



Allocations and Lettings of General Needs, Sheltered Rented Housing and Care and Supported Housing	
Approved by Board	Issue number 9
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	Executive Sponsor Executive Director of Housing/Executive Director of C&SH
	Responsible Officer Head of Housing

1.	Aims and Objectives
1.1	Hightown aims to provide good quality rented accommodation for people who are in need of housing, care and support.
1.2	Hightown operates in areas of high demand for housing, where supply is limited. In accordance with the Regulator of Social Housing's Tenancy Standard this policy aims to ensure that Hightown: <ul style="list-style-type: none"> • Allocates and lets homes in a fair, transparent and efficient way • takes the needs of tenants and prospective tenants into account • co-operates with Local Authorities' strategic housing functions and assists Local Authorities to fulfil their duties to meet identified local housing need, including assistance with Local Authority homelessness duties and through meeting obligations in nominations agreements • has a fair, reasonable, simple and accessible appeals process for allocations decisions
1.3	This policy aims to ensure that all referrals into a supported housing service are considered in accordance with their individual needs assessments, commissioning contracts, local service allocation procedures and Hightown's Health and Safety procedures and Equality and Diversity policy.
1.4	Unsuccessful referrals for a place in a supported housing service, will be given the reasons why the referral has been declined, and the opportunity to appeal against the decision.

<p>2.</p> <p>2.1</p> <p>2.2</p> <p>2.3</p> <p>2.4</p> <p>2.5</p>	<p>Definitions and Scope</p> <p>This policy covers the allocation of general needs, sheltered rented housing and Care & Supported Housing (C&SH); it does not include the allocation of shared ownership or intermediate rent homes.</p> <p>This policy covers the allocation of the following general rented housing categories: -</p> <ul style="list-style-type: none"> • Local Authority nominations • Direct lets and internal transfers • Housing First applicants • People wishing to exchange homes with others <p>When allocating accommodation in a supported housing service, Hightown must comply with the Regulator’s Standards, regulations linked to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, commissioning referral processes, nomination agreements with placing authorities and this policy.</p> <p>Hightown will not exclude applications for Housing from staff, Board members or their close relatives. However, these lettings will only proceed if approved by the Executive Director of Corporate Services prior to an offer of accommodation being made to ensure that no favourable treatment has been given and that no conflicts of interest are likely to arise which cannot be effectively managed. All approvals will be entered on the Exemptions Register.</p> <p>All allocations will be made in accordance with Hightown's Tenure policy.</p>
<p>3.</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.4.1</p>	<p>Policy for the allocation of General Needs and Sheltered Housing</p> <p>Hightown has nomination agreements with Local Authorities, therefore most applicants will be from this source.</p> <p>Where nomination agreements allow, a percentage of properties may be let directly to those who meet Hightown’s allocation criteria (Appendix 1), including transfer applicants. As Hightown has a relatively low turnover of tenancies it will not be in a position to house most direct applicants.</p> <p>If a Local Authority waives their nomination rights, fails to provide a nomination within the timescale set out in the nominations or service level agreement, or there are difficulties in finding suitable tenants for specific types of properties e.g. sheltered housing, Hightown will use alternative methods to let those homes which may include internal transfer, advertising through another Local Authority, advertising through HomeSwapper or property rental websites, local advertising or targeted referrals.</p> <p><u>Conditions Applying to Applicants for General Needs Housing</u></p> <p>All applicants for General Needs accommodation must complete an application for General Needs Rented Housing form which will be assessed in relation to the applicant’s suitability for a general needs tenancy, and the suitability of the property they are applying for. Support will be given where needed to enable a prospective tenant to complete the application process.</p>

3.4.2	<p>All applicants will undergo an assessment prior to an offer of accommodation being made. The applicant must provide all supporting evidence required for the assessment to take place. Examples of supporting evidence may include:</p> <ul style="list-style-type: none"> • Bank statements (to verify income and expenditure), Payslips or benefits statements • Identification documents • Medical information or reports where relevant • Supporting letters from social workers, support agencies, or other professionals • Previous tenancy references
3.4.3	<p>The assessment will verify the applicant's circumstances, housing need and the details provided by the Local Authority. This includes consideration of:</p> <ul style="list-style-type: none"> • Financial circumstances (e.g., income, savings, debts, affordability) • Personal circumstances (e.g., caring responsibilities, employment, household composition) • Support needs (including confirmation from relevant support services where in place) • Conduct of previous tenancies, where applicable (e.g., rent payment history, any concerns regarding tenancy management)
3.4.4	<p>All applicants must be assessed as able to sustain a general needs tenancy before an offer of accommodation is made. If the applicant has support in place, Hightown must receive written confirmation from the support service that the accommodation applied for is suitable and meets the needs of the applicant.</p>
3.4.5	<p>The applicant and the support agencies involved must be able to provide sufficient information to enable Hightown to determine whether there is an appropriate level of ongoing support in place to enable the applicant to sustain their tenancy prior to any decision being made on whether to accept the nomination. Staff from Hightown may ask to meet with the applicant and support worker to discuss the suitability of the tenancy and to be provided with details of the proposed ongoing support arrangements.</p>
3.4.6	<p>Where a support need is identified, and there are no appropriate support arrangements in place, a conditional offer may be made on the condition that the applicant agrees to a referral to a support service, where one is available.</p>
3.4.7	<p>Where an application is rejected for any reason under this policy, the applicant will be informed of the decision in writing within 3 working days. The written notification will clearly set out the reasons for the rejection and details of the applicant's right to appeal and how to access the appeals process. Where applicable, applicants will also be provided with advice on alternative housing options and any criteria that would allow a future application to be reconsidered.</p>
3.4.8	<p>In cases where the support is insufficient to enable the applicant to sustain a general needs tenancy, or where the applicant refuses a referral for support, the application will be rejected. The applicant will be given advice and signposting regarding their housing options.</p>
3.4.9	<p>Hightown may reject applications where an applicant has rent arrears for their current tenancy or where there are former tenant arrears from a previous tenancy. The individual circumstances that led to the accrual of arrears, the applicant's current circumstances and any support in place will be taken into consideration. If an applicant, or anyone who would be a member of their household, has previously been evicted from local authority or housing</p>

	<p>association accommodation due to Anti-Social Behaviour (ASB), had legal action taken against them for ASB, or been convicted of an unspent relevant serious criminal offence, Hightown reserve the right to reject the application. Matters such as the length of time since the behaviour took place, current circumstances and any support in place will be taken into consideration.</p>
3.4.10	<p>Where the applicant has previously held a tenancy, Hightown will require references from previous landlords, dating back over the previous five years. Hightown may reject an application based on the outcome of reference checks. If an applicant unreasonably fails to provide details of former landlords, or is unwilling for reference checks to be carried out, the application may be rejected.</p>
3.4.11	<p>Any applicant found to be making a fraudulent application will be rejected and the details referred to the nominating Local Authority.</p>
3.4.12	<p>Legal action will be taken against any applicant who is found to have obtained a tenancy fraudulently by either knowingly or recklessly withholding information or giving false information about their circumstances.</p>
3.5	<p><u>Financial Assessments and Affordability</u></p>
3.5.1	<p>Hightown's charitable objective is to help those who cannot afford to meet their own housing need through private sector rent or purchase and will therefore take the income and capital/savings and assets of the household into account when assessing an application. Those who have sufficient means to meet their own housing need would not qualify for a Hightown General Needs home.</p>
3.5.2	<p>All applicants for General Needs and Sheltered housing (excluding Housing First) are required to undergo an income and expenditure assessment as part of the verification process.</p>
3.5.3	<p>Hightown will consider the total household income of the applicant(s) and any capital available to them, and make an assessment of their financial position and commitments and whether the household would be able to meet their housing need in the private sector for the type of accommodation needed (e.g market rented). Account is also taken of any savings, capital or assets, which an applicant could be expected to use to meet their housing need.</p>
3.5.4	<p>For the purposes of this policy, the definition of 'Household' and 'Household Income' are:</p> <ul style="list-style-type: none"> • Household: the applicant or joint applicants and the spouse, civil partner or partner of a sole applicant where the spouse, civil partner or partner will live with them. • Household Income: the sum of the gross incomes of the Household, as defined above.
3.5.5	<p>All applicants must provide up to date information and appropriate supporting evidence regarding their finances at the point of application, including their income and expenditure, and details of any current savings or debts. The application will be rejected if the applicant refuses or fails to provide this information within a reasonable timeframe, depending on the information required, but likely to be within five working days.</p>
3.5.6	<p>All rejected applicants will be advised in writing of the reason their application has been rejected given advice on their housing options, and information on any criteria which would enable Hightown to consider a further application if they were to be nominated again in the future.</p>

3.5.7	Where a homeless applicant for housing is rejected on the grounds of affordability, the applicant has the right to appeal. On appeal, the application will be passed to the Head of Housing for reconsideration. The applicant will be informed of the decision in writing within 3 working days
3.5.8	Advice will be given to all applicants regarding the prevailing government policies regarding housing and future benefit entitlement, and how it may impact upon them as a household.
3.5.9	The financial assessment will consider whether they have sufficient capital and income to rent in the private sector, access intermediate rent housing, or to buy a property with a mortgage, either outright or through shared ownership. Consideration will be given to personal circumstances, including but not limited to; caring responsibilities, work, or other personal circumstances which would prevent them from accessing suitable accommodation in the private or intermediate sector.
3.5.10	In accordance with Hightown's charitable objectives, where it is deemed that the applicant is able to meet their own housing need through these options, the application will be rejected. All decisions will be clearly recorded on the application file.
3.6	<u>Property Size</u>
3.6.1	To maximise the use of the stock, Hightown will not normally consider applicants for properties larger than the household's bedroom need as determined by this policy.
3.6.2	We will consider a property to be an appropriate size by allowing one bedroom for each of the following:
3.6.3	A sole applicant or an applicant and their spouse or partner Each person in the household aged over 18 years and not living as a couple Every pair of children under 18 years old of the same sex Every pair of children under 10 years old regardless of their sex
3.6.4	An unborn child will be considered as an additional member of the household from the beginning of the third trimester of pregnancy.
3.6.5	Where parents live separately and have shared care of children, the children will be counted as part of the household that provides their main home. If the time spent at each parental home is equal, or there is a question about who they normally live with, they will be treated as living with the parent who receives child benefit for them.
3.6.6	An applicant may, in exceptional circumstances, be considered for a home that is smaller than their bedroom needs, for example where a large three bedroom home would meet the needs of household normally requiring a four bedroom property.
3.6.7	There may be occasions when applicants are considered for properties larger than determined by the size of the household for example, due to medical grounds. Such cases must be referred to the Head of Housing for consideration.

3.7	<u>Local Authority Nominations</u>
3.7.1	Hightown has nomination agreements with Local Authorities for most of its properties.
3.7.2	Where there is no formal nominations or service level agreement and the homes have been provided with the help of public subsidy, at least 50% of lettings will be sought through Local Authority nominations.
3.7.3	Hightown's geographical spread has led Hightown to take nominations from Local Authorities (who have a full picture of housing need in their area) rather than to operate numerous housing registers.
3.7.4	Consequently the small number of empty properties not subject to a nomination agreement, will normally be offered to the Local Authority unless they are to be used to transfer existing tenants.
3.7.5	Hightown will accept nominations from Local Authorities where agreed as part of other initiatives undertaken in partnership with them, such as Housing First.
3.8	<u>Choice-based lettings (CBL)</u>
3.8.1	Hightown participates in Choice Based Lettings schemes across its areas of its operation, where they are in place. It is actively involved with Local Authority partners in their efforts to manage such systems, and aims to have the highest level of involvement available. Each authority differs in methods of advertising properties, deadlines, and retrieval of successful bidders.
3.8.2	Where a Local Authority does not operate a Choice Based Lettings scheme, Hightown will accept nominations directly from the Local Authority.
3.9	<u>Local Lettings Plans</u>
3.9.1	Hightown may agree a local lettings plan for a particular scheme or area with the Local Authority, in order to promote sustainable communities. Under a local lettings plan, certain groups, for example applicants who are working, may be awarded additional priority by the Local Authority for some properties.
3.10	<u>Direct Lets and Internal Transfers</u>
3.10.1	Hightown does not hold an internal transfer list. Any properties which are not subject to nomination rights or let through the Local Authority Housing Register will be used for internal transfer or advertised through Homeswapper and/or Zoopla. This will be publicised to Hightown tenants.
3.10.2	<p>In accordance with S167 of the 1996 Housing Act (as amended) reasonable preference will be given to external applicants from the following groups:</p> <ul style="list-style-type: none"> • people who have been assessed by the Local Authority as homeless within the meaning of Part 7 of the Housing Act 1996 (including those who are intentionally homeless and those not in priority need) • people occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions • people who need to move on welfare or medical grounds relating to a disability • people occupying housing accommodation, which is temporary or occupied on insecure terms

	<ul style="list-style-type: none"> • families with dependent children • households consisting of or including someone who is expecting a child • households whose social or economic circumstances are such that they have difficulty in securing settled accommodation.
3.10.3	Applicants for Direct Let should complete an Application for Rented Housing form and will undergo the assessment process outlined above. The applicant will receive written notification of the outcome of their application and any priority awarded.
3.10.4	Generally, no offer of accommodation will be made to a current Hightown tenant who has rent arrears or outstanding recharges. However, discretion may be exercised to allow an alternative offer of accommodation to be made, such cases will be considered by the Head of Housing. Circumstances where discretion may be exercised include arrears accruing due to welfare reform (e.g. the reduction in housing benefit for spare rooms or the benefit cap), tenants fleeing violence or serious harassment, tenants with a disability where their current home does not meet their need and cannot be adapted.
3.10.5	Any offer made to a tenant with rent arrears or outstanding recharges will be conditional upon an agreement being entered into to clear the debt as part of the tenancy conditions for their new home.
3.11	<u>Managed Moves</u>
3.11.1	In some situations, it may be necessary to transfer a tenant on management grounds, for example, where a tenant is fleeing domestic abuse, a high level medical need, or due to an irresolvable dispute between neighbours over a long period of time.
3.11.2	All requests for a move on management grounds must be referred to the Head of Housing for consideration. The Officer requesting the managed move, must complete a request for Management Transfer form. Where the tenant is moving to flee domestic abuse, violence or serious harassment, the Head of Housing will require supporting information from relevant agencies such as the Police or the Multi Agency Risk Assessment Conference (MARAC) to ensure that a move is the right course of action and that any identified property would reduce risk to the tenant.
3.11.3	Managed moves will only be approved as a last resort, where other interventions have not resolved the situation or are not possible, and where a suitable property is available for letting. The Officer will inform the tenant of the outcome of the request in writing within 3 working days of the decision being made.
3.11.4	The statutory duty for tenants fleeing violence rests with the Local Authority, and tenants must approach the Local Authority in the first instance. The Officer supporting the tenant should signpost the tenant to the relevant local authority and if needed, provide a letter of support.
3.11.5	Where a managed move is agreed, a single offer will be made on a like-for-like basis.
3.11.6	Any allocations made to tenants in rent arrears or through a management transfer, will be reported on a monthly basis by the Head of Housing.

3.11.7	Hightown may, where appropriate, participate in a reciprocal agreement with another social landlord to facilitate a move in cases of domestic abuse or fleeing violence or harassment to support homelessness prevention.
3.12	<u>Mutual Exchange</u>
3.12.1	Hightown participates in mobility and mutual exchange schemes where these are available.
3.12.2	All eligible Hightown tenants will have access to an internet based mutual exchange system free of charge (currently Homeswapper and Swaptracker). This is promoted on our website.
3.13	<u>Joint to Sole tenancies</u>
3.13.1	In exceptional circumstances, a tenancy may be granted to a tenant who has been part of a joint tenancy that has been terminated. This will only be granted with the approval of the Head of Housing, for example in the case of domestic abuse.
3.14	<u>Monitoring</u>
3.14.1	Lettings performance will be monitored through monthly Key Performance Indicators, and reported to the Operations Committee quarterly, including any lettings made using the discretion available within this policy.
3.15	<u>Appeals and Complaints</u>
3.15.1	All applicants have the right to appeal if they feel that their application has not been dealt with in accordance with this policy, or regard the rejection of their application or an offer of accommodation as unreasonable. Appeals should be made to the Head of Housing, whose decision will be final. The outcome of the appeal should be communicated to the applicant in writing and in 3 working days.
3.15.2	If an applicant is dissatisfied with the way their application has been handled they may make a complaint under Hightown's Complaints Procedure.
4.	Policy for the allocation of Care and Supported Housing
4.1	Referrals or direct applications for a place in a care home or supported housing service will be considered by Hightown and their decision will be based on the eligibility criteria for the service, the service's allocations procedure, a needs and risk assessment and referrer information. Each service has a lettings and allocations procedure which must be adhered to when considering allocations to services.
4.2	If a referral or direct application for a place in a service is rejected, the reason for the rejection will be communicated to the applicant and the person who made the referral or nomination, along with details of the appeals procedure and any information available about alternative Hightown services or other providers of care and supported housing services. Such an appeal should be made to the relevant Care & Supported Housing Manager. If they are dissatisfied with the way their application has been handled applicants may use Hightown's Complaints Procedure.

<p>4.3</p> <p>4.3.1</p> <p>4.4</p> <p>4.4.1</p> <p>4.5</p> <p>4.5.1</p> <p>4.6</p> <p>4.6.1</p> <p>4.6.2</p> <p>4.7</p> <p>4.7.1</p> <p>4.7.2</p>	<p><u>Helping people to make an informed decision</u></p> <p>Where practical, referrals / direct applicants will be given the opportunity to visit and if appropriate, stay at the service that they have applied for, and be given suitable information to allow them to make an informed choice about the suitability of the accommodation / care and support being offered.</p> <p><u>Promoting Independence</u></p> <p>To promote the move towards independence, existing people we support already receiving a service will be given priority if a vacancy arises in a service offering less support if they have been assessed as ready to move on.</p> <p><u>Funding</u></p> <p>Before a place in a service is confirmed, an applicant will need to have entitlement to funding that is adequate to meet their needs or be able to demonstrate that they have the means to pay the rent and care and/or support charges or are eligible for Housing Benefit.</p> <p><u>Financial Restrictions</u></p> <p>Account will be taken of income and capital/savings in assessing an applicant's ability to pursue other housing options, taking into consideration the support housing required.</p> <p>Hightown will make 'fairer charging' referrals to County Councils when appropriate, who in turn will make a decision as to whether a service user needs to contribute to the cost of their care or support.</p> <p><u>Monitoring</u></p> <p>Data on lettings, evictions and refused applications is reported in monthly reports.</p> <p>Hightown records the profiling data of rejected applications in order to monitor access to care and supported housing in line with regulatory and contractual obligations.</p>
<p>5.</p>	<p>Legal/Regulatory Background</p> <p>The Housing Act 1988 The Housing Act 1996 Renters Rights Act 2025 The Landlord and Tenant Act 1985 Equality Act 2010 Immigration Act 2014 Social Housing Regulation Act 2023 Regulator of Social Housing's Consumer Standards Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p>
<p>6.</p> <p>6.1</p> <p>6.1.1</p>	<p>Other considerations:</p> <p><u>Equality Impact</u></p> <p>An Equality Impact Assessment has been carried out in the review of this policy.</p>

<p>6.1.2</p> <p>6.1.3</p> <p>6.1.4</p>	<p>In line with Hightown’s Equality and Diversity policy all applicants for housing will be considered in the same manner regardless of their protected characteristics (unless age restrictions apply) in accordance with the protected characteristics as set out in the Equality Act 2010.</p> <p>All applicants are asked to complete an Equal Opportunities in Housing form in order for Hightown to monitor applicants’ protected characteristics in allocations, rejections and refusals. The Head of Housing will monitor the profiling data of rejected applications.</p> <p><u>Risk</u> There is an expectation from the Regulator that registered providers will have an allocations policy that meets their Tenancy Standard. As a charity Hightown needs to comply with its charitable purpose and the allocations policy provides a framework to ensure that Hightown complies with its purpose.</p>
<p>7.</p>	<p>Policy/document References:</p> <p>Tenure Policy Tenure and Tenancy Management Procedure Voids Policy Voids and Lettings Procedure Under-Occupation Policy Accessible Homes (Aids and Adaptations) Policy Accessible Homes (Aids and Adaptations) Procedure Tenancy Audit and Unauthorised Occupation Procedure Starter Tenancy Procedure Mutual Exchange Procedure Domestic Abuse Policy Domestic Abuse Procedure</p>

Appendix 1: Points Scheme for General Needs and Sheltered Housing for external applicants

<p>1.0 Current Hightown Tenant</p> <p>Applicant currently holds a Hightown General Needs Starter, Fixed Term or Assured Tenancy</p> <p>Current Hightown C&SH tenants occupying a property provided to meet a specific need who no longer require such accommodation and need to Move-on.</p> <p>Where that tenant does not qualify for the Local Authority Housing Register</p>	<p>20 Points</p> <p>15 Points</p> <p>An additional 2 points</p>
<p>2.0 Bedroom Deficiency</p> <p>For each bedroom lacking</p> <p>As a guide, the following minimum standards apply when calculating bedroom deficiency:</p> <ul style="list-style-type: none"> • Single person – 1 bedroom/bedsit • Couple - 1 bedroom • Single person with one child - 2 bedrooms • Couple with one child - 2 bedrooms <p>An unborn child will be considered as an additional member of household from the beginning of the Third trimester of pregnancy.</p> <p>All adults aged over 18 years not living as a couple require their own bedroom. Children of different genders will not be expected to share a room when one of them is over 10 years old.</p>	<p>15 points</p>
<p>3.0 Room Surplus</p> <p>Under-occupying social housing per bedroom</p> <p>Under-occupying social housing tenant who is of working age and claiming housing benefit</p>	<p>15 points</p> <p>Additional 10 points per bedroom</p>
<p>4.0 Tenure</p> <p>Lodger/with friends or family</p> <p>Shorthold tenant / licensee e.g. hostels, short term tenants</p> <p>Current or former serving member of the regular or reserve Armed Forces</p> <p>Temporary accommodation (e.g. bed and breakfast, rented rooms, caravan, houseboat)</p>	<p>4 Points</p> <p>2 Points</p> <p>2 Points</p> <p>10 Points</p>

<p>5.0 Sharing Facilities with another household</p> <p>Sharing living-room Sharing kitchen Sharing WC/bathroom Sharing any of the above with more than one household an additional</p>	<p>4 Points 4 Points 4 Points 4 Points</p>
<p>6.0 Lack of Facilities (external applicants only)</p> <p>No kitchen sink or mains water supply No hot water supply Chemical WC or non-flushing WC External WC No effective heating system Poor structural condition/general disrepair</p>	<p>One of these 15 points</p> <p>Two or more 20 points</p>
<p>7.0 Medical</p> <p>If current accommodation is unsuitable due to medical/disability grounds (priority to be assessed by independent assessor)</p> <p>Low Medium High</p>	<p>5 points 15 points 35 points</p>
<p>8.0 Employment</p> <p>To enable an applicant to live within travelling distance (one hour) of work.</p>	<p>5 Points</p>
<p>9.0 Homeless or Threat of Homelessness (external applicants only)</p> <p>Applicant has been served with a valid Notice to Quit or its equivalent and is owed a duty under the homelessness legislation (as assessed by the Local Authority) If the applicant has lost a previous tenancy by virtue of nonpayment of due charges, or of any form of harassment, or anti-social behaviour the application will be referred to the Head of Housing, who must authorise any homelessness points awarded.</p>	<p>35 points</p>
<p>10.0 Harassment</p> <p>Applicant has provided supporting evidence that they are a victim of harassment. The proposed move must reduce the risk (e.g. out of area) One reasonable offer will be given under this category</p>	<p>35 points</p>
<p>11.0 Domestic Abuse</p> <p>Applicant is fleeing domestic abuse and the proposed move will reduce the risk (e.g. out of the area)</p>	<p>35 points</p>

