

# **Cornwall Rural Housing Association**

## **Allocations Procedure**

### **1. Introduction**

- 1.1 The Association's Allocation Policy states "Our aim is to provide and manage good quality housing at affordable rents for people in housing need in the rural areas of Cornwall and the Isles of Scilly".
- 1.2 The purpose of this procedure is to outline the steps that the Association will follow in selecting its tenants.

### **2. Initial Enquiries for Housing**

- 2.1 Enquiries are received by telephone, letter, visit to the Office, email, website or our social media platforms.
- 2.2 Information will be given to the potential applicant on what CRHA does, who we rehouse and where we have properties. If an applicant is eligible then an application form is sent out.

### **3. Register**

- 3.1 CRHA keep a computerised allocation register and upon receipt of an application the applicants details are input on our SDM software housing allocation module. Applications are stored in individual development files.
- 3.2 The application is formally acknowledged in writing.

### **4. Tenant Selection**

- 4.1 When a property becomes available to let (Void or New Build) CRHA create a poster identifying the location of the property and criteria for the local connection together with the attributes of the property and the weekly rent. This poster is sent to the Parish Clerk for dissemination throughout the village/hamlet where we have the empty property. The advertisement runs for at least a week.
- 4.2 The poster is also uploaded to the CRHA website and our other social media platforms and the advertisement runs for at least a week.
- 4.3 During the advertising period CRHA will collate all those applications already on the register and contact each applicant to ascertain if they are still interested in housing with CRHA.
- 4.4 A desk top exercise then applied to all applicants and those that are in the high priority band are shortlisted.
- 4.5 The shortlisted applicants are then visited and a verification process and property inspection is undertaken. This allows the Housing Officer to gain any further information and to check the applicants details against the application form. Identification, local connection, affordability and medical information is sourced and verified during the visit.
- 4.6 All shortlisted applicants are then scored according to priority and the applicant selected for the property and notified. See Appendix 1 Points Scoring Matrix.

- 4.7 References are sought and upon receipt of a satisfactory reference a formal offer of accommodation is made. CRHA ask the successful applicant to confirm their acceptance.
- 4.8 All shortlisted applicants are notified of the decision in writing.

## **5. Properties on the Isles of Scilly**

- 5.1 CRHA lets their properties on the Isles of Scilly through a Local Authority Nomination agreement. The Isles of Scilly Council have their own housing Waiting/Transfer list and when a property becomes available on the Isles of Scilly CRHA ask the Council for a nomination. Due to the lack of affordable housing on the Isles of Scilly this system allows the Council to make the best use of the stock on the Islands. When a void property becomes available this can facilitate more than one move on the Islands.
- 5.2 Once a nomination has been received CRHA undertake a visit and carry out a verification process to ensure that all the criteria is met.
- 5.3 The successful applicant is offered the property and a formal offer of accommodation is made.

## **6. Transfers and Management Transfers**

- 6.1 It is the policy of the Association to give priority to existing CRHA tenants who require a transfer or management transfer.
- 6.2 CRHA tenants that are waiting for a move to alternative accommodation will be considered when a suitable void property becomes available. A decision to do a transfer and/or management transfer will depend on the circumstances of the tenant and how this will alleviate any issues and this will be endorsed by using the points based scoring matrix and being signed off by the Chief Executive.