



TAI CANOLBARTH CYMRU MID-WALES HOUSING

Yn barod **amdani** **Equal** to the challenge

Allocations Policy

Strategic Aim:	To provide a policy framework for staff to allocate properties.
Date Of Issue:	January 2017
Next Review Date:	January 2020
Departments Affected:	Customer Services and Community Housing
Approved By/Date:	Board of Management - January 2017
Lead Officer:	Aidan Ackerman - Director of Customer Services
Statutory Compliance:	Housing Wales Act 2014

This page has intentionally been left blank

ALLOCATIONS POLICY

1. Introduction

The review is to update the Association's Allocations Policy to allocate accommodation on the basis of housing need and to create sustainable communities.

2. Purpose

The purpose of this policy is to provide staff and customers of Mid-Wales Housing Association with a clear policy for allocating accommodation.

3. Policy Statement

MWHA aims to allocate housing to those in housing need and in accordance with the priorities of Powys County Council and Ceredigion County Council and we will only allocate a property where the offer of a tenancy is sustainable. Applicants can only apply for housing if they have a statutory right to housing.

4. Allocations

4.1 Allocations in Ceredigion

Mid-Wales Housing Association is a partner of the Ceredigion Common Housing Register. The Association pays an annual fee towards the costs of this service based upon the percentage of its stock contributing to the overall social housing of the partners. The Association will undertake allocations in Ceredigion within the principles of the Ceredigion Common Housing Register.

4.2 Allocations in Powys

Mid-Wales Housing Association is a partner of the Powys Common Housing Register. The Association pays an annual fee towards the costs of this service based upon the percentage of its stock contributing to the overall social housing of the partners. The Association will undertake allocations in Powys within the principles of the Powys Common Housing Register.

4.3 Local Lettings Schemes

Mid-Wales Housing Association retains the right to introduce local lettings schemes. This has to receive the approval of the Board of Mid-Wales Housing Association before it can be operated. This might be in response to a particular issue at a specific location. For example, high levels of crime and disorder may result in the introduction of a temporary local lettings policy to avoid providing accommodation to active criminals. Previous examples of local lettings policies are the allocations in Churchstoke, Llandrindod Wells and Llanidloes taking into account living in the area, working in the area and volunteering in the area after housing need is recognised.

4.4 Management Allocations

Mid-Wales Housing Association retains the right to undertake management allocations. This will be at the discretion of the Chief Executive or Director of Customer Services.

4.5 Void Standard

The void standard will be clean and comply with the Association's void standard. The property will be provided at the Welsh Housing Quality Standard. If the property does not currently meet the standard the new tenant will be informed in writing of any work necessary and the intended timescales involved to complete, to bring the property up to that standard at the point of letting. Tenants with protected characteristics which impact upon their ability occupy or decorate a new home will be taken into account dependent upon their circumstances. For example, an older person may not be able to decorate a property and so will need assistance whereas a younger person may be assisted with materials to amend the property to suit their taste.

5 Confidentiality

Mid-Wales Housing Association will maintain the confidentiality of all personal customer information and not disclose it outside of the Association without the permission of the customer, unless legally obliged to do so. The Association will share information with the partners of the two common housing registers through the Welsh information disclosure protocol known as WASPI of which MWAHA is a member. The Association will disclose information if there is the risk to the health and safety of any individuals.

6 Review

The Association's Allocations Policy will be reviewed every three years to ensure its continuing relevance. This policy ties in with one of the five Business Plan priorities, to provide an Excellent Customer Service. In the implementation of this policy the Association will have in mind its principles of Caring, Community, Excellence, Equality and thinking Welsh. This policy also ties in BP15CE01 - "Offer and Ask" where we clearly define which services we provide.

Strategic Risk Factors	SR16/008 - Health & Safety - risk to health and safety of employees, tenants, contractors or third parties as a result of the Association not managing either the works to its properties or their use and occupation in accordance with regulatory best practice. SR16/016 – Reputation - impact on business from reputational damage (e.g. from complaints - social media - press coverage).	
Equality Impact Audit	<i>How does/will this policy ensure needs are met fairly, particularly with regard to race, gender, disability etc.?</i>	An Equality Impact Assessment has been undertaken by Ceredigion County Council, Powys County Council and Mid Wales Housing Association.

	<i>Is it felt that this Policy might affect different groups adversely. If so what is the justification for this, and is it legally permissible?</i>	No, the Association will have regard when implementing this policy that factors associated with protected characteristics are taken into account. For example; mental health, age, physical disability, learning difficulty, pregnancy etc.
	<i>Have any representative groups in the locality been asked for their opinion and if so what was the outcome?</i>	Powys County Council and Ceredigion County Councils consulted widely with regard to the common housing register. Mid-Wales Housing Association consulted widely with regard to the last local lettings policy. MWA specifically consulted with Tai Pawb.
Tenant Engagement	<i>How does/will this policy ensure the needs of tenants are met?</i>	Reviewed and approved by Tenants' & Residents' Forum (T&RF). Tenant Service Auditors have reviewed the void standards and their recommendations have been implemented.
	<i>How is it felt this Policy will impact on the rights and obligations of tenants?</i>	Reviewed and approved by T&RF. There will be no adverse impact on the rights and obligations of tenants.
	<i>Have tenants been consulted and were the outcomes of that consultation taken into account when considering the introduction of this Policy?</i>	Yes. Please see above.