

Newark and Sherwood District Council

Allocations Scheme

Issue 3

Minor amendments July 2012



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1. INTRODUCTION AND LEGAL BACKGROUND

- 1.1 Newark & Sherwood District Council (the “Council”) operates an Allocations Scheme (the “scheme”). Council housing and some Registered Provider (RP) properties (where the Council has nomination rights) are let to people in accordance with this scheme. However, RP allocation policies may differ and each will make the final decision as to who properties are offered to. Some RP’s keep their own register and applicants can apply to join these individually.
- 1.2 This scheme has taken into account the legal requirements outlined in Part VI of the Housing Act 1996 and amendments made under the Homelessness Act 2002, giving reasonable preference to certain categories of housing need as defined in the Act.
- 1.3 Newark & Sherwood District Council seeks to give every applicant as much choice and control as possible over where they live and enable people to make informed decisions about their housing options.
- 1.4 Newark & Sherwood District Council has delegated the management of its housing stock to an Arms Length Management Organisation – Newark & Sherwood Homes. Newark & Sherwood Homes also manages and implements the Allocations Scheme on behalf of the Council, administering a housing register which is a database of all eligible applicants who can access the Choice Base Lettings System.
- 1.5 Under the Allocations Scheme, tenants and applicants are placed in one of four bands of housing need according to their circumstances. However, if having considered your housing situation you do not feel that this scheme will assist you in addressing your housing requirements you can contact the Housing Options Team on 01636 655546 to discuss your wider housing options.

2. EQUAL OPPORTUNITIES

- 2.1 Newark & Sherwood District Council promotes equal opportunities in the services it provides. It is committed to giving all applicants an equal opportunity to obtain housing, whatever their age, disability, gender, race and nationality, religion or belief, transgender identity or sexual orientation.

3. DATA PROTECTION

- 3.1 We will only disclose the applicant’s details to a third party with either the applicant’s consent, or where one of the exemptions under Data Protection legislation applies.
- 3.2 By returning an application form to us, applicants are giving their consent for us to process sensitive data and use it in this way.

4. REGISTRATION

4.1 Every applicant must complete an application form. Properties that become available to let will normally be offered to applicants on the housing register. Application forms can be obtained from:

Newark & Sherwood Homes
Customer Access Team
Kelham Hall
Newark. Notts, NG23 5QX

Ollerton Local Housing Office
Sycamore Road
Ollerton
Newark. Notts NG22 9PS

Hawtonville Local Housing Office,
77c Eton Avenue
Newark. Notts NG24 4JH

Newark & Sherwood District
Council
Town Hall (Newark)
Market Place
Newark. Notts NG24 1DU

Or by telephoning Newark and Sherwood Homes Customer Access Team on 0845 2585550 or by downloading a form from the website www.nshomes.co.uk

All applicants will be offered advice and assistance in completing the application form including translation where required.

5. WHO CAN APPLY

- 5.1 Anyone aged 16 years or over can join the housing register unless they are:
- A. Subject to immigration controls under the Asylum and Immigration Act 1996, and unless they
 - a. Already hold a Secure tenancy
 - b. Already hold an Assured tenancy
 - c. Are in a class as may be prescribed by regulations made by the Secretary of State, which currently include:
 - i. Having Refugee status
 - ii. Having exceptional leave to remain in the UK
 - iii. Having indefinite leave to remain in the UK
 - iv. Persons subject to immigration control who are a National of a country that has ratified the European Convention on Social and Medical Assistance (ECSMA) of the European Social Charter
 - B. Any application identified as falling under the Asylum and Immigration Act 1996 will be assessed in accordance with the Act.
- 5.2 Applicants who are not eligible at the point of application will not be placed on the housing register and will be notified of this in writing stating the reasons their application is not considered eligible and how to re-apply if their circumstances change.
- 5.3 An applicant cannot usually be offered a tenancy until they are 18 years old. However in certain circumstances a tenancy could be offered and held in trust until the applicant reaches the age of 18.
- 5.4 If applicants feel they cannot manage their own affairs and are unable to bid for properties themselves, they can choose someone to act for them. This person will be called an 'advocate'. Applicants need to complete and sign the relevant questions on registration and ensure their advocate signs the declaration to act on their behalf.
- 5.5 The applicant or their advocate is responsible for keeping their application up to date with their current circumstances by advising of any changes that could affect their application.
- 5.6 If applicants give false or misleading information or withhold information, which is reasonably required for the applicants to give, they will be removed from the register and may be liable to prosecution. If they have been offered a tenancy as a result of this misinformation or the withholding of relevant information, the tenancy will be terminated. If applicants have deliberately altered their circumstances to move to a higher band, the right is reserved to move them into a lower band and may result in suspension of their application entirely.
- 5.7 If you are an employee of Newark & Sherwood District Council, a local member at Newark and Sherwood District Council, an employee of Newark & Sherwood Homes or a member of the board at Newark and Sherwood Homes, your application must include a statement of this fact. In addition, a senior officer must approve any offer of a property.

6. EXCLUSIONS FROM ALLOCATION

- 6.1 In order to encourage sustainable communities and a high quality of life in our accommodation, some applicants, although registered on the list, may not be eligible for the allocation of a property.
- 6.2 We reserve the right not to allocate to individual applicants where we are satisfied that:
- a) The applicant, or a member of the household, has been guilty of unacceptable behaviour, which if the applicant was a Secure tenant of the Council would entitle the Council to a possession order (Ground 2 of Schedule 2, Housing Act 1985)
 - b) The unacceptable behaviour is serious enough to make the applicant unsuitable to be a tenant.
 - c) The applicant is unsuitable at the time the application is considered.
- 6.3 We may not make an offer of accommodation to an applicant, if you or anyone in your household or with whom you have applied to be rehoused is guilty of a breach of tenancy such as (but not limited to):
- a) Owing rent arrears to the Council
 - b) Owing other money relating to rechargeable repairs
 - c) If you are a Council Tenant and a Notice Seeking Possession has been served
 - d) Having behaved violently, abusively or otherwise anti-socially to staff of any local authority or registered provider
 - e) Having not kept your current or a former Council property in a satisfactory condition

7. RESTRICTIONS ON HOUSING PEOPLE WITH RENT ARREARS AND OTHER HOUSING DEBTS

- 7.1 We may not offer you a property if you owe rent arrears or other money relating to rechargeable repairs from a current or former tenancy.
- 7.2 An exception may be made, including but not limited to the following circumstances:
- a) There is no valid court order; and
 - b) The total debt is £250 or less; and
 - c) A repayment agreement has been kept for at least the last 13 weeks; and
 - d) A debt relief order is in place and in payment.
- 7.3 If the applicant does not meet the above criteria but feel that they have special or unusual circumstances that should be taken into account, the applicant should apply in writing to the Housing Choice Team explaining:
- a) What the special circumstances are;
 - b) What efforts have been made to pay the debt;
 - c) What the applicant intends to do to pay off the debt and pay the rent in the future.

8. RESTRICTIONS ON HOUSING PEOPLE WHO HAVE BREACHED THEIR TENANCY AGREEMENT

8.1 Transfer applicants must maintain their tenancy in line with the terms and conditions set out in their agreement before an offer of alternative housing will be considered. If the applicant does not meet the criteria, they will be notified of the decision explaining the steps they need to take for the decision to be reconsidered in the future.

9. OTHER RESTRICTIONS

9.1 In some circumstances we may put limits on the sort of property or area an applicant can apply for. We will do this if there are concerns about the risks the applicant may pose or which are posed to the applicant in a specific location or property type. This decision may be part of a multi-agency risk assessment.

10. RESTRICTIONS ON HOMELESS APPLICANTS

10.1 Where a main housing duty has been accepted and this scheme places restrictions on the Statutory Homeless Applicant a case review will be convened between the Housing Options Manager (or another senior officer) at Newark & Sherwood District Council and the Choice Based Lettings Team Leader (or another senior officer) at Newark & Sherwood Homes to make a final decision.

11. REVIEW OF DECISION TO EXCLUDE FROM THE SCHEME

11.1 Applicants can request in writing a review of any decision to exclude them from the allocation scheme, or any restrictions placed upon them. A senior officer, of Newark and Sherwood Homes, not previously involved in the case will consider this request.

12. ADMINISTERING THE HOUSING REGISTER

12.1 The applicant or their advocate is responsible for keeping their application up to date with their current circumstances by advising of any changes that could affect their application.

12.2 An annual review will be carried out of the Housing Register at the anniversary of each application.

12.3 Applicants not bidding for accommodation will be reviewed at least annually.

12.4 As part of this review process applicants who are not bidding for accommodation will be identified. Contact will then be made with these applicants by Newark & Sherwood Homes to establish why and whether any support is needed to facilitate them bidding for accommodation. In certain circumstances where applicants are not bidding for accommodation, without justification, their application may be removed from the housing register.

13. HOUSING APPLICANTS

13.1 Applicants who are not currently Newark & Sherwood District Council tenants are defined as Housing Applicants. This will include applicants who are current tenants with a Registered Provider

14. SUITABILITY OF PROPERTY TYPES

14.1 When applying to be registered for a council home, applicants will be provided with a table of suitable property types. The table will identify the type of properties that the applicant is generally suitable for. Before any allocation of a property, officers will take into account the suitability and size of the property in relation to the family/number of people seeking accommodation. The suitability may be adapted from time to time to reflect the supply and demand of properties, housing management matters, the sustainability of accommodation and the overall community housing needs.

14.2 The following will usually be applied:

- a) Single applicants are considered to need one bedroom.
- b) An adult requesting to share with another adult (who is not a partner) will require one bedroom each.
- c) Married couples, same sex partners and persons' living as man and wife are considered to need one bedroom (unless the partner needs a separate bedroom on proven medical grounds).
- d) Two dependent children of the same sex and two children under seven years of the opposite sex will normally be expected to share a bedroom. Dependent children are defined as children less than 21 years who live with the applicant and where the applicant is the parent or guardian and in receipt of Child Benefit or the child is in higher education.
- e) Single person households who have contact with their children but with whom the children do not reside on a permanent basis must be able to show that they do have established contact. Single person households who have contact with their children can not normally be considered for properties larger than two bedrooms irrespective of the number of children they have contact with.
- f) A woman with a pregnancy confirmed by an appropriate medical practitioner, will be counted as a household with a child after 26 weeks of pregnancy and therefore qualify for a bedroom each. If she already has one child, the unborn baby will be treated as if it were the same sex.

You are suitable for accommodation designated for older people if:

- a) You or your partner are 60 years of age or over
- b) You or a member of your family is aged 60 years or over and wishes to be housed with you. (Such applicants may be considered for some, but not all, older person's accommodation).
- c) You or a member of your household is under 60 years but has a proven mobility, medical or disability need. (Such applicants may be considered for some, but not all, older person's accommodation).

14.3 In some circumstances medical authorities and/or evidence may be requested.

14.4 Applicants who are over 60 years will usually be considered for accommodation for older people but may be considered for other accommodation dependant on their circumstances.

15. ASSESSMENT OF HOUSING NEED

- 15.1 Applicants are prioritised according to their housing need and are placed in the relevant 'banding'. This will allow applicants in greatest need to be given priority.
- 15.2 The applicant or their advocate is responsible for keeping their application up to date with their current circumstances by advising of any changes that could affect their application.
- 15.3 Applicants who indicate on their application form that there are medical circumstances to consider will be asked to complete a medical self-assessment form giving details of any medical condition and how it affects their ability to cope in their present accommodation. This will be independently assessed to decide the level of priority.
- 15.4 The Housing Choice Team will write to the applicant to inform them of their registration date, registration number and the priority band awarded.

16. REGISTRATION DATE

- 16.1 The application date will, across all bandings, be the date at which the applicant became eligible for that particular banding. If your circumstances change, which reduces your banding; your application date will be returned to the date you first applied to be registered for housing.

17. PRIORITY BANDING

17.1.1 BAND ONE – PRIORITY

17.1.2 HOMELESSNESS

Homeless households to whom the Council has a statutory duty to secure accommodation (within the meaning of Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002) – in priority need and who are not homeless intentionally.

Households found to be homeless, in priority need and unintentionally homeless may be awarded Band One Priority. In order to discharge the Council's main housing duty towards applicants, a final offer of accommodation suitable to their needs will be made.

However, in most cases applicants are offered the opportunity to bid for accommodation advertised through the Council's Allocation Scheme independently for a period of approximately 3 months prior to any final/direct offers of accommodation.

After three months the case will be reviewed by the Council to establish if the applicant has bid for any suitably sized property advertised during that time

If this offer is refused, and the property offered is considered reasonable and is suitable for the household's needs, then no further offers of accommodation will be made. The Council will have discharged its duty under the Provision of Part VII of the Housing Act 1996; however, the homeless applicant has a right to request a review of this decision by writing to Newark and Sherwood District Councils Housing Options Team within 21 days of the date of refusal stating the reasons they do not agree with the decision.

17.1.3 **MEDICAL GROUNDS**

High Priority – An illness where the current accommodation seriously undermines or severely affects the applicant’s health and is considered unsuitable.

17.1.4 **LIVING CONDITIONS**

Identified Category 1 hazards where the enforcement of Housing Act 2004 (Housing Health and Safety Rating System) is in place and subject to Environmental Health action. This priority is only awarded for the period of time that the work remains outstanding.

17.1.5 **STATUTORY OVERCROWDING**

Applicants living in statutory overcrowded housing.

The permitted number of people for a property is worked out from the number and sizes of the rooms in the property, and the following two tables:

Number of rooms	Permitted number
1	2
2	3
3	5
4	7.5
5	10
6 +	A further 2 persons for every room

Floor area of room	Number of persons
Over 110 sq ft	2
90 to 110 sq ft	1.5
70 to 90 sq ft	1
50 to 70 sq ft	0.5

Both tables are used and the lowest number reached is the permitted number for the property.

All living rooms and sleeping rooms are included in the calculation when the permitted number of persons is worked out. Kitchens, bathrooms and toilets are not included in the calculation.

When working out the number of persons sleeping in the property, occupants are counted as follows:

- Over ten years old - 1 person
- One to nine years - 0.5 person
- Under one year - not counted

A senior officer at Newark & Sherwood Homes or Newark & Sherwood District Council will assess and award the correct priority.

17.1.6 APPLICANTS REQUIRING MOVE ON ACCOMMODATION FROM DESIGNATED SUPPORTED HOUSING PROJECTS

Newark & Sherwood District Council is committed to providing move on accommodation for applicants from designated supported housing projects and to identified Care Leavers in the general needs housing stock. The priority band is only applicable when the applicants support needs have been identified and provision for meeting such needs is in place.

17.1.7 UNDER OCCUPATION – CHANGING PLACES SCHEME

Newark & Sherwood District Council's housing stock is made up of 56% General Needs Accommodation and 46% Sheltered accommodation. In the District Wide Housing Needs Survey carried out in July 2009 under occupation of family accommodation within the district was identified as one of the key findings and a housing priority. It has been estimated that there are around 690 social rented units, which are under occupied by two or more bedrooms. Based on this evidence the Changing Places Scheme has been designated priority status to assist the Council in making best use of its existing housing stock. To ensure the scheme does not dominant the allocation of properties it will be subject to an annual review. Additionally if evidence no longer supports the necessity for it to have priority status the Scheme will then be re-designated to a lower banding.

The changing places scheme is designed to assist tenants who currently occupy a property of 3 or more bedrooms and want to move to smaller accommodation of 1 or 2 bedrooms.

17.1.8 ADAPTATIONS

Newark & Sherwood District Council tenants who are releasing a property built or specially adapted for a person with a disability where the tenant no longer needs the adaptations or the person no longer lives there; or an applicant who has succeeded to a tenancy of a property built or adapted specially for a person with a disability and they do not need that property.

There is a lack of appropriate and suitably adapted properties within the District and adaptations have been given priority status to ensure the Council's is making best use of its existing housing stock.

To ensure the 'adaptations' criteria does not dominant the allocation of properties it will be subject to an annual review.

17.2 BAND TWO – REASONABLE PRIORITY

17.2.1 HOMELESSNESS THREATENED WITH / NO STATUTORY DUTY

Applicants threatened with homelessness as assessed by the Housing Options Team and/or Homeless households to whom the Council has no statutory duty to secure accommodation (within the meaning of Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002) – not in priority need but not intentionally homeless.

17.2.2 INSECURITY OF TENURE

Applicants who have been served a valid Notice for repossession or court possession proceedings from a landlord or mortgage lender other than Newark & Sherwood District Council or Registered Provider

17.2.3 OVERCROWDING

Applicants who are lacking 2 bedrooms or more in their current home (but are not considered to be statutorily overcrowded).

17.2.4 MULTIPLE NEEDS

Applicants who qualify to be registered in Band Three for more than one reason (apart from intentionally homeless) will be awarded increased priority for multiple needs and be registered in Band Two.

17.2.5 AGRICULTURAL WORKERS

Agricultural, horticultural and forestry applications – applications for farm workers who need their workers to be housed under the Rent (Agricultural) Act 1976. We will make a decision to give priority after receiving a full report from the Agricultural Dwelling House Advisory Committee.

17.3 BAND THREE – IN HOUSING NEED

17.3.1 MEDICAL GROUNDS

Where current housing affects any medical condition to some degree. The need for re-housing is significant but not overriding. The applicant can cope in their present accommodation with acknowledged difficulties.

17.3.2 HOMELESSNESS (INTENTIONALLY)

Homeless households to whom the Council has no statutory duty to secure accommodation (within the meaning of Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002) – whether or not they are in priority need, who are intentionally homeless

17.3.3 LIVING CONDITIONS

Identified Category 2 hazards where the enforcement of Housing Act 2004 (Housing Health and Safety Rating System) is in place and subject to Environmental Health action. This priority is only awarded for the period of time that the work remains outstanding.

17.3.4 OVERCROWDING

Applicants who are lacking 1 bedroom in their current home (but are not considered to be statutorily overcrowded).

17.3.5 **SHARING**

Applicants sharing current accommodation with another household.

17.3.6 **CHILDREN IN FIRST FLOOR PROPERTIES**

Applicants with a child or children under 10 years in a first floor flat or above.

17.4 **BAND FOUR – OTHER APPLICANTS**

17.4.1 Applicants of a residential property with no medical or welfare need.

17.4.2 Transfer applicants who are only eligible for a move to another property of the same size and who have no medical or welfare need.

17.4.3 Applicants of tied houses or service tenancies who are not required to leave.

17.4.4 Applicants who have deliberately worsened their circumstances or who have not taken reasonable steps to prevent the worsening of their circumstances.

18. **TRANSFER APPLICANTS**

18.1 Applicants who are current Newark & Sherwood District Council tenants are defined as Transfer Applicants. All tenants who have held their current tenancy for at least one year may apply for a transfer. This rule may be relaxed where a move is to meet the evidenced medical or social needs of a member of a household.

18.2 Transfer applicants will be required to give up his or her tenancy as a condition of granting them a tenancy of another property, although their status as a tenant will be unaltered and their rights under the Right to Buy will remain uninterrupted.

18.3 Transfer applications will be banded under the same assessment process as housing applicants.

19. **REVIEW OF DECISIONS ON APPLICATIONS**

19.1 Applicants can request in writing, a review if they consider that their application has been assessed incorrectly and/or has been placed in the wrong band. A senior officer from Newark & Sherwood Homes, not previously involved, will consider the request. Applicants may request a further review at a later date should their circumstances substantially change, this will need to be supported by evidence.

20. **ADVERTISING PROPERTIES**

20.1 Vacant properties will be advertised. When advertising suitability criteria for each property will be set. This will assist applicants in making informed choices when considering available properties, make best use of housing stock, create sustainable communities and make applicants aware of any local lettings policies.

20.2 In some circumstances properties may not be advertised as part of the Allocations Scheme. Examples of this can include but are not limited to:

- a. Temporary accommodation required because of a flood, fire or other emergency.
- b. Properties required for existing tenants when they are faced with home loss
- c. Effective and efficient use of the housing stock and duties of the Newark & Sherwood Homes Housing Service and/or Newark & Sherwood District Council's Housing Options Service.

Properties advertised will be available for both housing and transfer applicants.

- 20.3 Properties will be advertised on Newark & Sherwood Homes website and on posters in local community facilities. Applicants or their advocate can request details of available properties by contacting Newark and Sherwood Homes Housing Choice Team. **For further information on how properties are advertised please contact Newark & Sherwood Homes.**
- 20.4 Applicants or their advocate will be able to state their interest in a maximum of two properties per advert cycle giving their order of preference. Interest in a property can be made via telephone, email, online bidding, text bidding, writing, or in person to Newark & Sherwood Homes.
- 20.5 Applicants will not be contacted if their bid is unsuccessful.
- 20.6 Available properties will usually be advertised a maximum of twice. If the property remains vacant then the responsible Manager will be notified immediately to consider alternative ways of letting the available property and changes may need to be made to the age designation of the property type at the discretion of Newark & Sherwood District Council. This is unless it falls within the circumstances in paragraph 21.2.

21. EFFECTIVE AND EFFICIENT MANAGEMENT OF STOCK

21.1 MANAGEMENT TRANSFER

Priority transfer agreed in exceptional circumstances to include severe harassment, threats or actual violence (including racially motivated violence) or victims of anti-social behaviour, domestic violence, where there is imminent personal risk to the household if they remain. Sufficient evidence is required e.g. Police support

21.2 SEVERE NEED

Exceptional circumstances and/or multiple needs, which warrant emergency priority to be agreed by a senior officer of Newark and Sherwood Homes.

21.3 EXISTING TENANTS OF NEWARK AND SHERWOOD DISTRICT COUNCIL

Needing a permanent or temporary move (decant) where the property is imminently required for major repair.

21.4 **SUCCESSION**

Applicants who lost their statutory right to succession when a previous tenant took over. If an applicant is entitled to take over or be assigned to the tenancy of a Council property that is larger than or is otherwise inappropriate to their needs, as approved by a senior manager.

22. **LOCAL LETTINGS SCHEMES**

- 22.1 Local lettings schemes have an important role in widening housing choices for local people and helping to provide sustainable communities. The national and regional housing agendas encourage mixed tenures which cater for a range of households with varying needs and aspirations.
- 22.2 Where there are such developments, Newark & Sherwood District Council owned properties may be made available to households that would not otherwise have the opportunity to access affordable housing. This will ensure the developments cater for a variety of residents as opposed to concentrations of households with particular support needs.
- 22.3 Local lettings schemes can also assist in the management of existing stock to help resolve issues such as areas suffering from a disproportionate amount of anti-social behaviour, for example by lowering the numbers of children/young adults or in areas where there is a lack of affordable housing to consider under-occupation of properties usually reserved for larger households.
- 22.4 Local lettings schemes will be carefully considered in limited circumstances on certain estates or property types, for a limited period of time.

23. **MATCHING PROCEDURE**

- 23.1 For all properties advertised, applicants who have stated their interest in the property and meet the criteria for that property will be matched by the following procedure:
- 23.2 The short listing of applicants being considered for an allocation against any property will be undertaken in the following manner:
- a) **Priority Band; then**
 - b) **Local Connection*, then**
 - c) **Registration Date.**

*Local Connection – Applicants who need to live in Newark and Sherwood:

- a) Because they are, or in the past were, normally resident there, and that residence is or was of their own choice
- b) Because they are employed there or have received a firm offer of employment there
- c) Because of family associations, or
- d) Because of special circumstances
- e) Because Section 315 of the 2008 Act amends s.199 of the 1996 Act so that a person serving in the Armed Forces can establish a local connection with a district through residence or employment there, in the same way as a civilian person. (The amendments apply in respect of all applications for housing under Part 6 made on or after 1 December 2008).

(Note: Each 'Local Connection' application will be considered on its own merits in order to ensure that it does not run contrary to the Housing Act 1996 or to equal opportunities legislation or that discrimination does not take place against an ethnic group.)

24. ALLOCATION PROCEDURE

- 24.1 For all properties advertised a list will be generated of applicants who have expressed interest in the property. The list will be in band order with priority first then local connection and then registration date order.
- 24.2 It is the responsibility of the applicant to provide information required to carry out the necessary verification checks and references. Officers require confirmation that the information given on the application form regarding the applicant's circumstances has not changed since application.
- 24.3 In the event of the applicant's verification checks being unsatisfactory they will be advised of the reason for this decision in writing and the property will be offered to the next qualifying applicant.
- 24.4 If the applicant's verification checks are satisfactory, the offer of the tenancy of the property will be made.

25. WITHDRAWING AN OFFER

- 25.1 We reserve the right to withdraw any offer of accommodation and an explanation will be given to the applicant in writing.

26. ANNOUNCEMENT OF LETTINGS / FEEDBACK

- 26.1 Results of every property allocated will be published and made available from Newark & Sherwood Homes upon request.
- 26.2 Feedback information is available to applicants, to understand their housing options, to make informed decisions and choices about their future bidding and to compare their housing need against the available housing.
- 26.3 Newark and Sherwood Homes will continue to produce and publicise facts on the overall allocation of properties within the district on a monthly basis

27. CUSTOMER COMMENTS PROCEDURE

- 27.1 Applicants, who wish to comment about the service, should contact Newark & Sherwood Homes Housing Choice Team.
- 27.2 Newark & Sherwood Homes is committed to deliver excellent housing services and will support Newark and Sherwood District Council to deliver its housing priorities. Applicants may choose to make their comments/complaints through the Company's official 'Housing Matters' or 'Complaints Matter' procedure. Applicants can do this by completing the necessary form, e-mailing Newark and Sherwood Homes at housing@nshomes.co.uk or visiting our website at www.nshomes.co.uk

28. REVIEWS AND APPEALS

- 28.1 If an applicant is dissatisfied with any decision made by Newark & Sherwood Homes, they may request a review of this decision. This will allow an applicant to have their circumstances initially considered and reviewed by Newark and Sherwood Homes. If the applicant is still dissatisfied with the outcome, and feels there are additional special circumstances that should be (or have not been) taken into account, they would then be able to appeal to the Council.
- 28.2 The appeal process will be undertaken by a senior officer of the Council. Ward Members will be able to discuss any pertinent aspects of the application with the senior officer, and these will be taken into account during the appeal. This process will ensure that an applicant's appeal is dealt with fairly, according to Policy and relevant legislation, and within a time-limited framework.

29. SCHEME REVIEW

- 29.1 Senior officers from Newark & Sherwood District Council and Newark & Sherwood Homes will meet on a quarterly basis to review the Allocations Scheme to ensure its requirements are being met and it continues to meet the relevant legislation, both current and any new duties placed upon the Council. Where amendments are necessary these will be implemented in consultation with applicants and stakeholders when and where appropriate.

