



Allocations Policy

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1. INTRODUCTION

Section 166A of the Housing Act 1996 requires Hull City Council (“the Council”) to have an Allocation Scheme for determining priorities and setting down the procedure to be followed in allocating housing accommodation. The procedure includes all aspects of the allocation process. The Council’s Allocation Scheme includes this Lettings Policy (“the policy”) which sets out the eligibility criteria, qualification criteria and the way in which the Council prioritises applicants when allocating its available homes. The Lettings Policy covers both applicants who have reasonable preference for housing under the Housing Act 1996 and transferring tenants who do not have reasonable preference. The Scheme also comprises of a separate document called the Lettings Procedure which sets out the practical way in which the Council’s officers will apply the policy day to day.

In this policy references to “we” mean Hull City Council and not any particular officer or member of the Council unless specifically stated.

The policy ensures that we let our homes in a fair and transparent way and also make best use of our limited stock.

The policy is a combined points and banding policy which reflects cumulative housing need. Cumulative housing need means that where an applicant has a number of different housing needs we will take all of these into account when deciding their housing priority. All applicants applying to join our housing list will have their housing need assessed in accordance with the policy.

We will advertise our available properties under the policy through our choice based lettings system (Hull HomeSearch) at least once, with the exception of those let as direct lets, management lets and those let to applicants affected by regeneration and clearance schemes. The circumstances under which we will make a direct let are outlined in this policy. The properties let to those affected by regeneration and clearance do not fall within the Allocation Scheme and are therefore not subject to this policy but are let in accordance with the Council’s Regeneration Allocations Policy. A quota of properties is made available to such schemes ensuring that an appropriate balance is met between the needs of applicants affected by regeneration and applicants under the policy.

We aim to give our applicants choice from the accommodation available by either allowing them to bid for a range of advertised properties or by reflecting their preferences (as far as is reasonable or possible) in any direct let or management let awards we make.

The Council maintains a list of applicants who have applied to register for Council housing. This is known as the housing list. Anyone aged 16 or over can apply to be registered on the housing list however we will check to make sure that the person is eligible and qualifies for the allocation of council housing before registration and again before a property is let to them.

2. LEGAL ELIGIBILITY FOR ALLOCATION OF COUNCIL ACCOMMODATION

2.1 Who is not eligible for an allocation of accommodation?

Some people from abroad are not eligible for the allocation of council housing. The Housing Act 1996 (“the Act”) states that a local authority shall not allocate housing to a person from abroad who is ineligible. The Act and the Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006 set out those person from abroad who are ineligible for the allocation of housing.

This will not apply to any person who is already an introductory or secure tenant or an assured tenant of a Private Registered Provider (Housing Association).

Any person who is ineligible for Housing shall not be registered on the Housing List.

2.2 Joint applicants

We will not register a joint application onto the Housing List where one of the potential tenants is a person from abroad who is not eligible for housing. This is because we cannot allocate council housing to joint tenants if any one of them is a person from abroad who is not eligible for housing. We can, however, register an application onto the housing list and grant a sole tenancy to the eligible person, and take into account other people in their household who are not eligible when determining the type or size of property that can be offered.

2.3 Eligibility checks

When an applicant applies to be registered on the Housing List we will determine whether they are eligible before registration. A further eligibility check will be completed before the offer of any property to ensure that there has been no change in circumstances that would make the applicant ineligible for the allocation of council housing. Where the council decides not to register a person onto the Housing List it will inform that person of its decision in writing and will include the reasons for that decision.

2.4 Existing social housing tenants

The provisions relating to the eligibility of people from abroad do not affect the eligibility of an applicant who is already a secure or introductory tenant or an assured tenant of a Private Registered Provider.

3. QUALIFICATION CRITERIA – UNACCEPTABLE BEHAVIOUR

Even if an applicant for housing is legally eligible to be considered for council housing, the Council is also entitled to apply its own qualification criteria which will exclude some applicants.

Where, in the reasonable opinion of the Council, there is evidence that a person (or member of their household) applying to be added to the housing list is guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant of the

Council they will not be registered on to the housing list or offered accommodation with the Council.

The Council defines unacceptable behaviour as behaviour which would meet one or more of Grounds 1 to 6 for possession of a secure tenancy as set out in Part 1 of Schedule 2 of the Housing Act 1985 or the absolute ground for possession for anti-social behaviour as set out in Section 84A of the Housing Act 1985. These may be summarised as:

- **Ground 1** Non-payment of rent or breach of tenancy agreement
- **Ground 2** Nuisance behaviour; convictions for use of the dwelling house for immoral or illegal purposes; convictions for indictable offences committed in the locality of the dwelling house
- **Ground 2ZA** The tenant or an adult residing in the dwelling-house has been convicted of an indictable offence which took place during, and at the scene of, a riot in the United Kingdom.
- **Ground 2A** Domestic Violence leading to one partner leaving the premises
- **Ground 3** Deterioration of the condition of the dwelling house furniture provided by the landlord for use under the tenancy
- **Ground 4** Deterioration of furniture provided by the landlord for use under the tenancy due to the acts or default of the tenant
- **Ground 5** False statement(s) by a tenant resulting in the grant of a tenancy
- **Ground 6** Where a tenancy has been assigned as a result of the payment of a premium
- **Section 84A** Where there has been a conviction for a serious offence or that a court has found in relevant proceedings that an applicant, a visitor or a household member has breached a provision of an injunction under [section 1](#) of the Anti-social Behaviour, Crime and Policing Act 2014 and these are connected with the applicants previous or current housing or a visitor to or household member of this housing.

Where an applicant for housing or a member of their household is, in the opinion of the Council, guilty of serious unacceptable behaviour the applicant will not be registered onto the housing list. The Council defines serious unacceptable behaviour as being behaviour which the Council considers would in its reasonable opinion result in an outright possession order from the Court if possession proceedings were taken for similar behaviour against one of its existing secure tenants.

The Council will consider the behaviour of both the applicant and their household members regardless of whether they were the Council's tenant when the behaviour occurred.

The Council may review an application if it becomes aware of unacceptable behaviour relating to an applicant or their household after they have been registered onto the housing list. In these cases the qualification criteria will be applied taking this new information into account and the applicant may be disqualified and removed from the housing list.

The decision will be made based upon the information available to the Council at the time when the application is considered. Applicants who do not meet the qualification criteria will be advised in writing with reasons for the Council's decision. If an applicant's circumstances change and they think they might now qualify, they can make a new application to the housing list.

4. REGISTERING ONTO THE HOUSING LIST

4.1 Application form

An applicant who wishes to apply for Council housing must fully complete a new housing application form:

- to register on the Housing List for the first time
- if they are already on the Housing List but their address has changed
- if their request for a previous application to be reinstated is granted but their address has changed
- if their application has lapsed or their request for a previous application to be re-instated onto the housing list is refused
- to re-apply to the housing list following an applicable cancellation as detailed in section 8.

4.2 Proof of circumstances

It is the applicant's responsibility to provide the information required in the application form and supply supporting evidence to prove their circumstances.

4.3 Changes in circumstances

Where an applicant who is registered on the Housing List has any change in circumstances at any time they must inform the Council immediately so that their application can be amended and re-considered.

5. CHILDREN

5.1 Definitions for the purposes of this policy

For the purposes of this policy, children are those aged 0-17 years. Anyone aged 18 or over is classed as an adult.

For the purposes of this policy, when referring to child benefit recipients, this includes those who would have an entitlement to child benefit, subject to income (i.e. their income is over the threshold so they do not receive the payments).

5.2 Child(ren) as household member(s)

Children will be classed as living with their main carer. In most cases this will be the parent/guardian who receives child benefit for that child. In exceptional circumstances we may class a child as living with a person where child benefit is not yet in payment to them (e.g. in cases where inadequate housing is preventing the child living with the parent or legal guardian, or the child has been placed with another family member but the child benefit still remains with the other parent/guardian).

5.3 Parental contact with children

Applicants who do not receive the child benefit for their children but have overnight contact with them at weekends, during school holidays, or occasional overnight access will be classed as having parental contact with children.

5.4 Joint residency arrangements

Where there is an agreement of joint residency for the child the Council will treat their main home as being with the parent that receives the child benefit for them. The other parent will be treated as having parental contact only and will be eligible for property types suitable for people with parental contact.

6. HOUSEHOLD MEMBERS ABSENT FROM THE HOME

Household members who are absent from the home will not be included in the applicant's housing application except where the applicant's current accommodation is their only or principle home.

7 LOCAL CONNECTION

Applicants with a local connection to Hull will have priority over those without. Applicants that have a local connection to Hull will be placed into a priority band that reflects their housing need. Applicants without a local connection to Hull will be awarded only 5 points in Band D, regardless of their housing need.

7.1. Area to which Local Connection applies

Local connection will only be awarded when the connection is within the Hull boundary. It will not apply if their connection is in Hull's neighbouring areas (e.g. the East Riding of Yorkshire) because the applicant will instead have a local connection in that neighbouring authority's area.

7.2 Local connection criteria

An applicant will be deemed to have a local connection if they can prove one of the following:

1. They have lived in Hull for at least 6 out of the last 12 months or 3 years out of the last 5 years*, or
2. They have close family** who live in Hull and have done so for at least the last 5 years (e.g. Parents, Children, Brothers, Sisters or Grandparents), or
3. They have permanent employment in Hull, or
4. They are receiving specialist medical treatment in Hull, where the treatment is significant and ongoing and requires the applicant to live in Hull for a minimum of 6 months
5. They were provided with accommodation in the city under section 95 of the Immigration and Asylum Act 1999 (support for asylum seekers) prior to being given refugee status. This does not apply where they have had accommodation under section 95 with another authority after the accommodation in Hull or if the accommodation was in an accommodation centre.

* Armed Forces personnel will not be disadvantaged due to time spent serving out of Hull when assessing local connection. The assessment will be made on their residency before and after they were in the Armed Forces.

* in cases where an applicant has been placed in accommodation in the city (via an appropriate agency) from out of town due to them fleeing domestic violence or hate crime, or as part of a rehabilitation programme, they will be classed as having a local connection without having to meet the minimum residence requirements

** close family would normally mean parents, grandparents, siblings, spouse or children. In exceptional circumstances, the residence of other family members or support networks will be taken into account when determining local connection.

7.3 Exceptions

There are exceptions which do not constitute a local connection. These are when time has been spent in Hull in:

- Hull Prison
- a secure unit
- hospital

8 CANCELLATION OF HOUSING APPLICATIONS

Housing applications will be cancelled when the applicant:

- requests the cancellation
- has died
- has moved home and not completed a new housing application form
- has been re-housed as a result of their housing application
- did not respond to the annual review letter or other correspondence from the Council relating to their application
- has ceased to be (or never was) an eligible person
- has failed to provide information within 28 days of a written request
- has mutually exchanged
- has completed Right to Buy
- has their current home adapted to fully meet their needs
- has ceased to meet or never met the Council's qualification criteria

Applicants can re-apply for housing by completing a new application form at any time in the future following a cancellation, which will be assessed based upon their circumstances at the time of the new application.

9 REINSTATEMENTS

Housing applications that have been cancelled can be reinstated with the same application date in certain circumstances, at the applicant's request.

9.1 Applications that can be reinstated

- If the request is made within six months of the their application being cancelled due to a failure to respond to a request for information in respect of their application

- If the request is made within six months of their application being cancelled because they did not complete a new application form for a change of address
- If the applicant makes a successful appeal against a decision about their eligibility for Council housing
- If the applicant makes a successful appeal against a decision to disqualify them from the Housing List

9.2. Applications that cannot be reinstated

In all other circumstances than those listed in 9.1 above, the applicant will need to re-apply and they will be awarded a new application date.

10 ANNUAL REVIEW OF APPLICATIONS

We will contact all applicants once a year in order to ask them whether they want to remain on the housing list. If no reply is received after 28 days of the original letter, the application will be cancelled.

11 FALSE STATEMENTS

If an applicant gives false information or deliberately withholds information in order to improve their housing prospects, action can be taken with regards to their housing application or the tenancy that they obtained as a result of that application.

11.1 Legal Position

Under Section 171 of the Housing Act 1996 it is an offence for anyone seeking the allocation of housing from the Council to:

- Knowingly or recklessly give false information, or
- Knowingly withhold information which the Council has reasonably required the applicant to give.

A person guilty of such an offence is liable on conviction to a fine.

11.2 Action taken when a false declaration is made or information deliberately withheld

If an applicant:

- makes a false declaration at any point during their housing application (including their pre-tenancy interview);
- knowingly withholds material information which the Council has required them to provide; or
- deliberately worsens their housing conditions to increase their rehousing prospects

their housing application will be downbanded for a period of 6 months, unless their actions are serious enough to result in outright possession (or would result in outright possession had they obtained a tenancy) in which case they will be

disqualified from the housing list in accordance with the Council's qualification criteria (see 3.2).

The Council may also take criminal proceedings against the applicant where appropriate to do so.

If the applicant has already obtained a tenancy as a result of a false statement the Council may seek possession of the property.

This applies when the statement has been made by the tenant, or a person acting on behalf of the tenant, or at the tenant's instigation.

12 TYPES OF TENANCY OFFERED

Applicants will be offered tenancies of a type and length in accordance with Hull City Council's Tenancy Strategy and Tenancy Policy.

Applicants will be advised before they sign a tenancy the type and length of tenancy they will be offered. Please refer to the Tenancy Policy for further information.

13 REASONABLE PREFERENCE

The Housing Act requires allocations schemes to give reasonable preference to the following categories of people when prioritising them for an allocation of accommodation:

- (a) people who are homeless (within the meaning of Part 7 of the 1996 Act)
- (b) people who are owed a duty by any housing authority under section 190(2), 193(2) or 195(2) of the 1996 Act (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any housing authority under s.192(3)
- (c) people occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
- (d) people who need to move on medical or welfare grounds, including grounds relating to a disability, and
- (e) people who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or others).

The Council's scheme is a combined points and banding scheme which reflects these reasonable preference categories.

14 BANDS AND POINTS

14.1 Bands and points chart

BAND	CIRCUMSTANCES
A	<ul style="list-style-type: none">• Cumulative need within Band B

	<ul style="list-style-type: none"> One Band B priority AND armed forces personnel as defined in The Housing Act 1996 (Additional Preference for Armed Forces)(England) Regulations 2012 	
B	URGENT HOUSING NEED CATEGORIES: <ul style="list-style-type: none"> Homeless in priority need Medical Priority Prohibition Order Severe overcrowding Move-On Care Leavers 	
C	NUMBER OF POINTS	CIRCUMSTANCES
	125	Living in Hostel, Hotel, Bed and Breakfast or Hull City Council temporary accommodation
	100	Homeless – No priority need
	100	Need to move to the area to keep or take up employment
	100	Need to be near family or friends to give or receive high level of support
	50	Lacking bedrooms (points for each bedroom lacking)
	50	Under-occupying a Hull City Council home by 1 or more bedrooms (points for each bedroom under-occupying by)
	50	Need to remain in the area for children’s education
	50	Home requires extensive repairs (has category 1 hazards)
	35	Split household
	30	Has child(ren) under 5 and lives in a flat, maisonette or bedsit above the ground floor with no level access
	10	Sharing a bath/shower
	10	Sharing a kitchen
	10	Sharing an inside toilet
	10	Need to move to be near children’s school
	10	Need to be near place of worship
	10	Need to be near family or friends to give or receive low level support
5	Parental contact with children	
D	5	Armed Forces
	10	Local Connection
	5	No Local Connection
E	Unacceptable behaviour	

14.2 Descriptions of Bands

Band A - Two or more urgent housing needs, or, one urgent need and the applicant is armed forces personnel as defined in The Housing Act 1996 (Additional Preference for Armed Forces)(England) Regulations 2012

Band B - Applicants who have one urgent housing need

Band C - Applicants who have housing need in accordance with the ‘Reasonable Preference’ categories outlined in the Housing Act 1996.

Band D - Applicants who do not have housing need in accordance with the 'Reasonable Preference' categories outlined in the Housing Act 1996, or applicants who do not have a local connection to the city.

Band E - Applicants whose housing applications have been 'downbanded' due to unacceptable behaviour but that behaviour is not serious enough for them to be disqualified from the housing list.

14.3 Prioritising

In the first instance, applicants on a shortlist for a property will be prioritised by the Band that their application is in, with Band A being the highest and Band E the lowest.

When there is more than one applicant in the same Band, they will be prioritised within that Band as follows:

Band A:

1. according to the number of urgent needs they have (e.g. three urgent needs, then two). For prioritising purposes, the armed forces criteria will be classed as one urgent need, even though it is not a need in its own right.
2. then by the date they went into the band (i.e. the priority date)

Band B:

1. in order of priority date
2. then by application date

Band C:

1. by the number of points
2. then by application date

Band D:

1. by the number of points
2. then by application date

Band E:

1. by the application date

With all bands, in the unlikely event of two applicants having exactly the same priority on the housing list and the same date, they will be prioritised according to the time on that day that their application was assessed or given that priority.

15 URGENT HOUSING NEED CATEGORIES

15.1 Homeless Priority

The Council will award a Band B homeless priority to an applicant who has been found by the Council's Housing Options team to be:

- eligible for assistance (see section 2)
- homeless or threatened with homelessness, and
- in priority need, and
- not homeless intentionally, and
- has a local connection with Hull (see section 6)

When an applicant meets the above criteria they will be awarded urgent homeless status.

If the applicant does not make a successful bid within three months of being accepted as homeless, they will be made a direct offer of accommodation (see section 19.14).

Applicants accepted as being homeless as defined above will be made one offer of accommodation which will discharge the Council's duty to assist. A household can be classed as having a priority need due to pregnancy; dependent children; due to vulnerability relating to age or medical circumstances or they are homeless as a result of an emergency such as flood, fire or other disaster.

If the applicant refuses a reasonable offer of accommodation which would discharge the Council's statutory duty under section 193 of the Housing Act, they will have their priority removed and their points will be calculated based upon their individual circumstances.

15.2 Medical Priority

A medical priority may be awarded when an applicant has a serious medical condition or disability and their home is not suitable for their needs. Medical priorities can be awarded as follows:

15.2.1 Medical priority due to physical difficulty managing in current home

The Council will consider whether an applicant is having physical difficulty managing in their home due to their medical condition or disability, taking into account evidence provided from medical professionals in respect of their ability to reach their bathroom, toilet or bedroom, any requirements for the treatment of their condition and health and safety requirements.

A medical priority will be awarded where an applicant's current property does not meet their physical needs and not solely because an applicant has a medical condition or disability and wishes to move for another reason.

15.2.2 Applicant requires adapted housing

Where an applicant with a physical disability or serious medical condition has been assessed as needing adapted housing by an Occupational Therapist and their current accommodation does not meet their needs, a medical priority will be awarded. The priority will be awarded based upon the applicant's current accommodation not meeting their needs and not simply to move to another area.

15.2.3 Serious mental ill-health

Where an applicant has a serious mental health problem and their current accommodation is having a detrimental effect on their condition, a priority can be awarded. This is awarded when a specialist medical professional involved with the applicant's treatment confirms that re-housing will improve this. The priority can be awarded for an alternative property or to move to a different area of the city.

15.2.4 Learning disability

Where an applicant has a learning disability and re-housing to another property or area will improve their well-being, access to support or enable independent living, a medical priority can be awarded.

15.3 Prohibition Order priority

In cases where the Council makes a Prohibition Order in respect of a dwelling there is a statutory duty to re-house the occupant where other accommodation is not available to them. In these cases a prohibition order priority will be awarded.

The priority is awarded only when the prohibition order relates to the physical condition of the property and not to overcrowding. Overcrowding is dealt with separately in this policy.

15.4 Severely overcrowded priority

Overcrowded households will usually have points for each bedroom they are lacking and be placed in Band C.

However, a severe overcrowding priority will be awarded where a household that wishes to continue living together is lacking 4 or more bedrooms in their current home. The level of overcrowding will be calculated in accordance with the lettings policy's calculation on required bedrooms.

It will not apply where the overcrowding is due to more than one household living together in a property, as this could be remedied by the household that is staying at the property moving out.

15.5 Move-On priority

A priority may be awarded to enable an applicant currently living in supported accommodation to move into settled, independent accommodation (i.e. a Local Authority or Housing Association tenancy) in an appropriately managed way with the required level of support to meet their needs.

Applicants are referred onto this scheme in accordance with the Move-on protocol of which local supported accommodation providers are members.

15.6 Care Leavers priority

A priority can be awarded to an applicant who is not currently in settled accommodation via a referral from the Targeted Youth Support Service (Children and Family Services) who will confirm that the applicant:

- is a Care Leaver as defined in the Childrens Act 2000, AND
- is capable of sustaining a tenancy, with or without support.

The priority will not usually be awarded to applicants who already have a tenancy, however the priority can be awarded in such cases where there are exceptional circumstances.

15.7 Armed Forces personnel

In accordance with the Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012, additional priority will be awarded to an applicant that is in urgent housing need (i.e. already has one Band B priority) **and:**

- (i) is serving in the regular forces and is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service,
- (ii) formerly served in the regular forces,
- (iii) 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 who has served in the regular forces and whose death was attributable (wholly or partly) to that service, or
- (iv) is serving or has served in the reserve forces and is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service.

For this purpose "the regular forces" and "the reserve forces" have the meanings given by section 374 of the Armed Forces Act 2006."

In these circumstances the applicant will be placed into Band A.

This is not a priority in its own right.

For those meeting the above criteria who do not have a Band B priority, additional points will be awarded in addition to any other housing needs points they have (see section 17.1).

16 POINTS CATEGORIES

Applicants who do not fall into any of the priority categories but do meet one or more reasonable preference categories and have a local connection will be placed into Band C on the housing list. Points are awarded for the following reasons:

16.1 Living in Hostel, Hotel or Bed and Breakfast accommodation - 125 points

An applicant living in temporary accommodation (hostel, hotel, bed and breakfast or Hull City Council temporary accommodation) who has not been found homeless under Part VII of the Housing Act 1996 (for these cases see section 16.2 below).

16.2 Homeless (no priority need) – 100 points

A person whom the Council has investigated and is satisfied is homeless or threatened with homelessness under Part VII of the Housing Act 1996, but has no priority need, will be awarded the points. These points will not be awarded to applicants living in hostels, hotels or Bed and Breakfast accommodation as the points in section 16.1 apply to them.

16.3 Need to move to the area to keep or take up employment - 100 points

A person who lives outside of the Hull boundary and has permanent employment within the Hull boundary will be awarded the points if failure to secure accommodation in Hull could jeopardise that employment.

16.4 Need to be near family or friends to give or receive a high level of support - 100 points

A person who needs to be near to family or friends to give or receive a high level of support, or where an applicant and their carer need to be re-housed together and they currently do not live together. High level support will be identified by whether a disability benefit or carer's allowance is in payment, or where there is multi-agency involvement confirming that the support required is of a high level.

16.5 Lacking bedrooms - 50 points for each bedroom lacking

Points will be awarded for each bedroom that a household is lacking which is calculated using the following rules of who would be expected to share:

- single/couple – 1 bedroom
- each person aged 10 or more – 1 bedroom
- two children of the same sex under the age of 10 – 1 bedroom
- two children under the age of 6 of any sex – 1 bedroom
- the unborn child of an expectant mother will be classed as a child under the age of 1 for the purposes of calculating overcrowding

The calculation will only include members of the household where it is their main home. Lacking bedrooms points will not be awarded for children that the applicant has parental contact with.

The points only apply where the property bid for has more bedrooms than the applicant's current accommodation.

16.6 Under-occupying a Hull City Council home by 1 or more bedrooms – 50 points for each bedroom they are under-occupying

Where a tenant has 1 or more bedrooms than are required (refer to the assessment in 16.5 above) they will receive points for each extra bedroom.

The points will only apply to successful bids for properties that have fewer bedrooms than their current home. The Tenants Incentive Scheme (see Section 19.12) should always be considered when these points apply.

16.7 Need to remain in the area for children's education – 50 points

Where an applicant already lives in the area of their child(ren)'s school and they wish to remain in that area.

The points will only apply to successful bids for properties that are in the same area as they are currently living in and the children go to school in that area.

The points will be awarded to applicants that have parental contact with their children, providing the contact arrangements require this.

16.8 Home requires extensive repairs – 50 points

Where an applicant's home is deemed to require extensive repairs to remedy category 1 hazards, as identified by Hull City Council in accordance with the Housing Health and Safety Rating System, the points will be awarded.

The points will only apply until the necessary work to rectify the hazards at the property has been carried out.

The points will be removed if the applicant refuses or deliberately prevents entry by the Landlord or tradesperson to carry out the works.

16.9 Split Household – 35 points

Where an applicant cannot live together with:

- any other person who normally resides with them as part of their family, or
- any other person who might reasonably be expected to reside with them as part of their family

because there is no suitable accommodation or because of medical circumstances, the points will be awarded.

16.10 Has child(ren) under 5 and lives in a flat, maisonette or bedsit above the ground floor with no level access – 30 points

Where an applicant meets the following criteria the points will be awarded:

- has a child in the household under the age of 5 or is an expectant mother, AND
- lives in accommodation above the ground floor, AND
- there is no level access (i.e. lift)

The points will not apply where an applicant only has parental contact with their children.

The points will not apply if the applicant bids for another flat above the ground floor that does not have a lift.

16.11 Sharing basic amenities – 10 points for each

Where an applicant shares any of the following basic amenities with anyone who is not part of the household with whom they wish to be re-housed, they will be awarded the points:

- bath/shower
- kitchen
- inside toilet

Points will be awarded for each of the facilities that they are sharing.

16.12 Need to move to be near children's school – 10 points

Where an applicant has children in the household that attend a school within Hull that is outside of the area that they currently live in they will be awarded points.

The points will only apply to a successful bid for a property that is within the area of their child(ren)'s school.

The points will be awarded to applicants that have parental contact with their children, providing the contact arrangements require this.

16.13 Need to be near a place of worship – 10 points

Where an applicant has a need to be near their regular place of worship the points will be awarded.

The points will only apply to properties in the same area as their place of worship.

16.14 Need to be near to family or friends for low level support – 10 points

Where an applicant wants be near to family or friends to give or receive support that is not deemed to be of a high level (see section B9.4) the points will be awarded and will apply to properties they bid for that are in the same area as the family/friends.

16.15 Parental contact with children – 5 points

Where an applicant has overnight parental contact with their children (for at least one night a week) they will be awarded the points.

17 NO REASONABLE PREFERENCE OR NO LOCAL CONNECTION (BAND D)

The following points place applicants in Band D if they have no housing need. If they are in housing need these points are awarded in addition to any housing needs points for which they qualify.

17.1 Armed Forces – 5 points

An applicant who:

- (i) is serving in the regular forces and is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service,
- (ii) formerly served in the regular forces,
- (iii) 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 who has served in the regular forces and whose death was attributable (wholly or partly) to that service, or
- (iv) is serving or has served in the reserve forces and is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service.

but does not have a Band B priority will be awarded the points (in addition to any other points to which they are entitled).

For this purpose "the regular forces" and "the reserve forces" have the meanings given by section 374 of the Armed Forces Act 2006."

17.2 Local Connection – 10 points

An applicant with a local connection to Hull (as defined in section 7) will be awarded the points.

17.3 No Local Connection – 5 points

Applicants who do not have a local connection to Hull will be awarded 5 points. No further housing needs points will be awarded.

18 DOWNBANDED APPLICATIONS

Applicants that are guilty of unacceptable behaviour that would be a breach of tenancy if they were a tenant of Hull City Council (see section 3.2), but is not serious enough to disqualify them from the housing list will be downbanded to Band E.

This decision will be made based upon the information and evidence available to us at that time.

19 DIRECT LETS

Direct lettings are lettings made to applicants outside of the normal bidding system.

Applicants do not apply for direct lets but if information is received in support of an application that indicates one may be appropriate this will be considered by the relevant manager(s). Decisions under many of the categories will be made in conjunction with partners, for example the Police, Citysafe, Health, Social Services or Probation.

Direct lets will usually be prioritised by the date the award was made, with the following exceptions:

- Enhanced under-occupancy incentive scheme direct lets will be considered before other categories to free up the much needed large home as quickly as possible
- Downsizing direct lets will be considered after awards made under other direct let categories

The Direct Lettings categories are:

19.1 Adapted properties – lets to already adapted properties are made outside the bidding system in the first instance in order to make best use of our stock and make sure that the applicants offered the properties need the adaptations in them.

19.2 Left in Occupation of a council property – in certain cases where a person is left in occupation of a Council property at the end of a secure or introductory tenancy. Lets made under this category are outside of the allocation scheme in terms of meeting the requirements of the reasonable preference categories.

19.3 Transfer to lower demand Council property – when a Council tenant wishes to transfer to a property that there is significantly lower demand for than their current property. Lets made under this category are outside of the allocation scheme in terms of meeting the requirements of the reasonable preference categories.

19.4 Witness protection - when a witness to a major crime needs to be relocated to Hull for their safety (upon the request of the Police).

19.5 High risk domestic violence - in some urgent cases when the Domestic Abuse Partnership identifies that there is a high risk of further abuse to the victim/survivor.

19.6 High risk hate crime - in some serious cases of hate crime it may be appropriate to re-house an applicant quickly via a direct let where there is a serious risk to a person and their family.

19.7 Serious nuisance (high risk) - in exceptionally urgent cases of nuisance where there is a risk of death or serious harm to the victim and their family.

19.8 Life limiting illness - when an applicant has a life limiting illness and their current home is not suitable for their needs, it may be necessary to re-house them quickly into a home that is suitable.

19.9 Prevention of sexual, physical or emotional abuse or harm - in exceptionally urgent cases where there is a high risk to the applicant and/or their family of serious sexual, physical or emotional abuse or harm if they do not move away from their current property.

19.10 Multi-agency public protection (MAPPA) cases - MAPPA colleagues may decide that certain previous offenders need to be re-housed in a managed way in order that the risk to their previous victims and/or the public and the risk of re-offending is minimised. Lets made under this category are outside of the allocation scheme in terms of meeting the requirements of the reasonable preference categories.

19.11 Fostering, Shared Lives & other placements - where the Council wishes to place clients of the Council's children's and adult's social care departments but is unable to do so adequately or at all within the carer's/prospective carer's current home.

19.12 Downsizing Direct Let – This enables Council tenants who are under-occupying their home to move to a smaller Council property (new from 18th April 2016).

19.13 Hospital discharge – when a vulnerable applicant is to be discharged from hospital who has nowhere suitable available to stay upon their discharge AND hostel accommodation is not suitable.

19.14 Homeless 3 month direct offer – applicants that are homeless and in priority need will be made a direct offer of accommodation if they have not made a successful bid 3 months from the homeless decision being made

19.15 Similar alternative property - when an applicant has been offered a property and it is subsequently discovered that it will not be available to occupy within a reasonable timeframe, or even at all (for example if major works are discovered to be required after the property was advertised) they can be awarded the next property of that type in the area that becomes available.

19.16 Creation of new tenancy upon a request from an existing sole tenant under the Council's discretionary policy – the Council operates a policy under which a sole tenant may request a joint tenancy with an existing member of their household who is either their spouse or civil partner or any other person who has lived with them for a minimum period of 12 months prior to a request being made. This is subject to the sole tenancy being conducted satisfactorily, there being no legal reason why a joint tenancy cannot be granted (e.g. eligibility) and approval by management. Lets made under this category are outside of the allocation scheme in terms of meeting the requirements of the reasonable preference categories.

19.17 Private sector house renovation – when a person affected by private sector improvements requires an offer of temporary accommodation to enable works to be carried out because there is nowhere else they can stay.

19.18 Direct Let 'Other' – in other exceptionally urgent cases where an applicant needs to be re-housed

19.19 First come, first served properties – where a property has been advertised at least once and cannot be let from that advert by applying the usual policy, it will be allocated outside of the bidding scheme. It will be allocated on a first come, first served basis to the first applicant to contact the Council who meets the eligibility criteria for that property. Lets made under this category are outside of the allocation scheme in terms of meeting the requirements of the reasonable preference categories.

19.20 Enhanced under-occupancy incentive scheme – a specific scheme which enables a small number of tenants who are under-occupying houses with 4 or more bedrooms to downsize, subject to the Council needing their larger home for another household and the tenant meeting certain conditions.

20 MANAGEMENT LETTINGS

Management lettings are lettings that are not classed as an allocation under The Act. In these cases the Council makes the decision that the tenant has to be moved for management reasons rather than the tenant requesting it. As management lettings are not classed as allocations they fall outside of the allocation scheme.

Management lettings will be made in the following circumstances:

20.1 Council improvements – when improvement works are required to a council property and the tenant cannot remain in the property whilst they are carried out.

20.2 Urgent repair works - when there is a need for immediate re-housing of council tenants in order to carry out urgent repair works, e.g. due to fire or flood.

21 ADVERTISING

When a property becomes available for letting we will first check whether there are any applicants that have been awarded direct lets are waiting for that property type and area. If there are, they will be offered the property in the first instance. If there are no such applicants, the property will be advertised.

Properties are advertised in our weekly HomeSearch adverts on our website at www.hull.gov.uk.

If a property has been advertised once on our website and cannot be let by applying the usual policy, it may be:

- advertised in the HomeSearch advert again with the same eligibility criteria
- advertised again in the HomeSearch advert with relaxed eligibility criteria
- advertised elsewhere and let on a first come, first served basis to the first person meeting the eligibility criteria that contacts us

The manager will decide which of the above methods will be used based upon the likelihood that the property can be let if it is advertised in the HomeSearch advert for bidding again. If it is unusual that the property has not been let by applying the usual policy it may be advertised for bidding again, whereas if the property is of a type where it is more common for this to happen, the first come first served method will be chosen.

First come, first served properties will not be advertised in the weekly HomeSearch adverts because applicants will not apply for them by bidding. They will be advertised elsewhere and our website will detail where this is and provide links. These properties will always be advertised in the HomeSearch advert before they are advertised elsewhere. If we relax the eligibility criteria for a property, it will be advertised in our HomeSearch advert again with the amended criteria.

22 BIDDING

Applicants must bid for properties in the HomeSearch advert that they wish to be considered for. A bid is purely an expression of interest in a property – no money is payable to place a bid.

Applicants can bid for the period that an advert is advertised as being 'open', which is usually 5 days starting on a Thursday and finishing on the following Monday at 5pm.

Applicants in Bands A and B will be able to place up to three bids in each advertising cycle and those in Bands C, D and E will be able to place up to two bids in each cycle.

Bids can be made using the following methods:

- Online
- Telephone
- In person
- Email

Applicants can nominate a proxy bidder in their housing application form or by subsequent written notification to bid on their behalf. We also offer an assisted bidding service for applicants that require support and do not have a proxy bidder.

23 PROPERTY ELIGIBILITY RULES

Applicants will usually only be offered properties of a size and type that their household is eligible for.

In exceptional circumstances applicants may be considered for property types outside of the normal rules of eligibility if it is the only way that their needs can be met (e.g. if an extra bedroom is needed for medical reasons) – we will notify applicants if we make such a decision.

23.1 Property eligibility rules – size of property

When calculating eligibility for properties certain rules will be applied. Under-occupancy will not be permitted unless there is a medical need for an extra bedroom or there is no demand from households need all the bedrooms.

23.1.1 Properties with up to 5 bedrooms

For properties with up to 5 bedrooms (the majority of our stock), the following rules will be applied:

1. Singles and couples can have 1 bedroom
2. Each child (including expected children) can have 1 bedroom (children that the applicant has parental contact with are not included in the calculation except in the case of singles or couples with no other household members – see point 4 below)*
3. Each other person or couple can have 1 bedroom*
4. Singles or couples with parental contact with their children (who would otherwise only be eligible for a one bedroomed flat) will be eligible for a two bedroomed flat or maisonette to enable their children to stay
5. Only households with children aged 0-17 are eligible for family houses
6. Where an age restriction applies, the minimum age requirement only needs to be met by one household member

*Households can be considered for smaller properties that would require their children to share a bedroom if they wish.

23.1.2 Houses with 6 or more bedrooms

For houses with 6 or more bedrooms, households will be required to be made up as follows (as a minimum):

- 6 bed house – single person or couple with at least 7 other people/couples (must have children in the household)

- 7 bed house - single person or couple with at least 8 other people/couples (must have children in the household)

23.2 Property eligibility table – type of property

The following table shows the general eligibility rules for different property types. However, some individual properties or blocks may have additional restrictions which will be clearly stated in the property advert.

Household type	Property type eligible for (size of property is determined by household size as stated above)					
	Bedsit	Flat	Bungalow	Maisonette	House	Pensioner designated house
Single or couple	√	√				
Single or couple with parental contact with children	√	√		√		
Group of adults		√		√		
Family with child(ren) aged under 12		√		√	√	
Family with child(ren) aged 12-17		√		√	√	
Family with adult children (aged 18+)		√		√		
Single or couple pension age (60+)	√	√	√			
Pension age family (60+) with children aged 0-17		√	√	√	√	√
Pension age family (60+) with adult children/other adults		√	√	√		√
Any age with medical priority for all on one level accommodation	√	√	√			

23.3 Advertising outside normal rules of eligibility

Occasionally we may advertise a property outside of the normal rules of eligibility if a local lettings policy or age restriction applies, or there is low demand from eligible households. The eligibility criteria will be clearly stated in each property advert.

23.4 Eligibility for adapted housing

The same rules apply to properties that are adapted as above with the following exceptions:

1. There is no requirement that there must be a child aged 17 or below in order to be allocated a house (providing the property size and adaptations that the property has meet the applicant's needs), and
2. Applicants needing one bedroom less than the property has will be considered (providing they need the adaptations it has) routinely before we consider applicants that do not need an adapted home.

24 LOCAL LETTINGS POLICIES

Under Section 166A(6)(b) of the Housing Act 1996 we may allocate particular accommodation to people of a particular description whether or not they fall within the reasonable preference categories. Local lettings policies may be agreed for specific blocks, schemes or areas in order to achieve particular Council or housing management aims or objectives.

Where the Council introduces a local lettings policy we will clearly demonstrate the reasons for the decision and, clear outcomes that we seek to achieve and will undertake an impact assessment when making the decision. These may include:

24.1 Sensitive allocations

In certain exceptional circumstances a sensitive allocation may be necessary, for example:

- to regain stability in a block or area where there has been a particular problem for nearby residents due to anti-social behaviour at a property, or
- when the property being allocated is located within or next to a sheltered housing scheme (or similar) .

In these cases, applicants may need to meet specific criteria in order to be offered the property, such as having a proven positive tenancy record, certain household make up or a minimum age requirement. This will only apply for a specific property or properties and will usually be for a set amount of time.

24.2 Age restrictions

There are occasions where local lettings policies based upon age are appropriate to encourage sustainability and harmony within the local community.

Where they are applied, we will clearly demonstrate the reasons for the decision and have clear outcomes, taking into account the impact on the excluded client groups and ensuring accommodation is available for them to bid for.

24.3 Quotas

In order to allow applicants outside the priority bands to access higher demand housing, quotas for higher demand properties and areas may be applied in certain areas.

A quota excludes applicants in the priority bands from bidding for the properties (e.g. one in three family houses in a certain area). This gives those applicants in lower bands (but still with high housing need) a chance of being re-housed into properties and areas that they may not otherwise have been successful for due to them not having the highest priority on the housing list.

24.4 General local lettings policies

Local lettings policies can also be agreed for specific blocks, schemes or areas in order to achieve certain aims or objectives.

Where a local lettings policy is agreed we will clearly demonstrate the reasons for the decision, have clear outcomes and will also take into account the impact on the excluded client group when making the decision.

All general local lettings policies are located at appendix 1 to this policy.

25 THE OFFER

25.1 Pre-tenancy interview

When the advert has closed we will contact the successful applicant to arrange a pre-tenancy interview. The purpose of the pre-tenancy interview is to assess the applicant's current circumstances against his/her circumstances at the time of registration, to look at the applicant's history as a tenant and to assess whether the applicant can afford the tenancy they are being considered for. This information will confirm eligibility and qualification for re-housing and the applicant will be asked to sign a further updated declaration in relation to their housing application.

25.2 Unacceptable behaviour

If evidence of unacceptable behaviour is discovered at the pre-tenancy interview stage the applicant may be downbanded or disqualified from the housing list in accordance with the Council normal procedures (see sections 3 and 18).

Except where the applicant has exceptional circumstances, if they have current rent arrears (with any landlord) they will not be offered the property unless they are able to clear the outstanding arrears immediately.

25.3 Affordability

An affordability assessment will be carried out before an offer is made to check whether the applicant can reasonably afford the property in question. Where the outcome indicates that they will not reasonably be able to afford the rent for the particular property, an offer of the tenancy for that property will not be made.

An exception will apply where:

- the Authority owes an applicant a relevant statutory duty under Part VII of the Housing Act 1996 AND
- the property under consideration is assessed as unaffordable but is assessed to be the most affordable option that the Council can make available to the applicant, OR

- an applicant has been given approval for a Direct Let and there are, in the opinion of the City Manager (Neighbourhoods & Housing), exceptional circumstances which support the offer of the tenancy

25.4 Payment of first weeks rent at sign up/submission of application for housing related benefit

The allocation of a property is subject to a compulsory:

- payment of the rent for the first week of the tenancy and/or
- the submission of a completed application for housing related benefit accompanied by the necessary evidential proofs

prior to entry into a tenancy agreement.

This will apply to register and transfer applicants, direct lets and management moves.

Where an applicant does not adhere to either of the above conditions an offer may not be made.

25.5 Applicants currently in properties which have been adapted

Where a tenant is living in a property which has already been adapted to meet their needs (or a member of the tenant's household needs) and wants to transfer to another Council property without the adaptations to meet their needs (or a member of the tenant's household needs), the Council may refuse to make the offer of the property where it is not reasonable, practicable or financially viable for the Housing Revenue Account (HRA) to fund adaptations.

25.6 Offers to Hull City Council employees, Councillors and relatives of Housing staff and Councillors

In cases where the successful applicant is a Hull City Council employee, Councillor or a relative of Hull City Council housing staff or Councillor, the offer will not be made until the allocation has been checked and signed off by the Assistant Head of Service or their delegate.

The purpose of this is to act as a precautionary measure to protect both the applicant and the Council from criticism and/or challenge in relation to lettings made to ensure they are transparent and in accordance with policy.

25.7 Accompanied viewing

The applicant will be invited to attend an accompanied viewing of the property and if they accept the property, the tenancy agreement will be signed.

26 REFUSALS

26.3 Definition of a refusal

An applicant will be classed as having refused an offer of a property if they;

- refuse a reasonable offer of accommodation; OR
- fail to respond to a request that they contact the Council in respect of a potential offer of a property; OR
- fail to attend a pre-arranged meeting (at the applicant's current property or stated address, at the Council offices or for a viewing of the property to which an offer of a tenancy is being considered by the Council)

26.2 Applicants with a direct let or priority award

Applicants that have been awarded a direct let or a priority will be notified at the time of the decision how many offers of accommodation they will be made under that direct let/priority.

Applicants will lose their direct let status or priority if they refuse the number of offers they are made under their priority. This does not include applicants that have been offered a Priority Neighbourhoods property, where the refusal will not count towards their offer limit (with the exception of homeless applicants who do not have a secure or assured tenancy, where it will count towards their offer limit).

When an applicant loses their direct let or priority award they will return to the points and band that they had prior to the award of that direct let or priority, unless their circumstances have changed in which case their points and band will be calculated according to their new circumstances.

26.3 Multiple refusals – register and transfer lists

Where an applicant refuses (as defined in 26.1 above) two offers/potential offers within a six month period, their housing application will be frozen for a period of six months.

Whilst their application is frozen the applicant will not be able to bid for properties.

26.4 Multiple refusals – adapted housing list

Where an applicant on the adapted housing list refuses (as defined in 26.1 above) either:

- two offers with their priority award AND a further two offers without their priority (a total of four offers from the adapted housing list), OR
- two offers from the adapted housing list where they were not awarded a priority

their application on the adapted housing list will be frozen for six months meaning they will not be considered for any offers from the adapted housing list. There is no timescale during which these offers must have been made for the freezing to apply.

These applicants will still be able to bid for properties through the normal HomeSearch process, subject to the rules for multiple refusals outlined in paragraph 26.3 above applying.

26 NOMINATIONS TO HOUSING ASSOCIATIONS

Housing Associations may request that we nominate applicants from our housing list for one of their available properties. The number of properties they will request nominations for varies between different housing associations and new build schemes.

In most cases, applicants will be nominated according to their priority on Hull City Council's housing list, according to our eligibility criteria. This means that if a housing association will accept a household needing one bedroom less than the property has, we will still nominate applicants needing all the bedrooms first. However we will nominate in accordance with any specifications the housing association may have, such as the maximum number of people that can be housed in the property, or a minimum age requirement.

We may occasionally nominate applicants outside of the normal priority rules, for example:

- Where it is a homeless prevention case
- Emergencies, e.g. fire, flood etc.
- Specific decanting arrangements
- New build or acquired properties where there is a separate nominations agreement
- Any other mutually agreed nomination

Housing Associations will apply their own checks before making an offer of a property and may refuse a nomination if the applicant does not meet their requirements.

27 NOMINATIONS TO EXTRA CARE HOUSING

For the purposes of this section, the normal lettings policy will apply unless explicitly mentioned below.

Hull City Council has 100% nomination rights to the three Extra Care Schemes in the City, which are managed by Riverside Housing Association ('Riverside').

Applicants must meet specific eligibility criteria in order to be nominated to Riverside for Extra Care Housing (ECH). Allocations to available apartments will be made based upon specific rules and not according to the applicant's priority on Hull City Council's housing list.

In addition to the eligibility criteria below, applicants will be subject to Riverside's normal pre-tenancy checks and therefore it cannot be guaranteed that meeting the eligibility criteria will result in a person being added to Riverside's Extra Care waiting list.

27.1 Eligibility Criteria

To be considered for allocation of an ECH Apartment, a prospective Tenant shall meet all four of the criteria below:

1. **be at least 18 years of age, except where a Transition Plan is in place.** This also applies to any household members, as ECH is not suitable for persons under the age of 18; **AND**
2. **be eligible to be added to Hull City Council's housing list** (i.e. be eligible for social housing and meet the qualification criteria outlined in this lettings policy), **AND**
3. **be identified by the Authority or the Authority's nominees as having a care need or potential care need as follows:**
 - a) have a formal assessed care need which is currently being met by Hull Adult Social Care; OR
 - b) have a care need which is currently being met by a family member that may not be able to continue (e.g. an ageing carer who is providing care for you who may not be able to continue this care in the future); OR
 - c) have a progressive health condition where they are not currently in receipt of care and/or their family are providing the care but may not be able to in the future as the condition progresses (e.g. dementia, osteoarthritis).

AND

4. **meet the local connection criteria for ECH as follows:**

- i. they have lived within the Hull boundary for at least 6 out of the last 12 months or 3 years out of the last 5 years (Armed Forces personnel will not be disadvantaged due to time spent serving out of Hull when assessing local connection. The assessment will be made on their residency before and after they were in the Armed Forces)*; OR
- ii. they would have met the criteria outlined in (a) above but for a period that they were residing in a care placement outside of the Hull boundary, they were placed in that care placement by Hull City Council and Hull City Council funds that placement; OR
- iii. they have permanent employment within the Hull boundary; OR
- iv. they were provided within accommodation within the Hull boundary under Section 95 of the Immigration and Asylum Act 1999 prior to being given refugee status. This does not apply where they have had accommodation under Section 95 with another Authority after the accommodation in Hull or the accommodation was in an accommodation centre.

*Time spent in Hull Prison or hospital does not count towards meeting the local connection requirements for ECH purposes

Those not meeting the eligibility criteria will not be nominated.

27.2 Size of accommodation

The ECH schemes contain one and two bedroom apartments. Households of a size requiring more than two bedrooms will not be nominated.

27.3 Extra Care waiting list

Where an applicant meets all of the eligibility criteria in section 27.1 they will be nominated to Riverside. Riverside will add them to their Extra Care waiting list following their pre-tenancy checks, or advise the applicant if they cannot be added to the list and the reason why.

27.4 Allocations Panel

When an apartment becomes available, an allocations panel will convene in order to agree the applicant who will be made the offer of that apartment. This decision will be made in accordance with the rules outlined in sections 27.5 and 27.6.

The allocations panel will consist of a representative from:

Hull City Council (Adult Social Care), and
Riverside Housing Association, and
The relevant care provider within the Extra Care Housing scheme

27.5 Client profile

In order to ensure community balance within Extra Care housing, when allocating an available apartment the Allocations Panel will ensure that the person to be made the offer fits the client profile requirements for that particular apartment as below:

Level	Care needs	Percentage of tenants at each facility
Level 1	0 to 5 hours per week	20%
Level 2	5 to 12 hours per week	40%
Level 3	12+ hours plus per week	40%

The applicant profile below will guide the allocation process, however the allocations panel will exercise flexibility in the allocation of apartments and will be guided by the profile of the people on the referral list and their health needs.

Leads Road	Hawthorn Avenue	Hall Road
76 for Dementia 30 for Learning/ Physical Disabilities 50 General Extra Care	50 for Dementia 15 for Learning /Physical Disabilities 30 General Extra Care	35 for Dementia 15 for Learning/Physical Disabilities 15 General Extra Care

The care needs of an individual and the care mix of the existing community (including the changing care needs of the existing community) will be considering when determining the client profile requirements for the available apartment.

27.6 Prioritising rules

The Allocation Panel shall allocate giving priority according to the following rules:

- a person's fit to the identified client profile for the vacancy, as outlined in section 27.5 above
- urgent case referrals agreed through the urgent case mechanism (see section 27.7)
- preferred location of facility (applicants will be bypassed if they do not want the scheme where the apartment being allocated is)
- subject to the above, applicants shall be prioritised according to time waiting (waiting list date)

Consideration will be made for:

- any property attributes that may influence the letting
- priority need for 2 bed apartments for couples or households requiring two bedrooms.

27.7 Urgent cases

In exceptional circumstances there may be an urgent case that needs re-housing into Extra Care outside of the priority rules detailed above, for example:

- Hospital discharge where there are no other suitable alternatives
- Safeguarding issue where there is a risk of significant harm
- Domestic violence where there is a risk of significant harm

This is not an exhaustive list.

The Allocations Panel will be responsible for agreeing that a case should be treated as urgent, with the decision maker being the Hull City Council representative. The Allocations Panel will consider urgent cases before the normal Extra Care waiting list.

In deciding between more than one urgent case, the Allocation Panel will make a decision to allocate the property appropriately having regard to the urgency of the cases, the Eligibility Criteria, client mix and care needs.

Any urgent cases agreed that cannot be housed at that meeting (e.g. because there were two urgent cases but only one available apartment) will be carried forward to the next meeting.

27.8 First lets

The first lets to the Extra Care apartments will be made to those identified by Hull Adult Social Care who are already known to them and are already having their care and support needs met by Hull Adult Social Care. These applicants will still need to meet the eligibility criteria outlined in section 27.1.

27.9 Transfers between and within facilities

Transfers between and within facilities will be considered. Applicants should join the waiting list for a vacancy in the same way as other prospective tenants and will be considered according to the same rules.

27.10 Appeals

If an applicant wishes to appeal against a decision made by the Allocations Panel they will appeal to Riverside Housing Association who will arrange for their appeal to be considered. Applicants will be informed of their appeal rights by Riverside.

28 APPEALS AND REVIEWS

Applicants are entitled to appeal or request a review of any decision made in respect of their housing application.

28.1 Appeals

An appeal is when an applicant disagrees with a decision that has been made on their housing application and wants a more senior officer to reconsider that decision.

An appeal should be submitted within 28 days of the date they received notification of the decision. In exceptional circumstances a late appeal may be considered if the applicant has a good reason for it being late (e.g. they were in hospital, or they can prove they were not living at the address the decision letter was sent to etc.)

Appeals will be considered by a more senior manager than made the original decision.

If the applicant's appeal is unsuccessful they will have no further right of appeal through the Council.

28.2 Reviews

An applicant can ask for a review of their application for housing if they have additional information to support it or their circumstances have changed and they would like the decision looking at again in light of these changes.

Reviews will usually be considered by the original decision maker (or equivalent) but could also be carried out by a more senior officer. The applicant can appeal against the outcome of a review.

28.3 Local Government Ombudsman

If the applicant has exhausted their appeal rights, they can make representations to the Local Government Ombudsman if they wish. Details are available at www.lgo.org.uk

LIST OF APPENDICES TO THIS POLICY

Fruit Market Local Lettings Policy
Trinity Square (11 King Street) Local Lettings Policy
Milldane Local Lettings Policy
Cherry Hinton Court Local Lettings Policy
Alexandra Gardens Southcoates Ward Local Lettings Policy
Wawne View Local Lettings Policy
New Build Houses – Citywide Local Lettings Policy for first lets
New Build Bungalows – Citywide Local Lettings Policy for first lets