occupy family sized accommodation, it would be expected that this would remain the primary residence of the children, and one parent would move out to a one bedroom property.

9.4.4 Applicants for Sheltered Accommodation

9.4.4.1 Most applicants for sheltered housing are assessed as requiring 1 bedroom or a studio.

9.4.4.2 The Council may also allow single applicants for sheltered accommodation to bid for 2 bed sheltered accommodation. This would usually be for an applicant who required a full-time carer, and would only be agreed if the accommodation would be affordable for the applicant where the applicant is still subject to the spare room subsidy reduction in Housing Benefit.
9.5 **Overcrowding**

9.5.1 Applicants who are overcrowded and lacking 2 or more bedrooms are considered ‘severely overcrowded’. Such applicants would receive more priority than applicants who are short of 1 bedroom. Reception rooms are taken into account when considering whether a household is severely overcrowded.

9.5.2 Such applicants will also have the option to move into accommodation that is smaller than their need but would reduce the severity of the overcrowding.

9.5.3 For example, an applicant requiring 4 bedroom accommodation will be allowed to bid\textsuperscript{35} for 3 bedroom accommodation providing that s/he signs a declaration form when accepting an offer of that accommodation.

9.5.4 The applicant would still remain on the Housing Register until s/he is allocated a suitable property (or there are any changes in circumstances). However, the applicant’s priority will be reduced from Severe Overcrowding Preference to Overcrowding Reasonable Preference.

9.5.5 Applicants in other housing circumstances e.g. bed and breakfast accommodation, where the residence is not due to being placed in interim accommodation pursuant to homelessness regulations, may be considered to be overcrowded or otherwise living in overcrowded accommodation, on account of sharing facilities with residents who are not household members. Each case will be considered on its merits, including the circumstances which have led the applicant to be residing in such accommodation.

9.6 **Overcrowding and Transfer Tenants**

9.6.1 The Council has a number of initiatives in place to tackle overcrowding in its existing housing stock. Transfer applicants may also want to consider the Council and other housing options such as Freespace, Mutual Exchange and Homeswap listed in Section 5 which are outside this Scheme.

9.6.2 **Tenants with Adult Child(ren)**

9.6.2.1 Depending on individual cases where a tenant is living with non-dependent adults who are part of the household\textsuperscript{36}, to make best use of stock and alleviate overcrowding the Council may allow the household to split into two and bid for appropriate size of accommodation.

9.7 **Private Rented Sector Offer**

There is a limited supply of family accommodation in Redbridge. The Council may offer suitably sized accommodation to overcrowded households in the Private Rented Sector while they retain their Reasonable Preference and continue to bid for suitable accommodation in the social housing rented sector.

\textsuperscript{35} Please see Section 11: Allocation

\textsuperscript{36} Please see Section 7: Making an application
Section 10: Sheltered Accommodation

This section covers the following:

- Sheltered Accommodation Scheme
- How to apply for sheltered housing
- How to bid for sheltered housing
- Support available for applicants with bidding
- Refusal of an offer of accommodation
10.1 Sheltered Accommodation

10.1.1 Sheltered accommodation is for applicants who are 55 years of age or over. While residents live in self-contained flats, they also have access to support including on-site wardens and emergency help. Sheltered accommodation is mainly for residents of Redbridge, however if you are not a resident but have a local connection then you may apply.

10.2 Sheltered Accommodation Schemes

10.2.1 There are a number of Sheltered Accommodation schemes in the Borough, of which only two are owned by the Council and the remaining by its partner Registered Providers. Applicants will be allocated accommodation from schemes owned by the Council or any of the providers mentioned in Appendix 7.

10.3 How to apply for Sheltered Accommodation

10.3.1 Applicants will be required to complete Choice Homes Scheme Registration Form online. Once we have received your application we would carry out a home visit to complete a further assessment. Applicants whose support needs are too high may be considered unsuitable for sheltered housing.

10.4 How to bid for Sheltered Accommodation

10.4.1 Sheltered Accommodation available for let will be advertised weekly in the Choice Homes Magazine and website. Copies of the magazine will be made available online and at the following venues:

- Housing Advice Centre
- Local Housing Offices
- Libraries
- One Stop Shop (Lynton House)
- Community Care Advice Centre (CCAC)

10.5 Support available for applicants with bidding

10.5.1 Some applicants may need assistance in bidding for properties. Support is available through the following:

- **Auto Bid**: If applicants prefer the Council to bid on behalf of them, it will set up an auto bid based on the applicants’ preferences. Bids for properties will be placed automatically through an IT system. If a bid for a property is successful, it will be offered to the applicant subject to suitability.

- **Proxy Bid**: Applicants may designate a friend or relative to place bids on behalf of them.
- **Self-Bid:** If you want to bid by yourself and need assistance then members of the Council staff will be able to assist at the following premises:
  - Local Libraries
  - One Stop Shop
  - Housing Advice Centre

10.6 **Refusal of an offer of accommodation**

10.6.1 There are no penalties if a bid is successful and the applicant refuses an offer of Sheltered Housing.

This section covers the following:

- How properties are allocated
- Direct Offers
- Choice Homes Scheme (Choice Based Lettings – CBL)
- Local Lettings Plan
- Annual Lettings Plan
- Information on properties that have been let
- Refusal of offer of accommodation
11.1 How properties are allocated

11.1.1 The Council use the following to allocate properties:

- Direct Offers
- Choice Homes Scheme (Choice Based Letting)
- Local Lettings Plan
- Annual Lettings Plan

11.1.2 A majority of offers are made through the Council’s Choice Based Lettings scheme. However Direct Offers are made in some circumstances, e.g. Management Transfers, where additional preference has been awarded and a property is in need of adaptation, or in accordance with priorities agreed in a Local Lettings Plan.

11.2 Direct Offers

11.2.1 Additional Preference

11.2.1.1 Where an applicant has been awarded Additional Preference s/he may participate and bid for properties under the Choice Homes Lettings Scheme. The Council will however, make one direct offer of accommodation to him or her. If this offer is refused the applicant may continue to participate in the Choice Homes Scheme. S/he may lose their Additional Preference.

11.2.2 Under-Occupation Transfer Group

11.2.2.1 If you have a secure Council tenancy and you are prepared to move to a property with fewer bedrooms than you have now, it is in the Council’s interest to ensure that you move as quickly as possible. The number of direct offers made will be at the discretion of the Chief Housing Officer. Applicants in this group may still bid for properties under the Choice Homes Scheme.37

11.2.3 Police Referrals

11.2.3.1 In certain circumstances the Council may be required to provide accommodation for applicants referred by the police. Applicants in this group are excluded from the bidding process.

11.2.4 Special Schemes Group

11.2.4.1 The law allows the Council to make direct offers to certain groups of people who have been nominated to the Housing Service by other agencies because of their special needs, for example care leavers and people with learning difficulties or those who need to move from supported accommodation. Subject to identifying a suitable property, the Council will make one direct offer of accommodation. Applicants who fall within this category may still participate in the Choice Homes Scheme. For more information on Special Schemes Group and Move-on Accommodation please see Appendix 6.

37 Please see Section 11: Allocation
11.2.5  Can applicants in Direct Offer category choose where they would like to live?

11.2.5.1  The Borough is divided into seven areas and you can choose which of these areas you are willing to move to, as long as the location chosen is safe and takes account of the applicants’ needs. You must choose at least one area. There is no maximum number that you must choose. However, the more areas you choose the less you will have to wait for an offer of accommodation.

11.2.6  Can applicants in Direct Offer category specify the type of property?

11.2.6.1  You may be offered any type of property unless there are medical grounds and you can only live in a particular type of property. Medical grounds can only be taken into account if they have been assessed before an offer of accommodation is made. You must tell the Housing Service about any illness or disability that will affect the type of property you can live in.

11.2.6.2  Where a property requires adaptation the Housing Service will work in partnership with the Occupational Therapy Service in determining the suitability of any property offered.

11.2.7  Can applicants in Direct Offer category specify preference for a Council or Private Registered Provider\(^\text{38}\) Tenancy?

11.2.7.1  You may be offered either a Council or Private Registered Provider property. Private Registered Providers are non-profit making organisations, which provide homes for rent in a similar way to Councils. The Council is able to nominate applicants for 100% of new build and 75% of re-lets of Registered Provider properties when they become available for letting.

\(^{38}\) Formerly known as Registered Social Landlord or Housing Association
11.3 **Choice Homes Scheme (Choice Based Letting – CBL)**

11.3.1 Redbridge is part of Choice Homes UK which enables all applicants who are eligible, to bid (apply) for properties that meet their needs.

11.3.2 The Choice Homes Scheme is a ‘choice based’ lettings system whereby the Council advertises available properties and invites applicants to bid for them. This enables applicants to choose where they want to live. However, not all properties that become available will be advertised because in certain circumstances we will continue to make Direct Offers.

11.3.3 The ‘Choice Homes Scheme’ is operated by the Choice Homes UK (CHUK). They manage this on behalf of the London Borough of Redbridge and its consortium partners. CHUK is a not-for-profit company set up on behalf of its members to offer more choice to customers seeking affordable housing.

11.3.4 The London Borough of Redbridge is in partnership with the landlords listed against the Choice Homes UK who have agreed to operate a regional lettings system.

11.3.5 **How properties are advertised under the Choice Homes Scheme**

11.3.5.1 The properties are advertised weekly in:

- Choice Homes Magazine (copies can be found in Housing Advice Centre, Housing Offices, local libraries and One Stop Shop at Lynton House)
- The Council website Redbridge i
- Choice Homes Website ([www.ellcchoicehomes.org.uk](http://www.ellcchoicehomes.org.uk))

11.3.5.2 If you are housebound, you can contact the Housing Advice Centre so that copies of the magazine can be sent to you at home.

11.3.6 **What type of properties are advertised in the Choice Homes Scheme**

11.3.6.1 We advertise Council and Registered Providers owned properties that become available. Type of properties would include:

- General accommodation (mainly flats or maisonettes for applicants without mobility problems)
- Sheltered Accommodation (self-contained communal establishments with or without wardens on site for those aged 55 or over)
- Adapted (accessible) accommodation (mainly for those with severe restricted mobility)

11.3.6.2 Property details such as size (number of bedrooms), type (flat/house), rent, location, accessibility (e.g. lift, wheelchair access), floor, access to garden, type of heating and landlord will also be advertised.
11.3.7 Which properties can I bid for?

11.3.7.1 All properties that are advertised are not always available to all applicants. Some properties are ring fenced for applicants who fall within particular Reasonable Preference category(s). The properties will be labelled as:

- **Tenant Seeking Transfer (T)**: If you are a Council Tenant, and do not fall within any Reasonable Preference categories, you may bid for properties that are labelled in the Choice Homes Magazine as (T).

- **Priority Homeseeker (PH)**: If you have been awarded Reasonable Preference, you may bid for properties labelled in the Choice Homes Magazine as (PH).

- **Homeless Homeseeker (HH)**: Occasionally the Council will ring fence properties for applicants to which it owes a homeless duty. In this case they will be marked (HH).

11.3.7.2 In circumstances where there are no applicants on the Housing Register needing an adapted (accessible) property, to make better use of stock the Council will make such properties available to other applicants.

11.3.8 How to bid

11.3.8.1 The Choice Homes magazine will provide full details of how to make bids. You must make a bid(s) before the closing date, which will be stated in the property advertisements.

11.3.8.2 You can bid for any two properties that are advertised weekly and are available to your particular applicant category. It is important that you bid for properties that you are prepared to live in. If you bid successfully and subsequently refuse the property when we allocate it to you, then this may invoke a penalty.

11.3.8.3 Bids can be placed either by telephoning the bidding hotline or online using the Choice Homes website (www.ellcchoicehomes.org.uk); you can also bid by text and auto bid for particular types of property.
11.3.9  How properties are allocated under the Choice Homes Scheme

11.3.9.1  When bidding closes, the IT system will sort the bids for each property by the applicants’ priority need and then their effective bidding date. The process of sorting the list is called short-listing.

11.3.9.2  All shortlisted applicants that have a change of circumstance will be reviewed. Overcrowded cases will be visited.

11.3.9.3  Those with the most preferences will be ranked highest of all. The ranking order is:

- Additional Preference.
- Reasonable Preference.
- Those who have waited the longest.

11.3.9.4  If the applicant who has been offered the property refuses it, the property will be offered to the next person in line in accordance with the above formulation.

11.3.9.5  Applicants with Community Contribution Award will have priority over applicants without Community Contribution Award but the same level of priority, regardless of the length of time waiting.
11.4 Local Lettings Policy

11.4.1 From time to time the Council in consultation with Registered Provider partners and other relevant stakeholders may decide to adopt local lettings policies. This means setting aside properties on a particular estate or area, or certain types of property across a housing stock for applicants who meet a certain criteria defined under the policy.

11.4.2 The purpose of such policies are to encourage residents to develop lasting connections with the area to help sustain a community; to deal with concentrations of deprivation; to create more mixed communities for example by setting aside a proportion of properties for employed applicants; or to reduce overcrowding and tackle other housing needs in the local area.

11.4.3 A local lettings scheme must be agreed by the Council in consultation with Private Registered Providers and other relevant stakeholders. Homes will be advertised through the Choice Homes Scheme as only suitable for applicants who qualify under the policy. Bidding will be restricted to qualifying applicants. Applicants will then be shortlisted in the usual way and homes offered in priority order.

11.4.4 If it is not possible to let all the available properties earmarked under a local lettings policy the remaining properties will be re-advertised and the policy criteria to qualify will not be applied.

11.4.5 Properties suitable for applicants with high priority needs, for example with special needs adaptations, may be excluded from the policy.

11.4.6 Where the accommodation is being allocated is out of borough and made available to Redbridge residents through Sub-regional Nomination Agreement, and the host Borough wants to let the properties in accordance with their own local letting plan, the local letting plan criteria will apply.

11.4.7 If required properties can be let in accordance with local letting plan criteria by means of direct lets.

11.5 Annual Lettings Plan

11.5.1 Based on local housing need the Council may develop an Annual Lettings Plan and assign a certain number or percentage of allocations to applicants in particular housing need/categories. This is to ensure that applicants in different housing need/categories have fair prospects of being allocated accommodation.

11.6 Chain-Lettings: Ring fence suitable voids for applicants who are overcrowded to create chain-lettings

11.6.1 Suitable properties may be ring-fenced for applicants who are overcrowded. This will create chain lettings for not only applicants who are over-crowded but also other applicants on the housing register.
11.7 Information on properties that have been let

11.7.1 Housing Authorities operating an open advertising scheme, whereby applicants can apply for particular properties are expected to provide information about the properties, which have been let. The ‘Choice Homes’ magazine and website will provide information on properties let that were advertised in the previous issue. This will include bedroom size, number of bids for each property and the date on which successful applicants applied to join the Scheme. Such feedback will enable you to assess your chances of success in subsequent bids.

11.8 Refusal of an offer of accommodation

11.8.1 You will not generally be penalised for refusing any offers of accommodation made to you through the Choice Homes Scheme.

11.8.2 However, if you refuse an offer of suitable accommodation which is deemed suitable and you are a homeless applicant who has been placed in temporary accommodation by the Housing Advice Centre, action will be taken to cancel your application, evict you from your temporary accommodation and you will have to find your own accommodation.

11.8.3 Periodically the Housing Service will review the bidding history of applicants owed a full homeless duty. Where applicants have not bid in the last 12 months and in that period suitable properties became available which the applicant had reasonable prospect of successfully bidding for, the Housing Service can make a direct let of suitable accommodation.

11.8.4 Likewise if you had previously been awarded an Additional Preference and you refuse an offer, your application will be reviewed which may result in the removal of that Additional Preference.
Section 12: Allocations to homeless households accepted under Part 7 of the Housing Act 1996 (as amended)

This section covers the following:
- Homelessness duty
- Homelessness Prevention
- Unintentionally homeless
- Choice Homes Scheme (Choice Based Lettings-CBL)
- Refusal of an offer of accommodation
- Discharge of homelessness duty
- Local connection and homelessness duty
12.1 **Homelessness Duty**

12.1.1 The Council has a legal duty to secure accommodation for households who are homeless or at risk of becoming homeless. This applies to homeless applicants accepted by the Council under Housing Act 1996 Part 7 (as amended by Homelessness Act 2002 and Localism Act 2011).

12.2 **Homelessness Prevention**

12.2.1 For those who are threatened with homelessness the Council will aim to prevent the applicant becoming homeless. The Bond Scheme is available to applicants who are threatened with homelessness, where the Council would otherwise go on to accept a full housing duty under the Housing Act 1996 Part VII, if the household were not offered assistance in obtaining accommodation in the private rented sector.

12.3 **Unintentionally Homeless**

12.3.1 Applicants who are owed a homelessness duty will be given Reasonable Preference.

12.4 **Choice Homes Scheme (Choice Based Lettings)**

12.4.1 Under the Choice Homes Scheme, the Council reserve the right to time limit the period in which homeless households in temporary accommodation can bid. Applicants will be able to bid for properties labelled Homeless Homeseeker (HH).

12.4.2 If an applicant bids unsuccessfully or fails to bid where a suitable property becomes available within the 12-month period, the Council will review the application and as appropriate will carry out any of the following:

- Make a Direct Offer
- Auto bid (the IT system will bid on behalf of the applicant)
- Proxy bid (an Officer will bid on behalf of the applicant)

12.5 **Refusal of an offer of accommodation**

12.5.1 If you refuse an offer of suitable accommodation which is deemed suitable and you are a homeless applicant who has been placed in temporary accommodation by the Housing Service, action will be taken to cancel your application, evict you from temporary accommodation and you will have to find your own accommodation.

12.5.2 Likewise if you have previously been awarded an Additional Preference and you refuse an offer, your application will be reviewed which may result in the removal of the Additional Preference.

12.5.3 Existing rules within the Allocations Scheme regarding change of circumstances will continue to apply.
12.6 **Discharge of Homelessness Duty**

12.6.1 The Council will discharge its homelessness duty in the following circumstances:

- On offer of suitable accommodation either through Direct Offer or Choice Homes Scheme or by a Private Rented Sector offer and the applicant accepts.

- On offer of suitable accommodation either through Direct Offer or Choice Homes Scheme or by a Private Rented Sector offer and the applicant refuses.

- The homelessness duty will also be discharged by offering suitable accommodation in accordance with s.193(2) and brought to an end where any of the circumstances listed in s.193(6).

- The Council will adopt the power to discharge the homelessness duty by means of a private rented sector offer, and the relevant provisions pertaining to a PRS Offer being accepted or refused will apply.
Section 13: Decisions, Reviews and Complaints

This section covers:

- Notification about a decision
- The right to review
- Complaints - if you are unhappy with the way you have been dealt with
13.1 Notification about a decision

13.1.1 All applicants have the right to information on:

- Why they have been excluded from the Choice Homes Scheme detailing the reasons, including decisions about Eligibility and whether the applicant is considered to be a Qualifying Person.
- Any decision regarding exclusion from the Reasonable Preference or Additional Preference categories.
- Any decision on the facts considered in making an allocation of property.

13.2 The right to review

13.2.1 Applicants can request a review in writing on any decision made by the Housing Service regarding their Choice Homes Application and be informed of the decision and the reasons for it.

13.2.2 The local authority when informing the applicant of his/her right to a review will also inform the applicant that he/she has the right to be informed of the decision of a review and the reasons for it.

13.2.3 If you wish to request a review, you will need to request the review in writing within 21 days from the date of your decision letter. An officer who has had no involvement in the original decision and more senior will conduct the review.

13.2.4 The review will be completed within 56 days from the date of your review request. A review decision is final. However, where there is fresh evidence to take into account the applicant can request a fresh assessment of their case.

13.3 What if you are unhappy with the way you have been dealt with?

13.3.1 We are not always able to help in the way you would like. If you feel that you have been dealt with incorrectly or unfairly, you should contact ‘Customer Help and Information’ (complaints), telephone number 020-8708 2447 and ask for details of the Council’s complaints procedure. Your complaint will be allocated to an appropriate manager.
Section 14: Allocation of Accommodation outside Choice Homes Allocation and Housing Act 1996 Part 6 (as amended by the Homelessness Act 2002 and Localism Act 2011)

This section covers:

- Decant Group
- Mutual Exchange
- Succession, Assignment and Property Adjustment
- Transfer Tenants (includes under-occupation schemes)
- Pan-London Mobility Scheme
- Chief Officer Discretion
14.1 **Relocating Council Residents**

14.1.1 In certain circumstances it is necessary for the Council to relocate residents because of the physical condition or location of their property. The Council has statutory duties to assist such residents with re-housing. The Council will therefore make direct offers to people in the following circumstances:

14.2 **Decant Group**

14.2.1 If you are a Council tenant living in a property that:

- requires major repairs or rehabilitation works; or
- needs to be vacated as part of a regeneration or improvement scheme.

14.2.2 If you are a private sector tenant who is forced to leave your home because a compulsory purchase order has been served.

14.2.3 If you are a private sector tenant living in a property in poor structural condition which you are forced to leave because the Council has served a closing or demolition order on your landlord.

14.2.4 The Council may make you more than one offer. These offers may consist of temporary or permanent accommodation depending on your circumstances and the nature and extent of the works that are required in your home. You will still be able to participate in the Choice Homes Scheme.

14.3 **Mutual Exchange**

14.3.1 Applicants participating in mutual exchanges within a Registered Provider’s stock or between housing authorities and Registered Providers do not fall within the scope of Choice Based Lettings.

14.4 **Succession, Assignment and Property Adjustment**

14.4.1 Where a tenant is entitled to succeed or is to be assigned a tenancy such succession or assignment does not fall within the scope of Part VI of the Housing Act 1996. Also where a tenancy is transferred under matrimonial law the transfer does not fall within the scope of Part VI of the Housing Act 1996.
14.5 **Transfer Tenants (includes under-occupation schemes)**

14.5.1 The Council reserves the right to make either Direct Offers\(^{40}\) or allow Transfer applicants to bid for properties under the Choice Homes Scheme\(^{41}\). This will enable the Council to:

- make better use of Council stock
- ensure improved mobility for existing tenants
- improve chances of securing a transfer for existing tenants without (or with low) housing needs
- meet its strategic objectives

14.5.2 Where appropriate, priority will be given to tenants who are under-occupying.

14.5.3 As appropriate, properties may be earmarked for Transfer Tenants to create chain lettings.

14.6 **Under-occupation**

14.6.1 Family sized accommodation is in short supply. To make best use of housing stock and secure larger properties, under this policy the Council will offer the following options (as Direct Lets or under discretionary power) to existing tenants, who are currently living in accommodation that is bigger than their needs.

14.6.2 **Downsize**

14.6.2.1 Tenants under-occupying 2-bedroom or larger accommodation will be able to move into a smaller property which is of suitable size. For example:

- A tenant currently living in a 3 bedroom property and assessed as in need of a 1 bedroom property will be entitled to bid for a 1 bedroom property.

- A tenant currently living in a 4 bedroom property and assessed as in need of 2 bedroom property will be entitled to bid for a 2 bedroom property.

14.6.3 **Under-Occupation Scheme**

14.6.3.1 Under this option, the tenant will be offered the size of accommodation that the Council considers as suitable for his/her household composition. The tenant will receive cash incentive for giving up larger accommodation.

---

\(^{40}\) Please see Section 11: Allocation (within Housing Act 1996 as amended by Homelessness Act 2002 and Localism Act 2011)

\(^{41}\) Please see Section 11: Allocation (within Housing Act 1996 as amended by Homelessness Act 2002 and Localism Act 2011)
14.6.4 Owner-Occupier and Under-Occupation

14.6.4.1 As part of the Council’s Freespace Scheme, older owner-occupiers who are currently under-occupying large homes and willing to lease their property to the Council for families in need, the Council will allocate the owner-occupier suitable accommodation on a priority basis.

14.6.5 Offer of larger accommodation to under-occupying tenants

14.6.5.1 Where there is a strong ground (e.g. better use of stock), the Council reserves the right to allocate a property that may be bigger than the under-occupying tenant’s assessed need.

14.7 Pan-London Mobility Scheme

14.7.1 Redbridge will participate in the Pan-London Mobility Scheme. For more information please see paragraph 5.4.5.

14.8 Chief Housing Officer Discretion

14.8.1 The Chief Housing Officer has delegated authority to make an offer to an applicant outside the normal rules of the scheme in exceptional circumstances. The circumstances in which such authority can be exercised shall be:

a. Where the applicant has an exceptional need or where a combination of social/welfare/medical/urgency/ or safety factors occur that cannot be adequately dealt with by application of the normal rules of the Allocation Scheme.

b. Where it is in the Council’s interest to award Additional Priority in the following cases:
   - Effective management of the housing stock
   - Financial or legal reasons
   - Supporting achievement of key objectives or meeting strategic priorities
   - To remedy an injustice

14.8.2 This authority may be delegated to an officer panel by the Chief Officer to consider cases and decide accordingly whether they fall within the circumstances above.

\[\text{Please see Section 8: Housing Need & Priority}\]
List of Key Amendments to the Allocation Policy March 2010

<table>
<thead>
<tr>
<th>Housing Register, Need &amp; Priority</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 The Housing Register is restricted to applicants who are eligible and meet the Council’s qualification criteria</td>
<td>7.1-7.3</td>
</tr>
<tr>
<td>2 The new Community Contribution Award (CCA) category will apply at the shortlisting stage of offering accommodation</td>
<td>8.8, 8.8.2</td>
</tr>
<tr>
<td>3 Allocation of Sheltered Accommodation via the Choice Based Lettings (CBL) Scheme</td>
<td>10.4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bedroom Requirement, Overcrowding and Waiting Time</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Allow single applicants to bid for both studio and 1-bed properties</td>
<td>9.3</td>
</tr>
<tr>
<td>5 Greater priority for applicants who are lacking 2 or more bedrooms, also known as Severe Overcrowding</td>
<td>9.5</td>
</tr>
<tr>
<td>Allow applicants to bid for smaller properties while their waiting time is retained</td>
<td>9.7</td>
</tr>
<tr>
<td>6 Offer private rented sector accommodation to applicants who are assessed as overcrowded, while they retain Reasonable Preference and continue to bid for social housing</td>
<td>7.9</td>
</tr>
<tr>
<td>7 Waiting time is counted from the housing application registration date, despite any change in the number of bedrooms required during the course of waiting for an offer of accommodation</td>
<td>7.9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Homelessness</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 Discharge Homelessness Duty into the Private Rented Sector without consent</td>
<td>12.6</td>
</tr>
<tr>
<td>9 Direct Offer, Proxy or Auto bid if applicants fail to bid for suitable property when it becomes available</td>
<td>12.4.2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Making an application</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Mandatory on-line registration including requirement to provide passport photos of all household members on the application except children under 10</td>
<td>7.5.1, 7.7.2</td>
</tr>
<tr>
<td>11 Automated annual review of Housing Register applications</td>
<td>7.14</td>
</tr>
</tbody>
</table>
List of stakeholders consulted

- Council Tenants
- Housing Register Applicants (including Homeless applicants)
- Borough Housing Panel
- Housing Service Users Forum
- Elected Members
- Homelessness Forum
- Registered Providers
- Residents
- Supported Accommodation Providers
- Sheltered Accommodation Providers
- Housing Staff
- Council Service Areas (including Adult and Children’s Services)
- Voluntary Sector Organisations
APPENDIX 3

Social Housing Stock, Lettings and Indicative Waiting Time

Social Housing Stock (General Need) as at April 2012

<table>
<thead>
<tr>
<th>Landlord</th>
<th>Studio</th>
<th>1-bed</th>
<th>2-bed</th>
<th>3-bed</th>
<th>4-bed</th>
<th>5-bed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redbridge</td>
<td>469</td>
<td>1423</td>
<td>1409</td>
<td>1,282</td>
<td>93</td>
<td>11</td>
<td>4,690</td>
</tr>
<tr>
<td>RPs[^1]</td>
<td>130</td>
<td>304</td>
<td>1319</td>
<td>975</td>
<td>178</td>
<td>14</td>
<td>2,797</td>
</tr>
<tr>
<td>Total</td>
<td>599</td>
<td>1,727</td>
<td>2,728</td>
<td>2,257</td>
<td>271</td>
<td>25</td>
<td>7,487</td>
</tr>
</tbody>
</table>

Housing Register (HR) as at April 2012

<table>
<thead>
<tr>
<th>Studio</th>
<th>1-bed</th>
<th>2-bed</th>
<th>3-bed</th>
<th>4-bed</th>
<th>5-bed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants on HR</td>
<td>3,047</td>
<td>1,042</td>
<td>3,922</td>
<td>2,257</td>
<td>490</td>
<td>10,306</td>
</tr>
<tr>
<td>Of which priority cases</td>
<td>897</td>
<td>381</td>
<td>1988</td>
<td>1369</td>
<td>370</td>
<td>5,061</td>
</tr>
</tbody>
</table>

New Supply during 2011/12

<table>
<thead>
<tr>
<th>General Need</th>
<th>Studio</th>
<th>1-bed</th>
<th>2-bed</th>
<th>3-bed</th>
<th>4-bed</th>
<th>5-bed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Build</td>
<td>0</td>
<td>9</td>
<td>45</td>
<td>12</td>
<td>1</td>
<td>1</td>
<td>68</td>
</tr>
</tbody>
</table>

Lettings 2007/08 – 2011/12

<table>
<thead>
<tr>
<th>Lettings</th>
<th>Studio</th>
<th>1-bed</th>
<th>2-bed</th>
<th>3-bed</th>
<th>4-bed</th>
<th>5-bed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011/12</td>
<td>60</td>
<td>164</td>
<td>117</td>
<td>58</td>
<td>4</td>
<td>2</td>
<td>405</td>
</tr>
<tr>
<td>2010/11</td>
<td>45</td>
<td>176</td>
<td>114</td>
<td>62</td>
<td>12</td>
<td>1</td>
<td>410</td>
</tr>
<tr>
<td>2009/10</td>
<td>63</td>
<td>168</td>
<td>174</td>
<td>98</td>
<td>13</td>
<td>4</td>
<td>520</td>
</tr>
<tr>
<td>2008/09</td>
<td>55</td>
<td>168</td>
<td>165</td>
<td>103</td>
<td>9</td>
<td>1</td>
<td>501</td>
</tr>
<tr>
<td>2007/08</td>
<td>56</td>
<td>162</td>
<td>113</td>
<td>66</td>
<td>5</td>
<td>0</td>
<td>402</td>
</tr>
</tbody>
</table>

Average Indicative Waiting Time 2007/08 – 2011/12

<table>
<thead>
<tr>
<th>Average waiting time</th>
<th>Studio</th>
<th>1-bed</th>
<th>2-bed</th>
<th>3-bed</th>
<th>4-bed</th>
<th>5-bed</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011/12</td>
<td>6yr 7m</td>
<td>3yr 2m</td>
<td>5yr 8m</td>
<td>6yr 7m</td>
<td>7yr 6m</td>
<td>7yr 9m</td>
<td>6 yrs 2m</td>
</tr>
<tr>
<td>2010/11</td>
<td>4yr 10m</td>
<td>2yr 10m</td>
<td>4yr 11m</td>
<td>5yr 10m</td>
<td>6yr 8m</td>
<td>10yr 5m</td>
<td>5 yrs 11m</td>
</tr>
<tr>
<td>2009/10</td>
<td>4yr 6 m</td>
<td>2 yr 7m</td>
<td>4 yr 7m</td>
<td>5 yr 8m</td>
<td>4 yr 5 yr 6m</td>
<td>4 yrs 5m</td>
<td></td>
</tr>
<tr>
<td>2007/08</td>
<td>3 yr 7m</td>
<td>2 yr 5m</td>
<td>5 yr 1m</td>
<td>5 yr 6m</td>
<td>5 yr 5m</td>
<td>None let</td>
<td>3 yrs 8m</td>
</tr>
<tr>
<td>Average</td>
<td>4 yrs 3m</td>
<td>2yrs 7m</td>
<td>4yrs10m</td>
<td>5yrs 8m</td>
<td>5yrs 4m</td>
<td>5yrs 3m</td>
<td>4 yrs 8m</td>
</tr>
</tbody>
</table>

[^1] Registered Providers
List of qualifying Regular and Reserve Forces

Armed Forces Act 2006 s374

The regular forces

- The Royal Navy
- The Royal Marines
- The regular army
- The Royal Air Force

The reserve forces

- The Royal Fleet Reserve
- The Royal Naval Reserve
- The Royal Marines Reserve
- The Army Reserve
- The Territorial Army
- The Royal Air Force Reserve
- The Royal Auxiliary Air Force
List of documents required

List A: Proof of Identity
- Birth Certificate
- Driving Licence
- Marriage Certificate
- Medical Card
- National Insurance Card
- Passport
- Photo card driving licence

List B: Proof of Address
- Utility Bill
- Bank statement

List C: Proof of Income
- Welfare Benefit entitlement letter
- Payslips
- Savings
- Owned Property

List D: Proof of Medical Condition(s)
- Medical Report
- Social Services Report
- OT Report

List E: Other
- Relationship to all those named on the application
- Immigration Status
- A local connection with Redbridge (live, work or have family in the borough)
- Letter confirming registration with Redbridge Social Services for adoption or fostering
- Documents confirming service at armed or regular forces
- Photographs
1. **Special Scheme Groups and Move-on Accommodation**

1.1 Applicants whom the Council will assist to move on into settled accommodation include:

- Single Homeless/Ex-rough sleepers
- Young People Leaving Care
- Young People at Risk
- Fleeing Domestic Violence
- Applicants with mental health problems
- Ex-substance mis-users
- High risk ex-offenders
- People with learning disabilities

1.2 The list is comprised of applicants who are ready to move-on from support schemes which are run by either the Council or its partner agencies. The Council will also assist applicants in the process of leaving or have left institutions such as hospital and prison.

1.3 Support schemes mentioned above include:

- Young people who have been looked after or accommodated
- Residential rehabilitation programmes for substance mis-users
- Supporting People funded supported housing schemes e.g. Redbridge Foyer and Jason Lee House, Well House.

1.4 Depending on individual circumstances the Council will award applicants either Additional or Reasonable Preference on welfare grounds. Accommodation will be allocated either through Direct Let or Choice Homes Scheme. Where appropriate, applicants will be offered accommodation in the Private Rented Sector as part of the Council’s Bond Scheme.

1.5 Protocols with agencies will vary depending on the type of support scheme the applicant is applying from and individual circumstances. Where appropriate, the Council must receive confirmation on the following before a property is allocated or the applicant is allowed to join the Housing Register:

- The applicant is ready to move-on to settled accommodation on the recommendation of the support service manager
- The applicant is in need of appropriate tenancy support
- That a support package has been assessed and where required, is in place.

1.6 Due to the low level of social housing in Redbridge district it is not possible for Direct Lets to be made to all applicants moving-on from SP funded accommodation. The current list of priority cases who do receive direct lets is as follows:

- High risk MAPPA cases
- Looked after young people
Residents from certain mental health schemes

1.7 For these clients the waiting time commences from the date the Housing Service receive the completed application form from the relevant referring agency.

1.8 Applicants from the following schemes will be awarded Reasonable Preference on welfare grounds:

- Redbridge Foyer
- Jason Lee House
- Well House
- Welcome Centre
- Redbridge Refuge

1.9 Waiting time for these clients commences either from the date completed application form received or in cases where the applicant is already registered on the Housing List prior to residing at the supported housing scheme, the date they were previously registered.
<table>
<thead>
<tr>
<th>Anchor Housing Trust</th>
<th>Extra Care</th>
<th>Units</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anchor House, Goodmayes</td>
<td></td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Bradley House, Woodford Green</td>
<td></td>
<td>55</td>
<td></td>
</tr>
<tr>
<td>Copsfield Court, South Woodford</td>
<td></td>
<td>31</td>
<td></td>
</tr>
<tr>
<td>Eagle Lodge, Wanstead</td>
<td></td>
<td>47</td>
<td>247</td>
</tr>
<tr>
<td>Marion Lawson Court, Chigwell</td>
<td></td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>Oaklea Lodge, Goodmayes</td>
<td></td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Stavely Court, Wanstead</td>
<td></td>
<td>50</td>
<td></td>
</tr>
<tr>
<td><strong>English Churches Housing Group</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Church Court, Woodford Green</td>
<td></td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>John Chadwick House, Seven Kings</td>
<td></td>
<td>22</td>
<td>37</td>
</tr>
<tr>
<td><strong>Family Mosaic Housing Association</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kings Avenue, Woodford Green</td>
<td></td>
<td>32</td>
<td>32</td>
</tr>
<tr>
<td><strong>Genesis</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hayter Court, Wanstead</td>
<td></td>
<td>32</td>
<td>131</td>
</tr>
<tr>
<td>Perry Lodge, Manor Park</td>
<td></td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>Trillo Court, Newbury Park</td>
<td></td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Whitfield Court, Ilford</td>
<td></td>
<td>37</td>
<td></td>
</tr>
<tr>
<td><strong>Housing 21</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Churchill Lodge, Barkingside</td>
<td></td>
<td>44</td>
<td>242</td>
</tr>
<tr>
<td>Cromwell Lodge, Barking</td>
<td></td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Hatfield Lodge, Barkingside</td>
<td></td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Jubilee Lodge, South Woodford</td>
<td></td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Kelvedon Lodge, Clayhall</td>
<td></td>
<td>44</td>
<td></td>
</tr>
<tr>
<td>Kenneth Chambers Court, Woodford Bridge</td>
<td></td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Stoneleigh Court, Clayhall</td>
<td></td>
<td>59</td>
<td></td>
</tr>
<tr>
<td><strong>Industrial Dwelling Society</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abraham Cohen Court, Ilford</td>
<td></td>
<td>11</td>
<td>68</td>
</tr>
<tr>
<td>Charlotte Court, Ilford</td>
<td></td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Hilary Dennis Court, Wanstead</td>
<td></td>
<td>34</td>
<td></td>
</tr>
<tr>
<td><strong>London &amp; Quadrant Housing Trust</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bernard House, Hainault</td>
<td></td>
<td>48</td>
<td>131</td>
</tr>
<tr>
<td>Cowan Lodge, Woodford Green</td>
<td></td>
<td>43</td>
<td></td>
</tr>
<tr>
<td>Rowan House, Ilford</td>
<td></td>
<td>40</td>
<td></td>
</tr>
<tr>
<td><strong>Sanctuary Housing Association</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shaftesbury Court, Chadwell Heath</td>
<td></td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td><strong>Weavers Almhouse Charities</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Wanstead, Wanstead</td>
<td></td>
<td>2</td>
<td>39</td>
</tr>
<tr>
<td>Weavers House, Wanstead</td>
<td></td>
<td>37</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX 8

Descriptions of persons by whom decisions are taken

1. Assessments

1.1 Initial decisions about Eligibility, and whether an applicant is a Qualifying or Non-Qualifying person, and recommendations for decisions, are made by Housing Options Officers. The decisions can also be made by Housing Options Team Managers, Housing Advice Centre Manager, Homelessness Reviews Manager or the Head of Housing Needs.

1.2 Initial decisions concerning awarding Reasonable Preference on medical, welfare and disability, and awarding the Severe Overcrowding Preference, will be made by a recommendation by a Housing Options Officer, and approved by a Housing Options Team Manager, Housing Advice Centre Manager, Homelessness Reviews Manager or the Head of Housing Needs.

1.3 Initial decisions about awarding Reasonable Preference on account of an applicant being overcrowded or occupying insanitary or otherwise unsuitable accommodation; and decisions about awarding Reasonable Preference on account of an applicant being homeless or owed a homelessness duty, accepting a Qualifying Offer or PRS offer or accepting a PRS offer to prevent homelessness are made by a Housing Options Officer, and can also be made by a Housing Options Team Manager, Housing Advice Centre Manager, Homelessness Reviews Manager or the Head of Housing Needs.

1.4 Decisions to award Additional Preference are recommended by Housing Options Officers and Housing Options Team Managers, and approved by the Housing Advice Centre Manager or Head of Housing Needs.

1.5 Decisions to agree a direct let for an under-occupying Council tenant are recommended by Housing Options Officers or Housing Options Team Managers, or Under-Occupation Project Officer or Manager, and approved by the Housing Advice Centre Manager or Head of Housing Needs.

1.6 Decisions to agree a direct let to applicants nominated for move-on accommodation through special schemes are recommended by Housing Options Officers or Housing Options Team Managers, and approved by the Housing Advice Centre Manager or Head of Housing Needs.

1.7 Decisions to recommend a direct let under Chief Housing Officer discretionary powers can be recommended by Housing Options Officers, Housing Options Team Managers, and Area Housing Officers, endorsed by the Housing Advice Centre Manager, Senior Accommodation Manager or Head of Housing Needs, and presented to the Chief Housing Officer for approval.

1.8 Reassessments where applicant’s circumstances have changed or fresh evidence has been provided are carried out by Housing Options Officers and agreed where appropriate as indicated above.
1.9 Reviews of assessments are carried out by Housing Options Managers or the Housing Advice Centre Manager, Homelessness Reviews Manager, or the Head of Housing Needs. Housing Options Officers can carry out enquiries and make recommendations on cases under review.

2. **Short-listing & Offers**

2.1 At the short-listing stage Allocations Officers will check if the assessment for short-listed applicants is correct. Where it becomes apparent the assessment is either incorrect or no longer valid due to changes in the applicant’s circumstances, the case will be passed back to the appropriate assessment team to carry out a fresh assessment.

2.2 Allocations Officers will also check if the applicant is suitable to be a tenant, has a local connection, and if the applicant has sufficient resources to obtain their own accommodation. Where a decision is taken not to proceed with an offer of accommodation, the decision will be agreed by the Allocations Team Manager, Senior Accommodation Manager, or Head of Housing Needs.

2.3 Where an Allocations Officer has established an assessment is valid, and there are no other factors that would mean an offer should not proceed due to local connection, suitability to be a tenant or resources, the Allocations Officer will proceed to offer the accommodation to the applicant.

2.4 Reviews of suitability of offers of accommodation made to applicants owed a homelessness duty are carried out by the Allocations Team Manager.