

RHA



Railway Housing Association



Lettings Policy

www.railwayha.co.uk

- 1 The Association will let to applicants in greatest housing need from the client group for which the property was designated; making best possible use of available stock and where possible creating balanced communities.
- 2 Lettings will be made from the Association's Waiting List and to nominees from the appropriate local authority in accordance with specific agreements. Each nomination will be assessed in accordance with the Association's published Lettings Policy and points system.
- 3 The Association operates a points based system and applications are assessed using housing needs points; giving the greatest number of points to those applicants in greatest need. The system is designed to recognise and balance the needs of applicants against the needs and aspirations of existing residents; and the length of time an applicant has spent in their current circumstances.
- 4 The following criteria are used in the assessment of housing need:
 - 4.1 unsatisfactory housing conditions
 - 4.2 temporary/insecure accommodation
 - 4.3 the need for settled accommodation on medical/welfare grounds
 - 4.4 domestic violence or harassment
 - 4.5 the need for settled accommodation due to social/economic circumstances
- 5 The published points system reflects the Association's priorities between these circumstances.
- 6 All applicants will be dealt with in accordance with the Equality & Diversity Policy, and an annual target will be set for achieving a number of lettings to Black and Minority Ethnic applicants.
- 7 Waiting Lists will be maintained by location and property type, and each Waiting List will be kept to a number which reflects the expected annual turnover; and enables applicants to be re-housed within a reasonable length of time.
- 8 The Waiting Lists will be reviewed on a regular basis to ensure that the circumstances of all applicants are up to date.
- 9 Applicants in the following categories may be excluded from the Association's Waiting Lists:
 - 9.1 Persons requiring accommodation for a short period.
 - 9.2 Persons under the age of eighteen. This does not include a nominee to whom a duty is owed under the Children's Act 1989.
 - 9.3 Persons who have deliberately worsened their circumstances may not receive any resultant increase in points for twelve months.

- 9.4 Persons who owe arrears of rent or associated subdry debts from a current of previous tenancy. Waiting list applicants may only be accepted on to the list if the applicant has made and kept to an agreement to re-pay the arrears for a reasonable length of time (e.g. six months) and has substantially reduced the amount owed (e.g. by 50%).
- 9.5 Persons who have deliberately given false information on an application form may be excluded for twelve months from the date that the fraud is discovered.
- 9.6 Persons whose application is a result of their own unreasonable behaviour may be excluded for two years from the date of the conviction. This will include people guilty of harassment or domestic violence.
- 9.7 Persons who have been or have threatened to be violent to staff may be excluded for two years from the date of the incident.
- 9.8 Residents of Railway Housing Association, other Registered Social Landlords or Local Authorities who have been served with a Notice of Seeking Possession may be excluded until the Notice expires and further action is to be taken.
- 9.9 Persons who have been convicted of an offence against the community may be excluded for two years from the date of

the conviction. This would include burglary, theft, criminal damage, assault occasioning bodily harm and drug trafficking.

- 9.10 Applicants may be excluded if, within the two years prior to their application, the applicant or a member of their household has been convicted of an anti social offence, or had an injunction, anti social behaviour order or tenancy enforcement action taken against them for anti social behaviour.

Applicants will not be excluded automatically from the waiting lists if their circumstances fit one or more of the above categories. Each case will be judged on its merits.

In cases of severe housing need, the Association reserves the right to accept applicants who fall within these excluded categories.

- 10** Applicants and members of their family who do not meet the age criteria for properties will not automatically be excluded from the waiting list. Each case will be considered on its merits and individual circumstances.
- 11** Applications for transfers will be considered from any existing resident. All residents wishing to transfer will be assisted in accordance with the points system on the basis of housing need.

11.1 Priority transfers may be granted in the following circumstances:

Where the resultant vacancy is of a similar size and type as the property applied for, and the resident has held a tenancy for at least one year.

(In cases where there is more than one transfer request, the decision will be based on time on the list).

Where the resultant vacancy is of similar demand as the property applied for and the move will resolve a management problem that cannot be satisfactorily resolved by any other means. In these exceptional circumstances only one offer of suitable alternative accommodation will usually be made.

11.2 Transfers will not normally be granted where a resident is in breach of their tenancy agreement. Transfer applicants who owe arrears of rent or associated sundry debts will not usually be made an offer of alternative accommodation until their rent account and any associated sundry debts are clear.

In exceptional circumstances, the Board may consider a transfer application from residents in breach of their tenancy agreement.

11.3 Transfer applications which would result in excessive under-utilisation or overcrowding of the property would not be accepted.

11.4 Secure tenants may exchange their tenancy with another resident from a local authority or housing association. Permission will not be withheld except on the grounds of Schedule 3 of the Housing Act 1985.

11.5 The Association participates in national and local mobility exchange schemes.

12 There is no limit on the number of offers that will be made to an applicant. However, if an applicant does not accept an offer of suitable accommodation within the area of their choice then no further offers of accommodation in that area will usually be made to them. The exception to this is if the applicant has serious social or medical reasons for refusing the offer, or if there are no other applicants for the properties.

13 Re-letting of properties with major adaptations will be made to applicants in most need of such facilities.

14 Lettings will be made to Board members, employees or their relatives if the applicant qualifies on the waiting list and the letting has been checked and approved by the Chief Executive (or by the Chair if the letting will

benefit the Chief Executive or his/her relatives).

- 15** Applicants who own their own home or have significant financial resources may apply to the Association for re-housing. However, if it is considered that through the sale of their home or use of other financial resources they are able to buy, lease or rent accommodation that is equal to that provided by the Association (in terms of both quality of accommodation and security of tenure) then an offer of accommodation will only be made if there is no demand from other eligible applicants.
- 16** In the exceptional circumstances of two cases of equal housing need, preference will firstly be given to members of the Benefit Fund (railway staff, working or retired) in accordance with the Association's Trust Deed and then consideration will be given to the points weighting between the applications.
- 17** Any applicant may appeal against a decision made in respect of their application for housing. The appeal will be dealt with in accordance with the Association's Complaints Procedure.
- 18** This policy will be reviewed on an annual basis, including consultation with residents.

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi_inde di_er dillerde de temin edilebilir ayrıca görme özürülerin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman_ ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (نستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请咨询我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. (آنها میتواند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار بائنه به زمانی خوتان ده ست ده که ویت، و یا به شیوه کانی دیکه، له وانه به خه تی گه و ره و یا به ده ننگ. نه گه ر بیویستت به زانباری زورتر، یارمه تی و یا ناموزگاری هه به، تکایه پرسیار بکه له به یکیک له کارمه نده کان. (نه وان کاریکی واده که ن که به زمانی خوت له گه لتا قسه بکه ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੁਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿੱਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گمراہ کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ ہر میں (بھری ہوئی کھائی، بیہیبا شخص کے پڑھنے کی کھائی) یا ڈی اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا آرگپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملے کے ممبر سے بات کریں۔ (آرگپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں)۔

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Registered Social Landlord: A1855 Registered Charity: 216825
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