

## **Lettings Policy**

### **Who can apply for housing?**

The Association aims to provide accommodation at affordable rents to people living on a low-income. Anyone living in Harrogate, or who has previously lived in, or has a strong family connection with the area can apply for housing with us.

We maintain two separate waiting lists:-

- Families Waiting List. A family is defined as one or more adults with one or more children of school age or under.
- Single people or couples over forty-five and without resident children. The Association aims to offer tenancies to those applicants which are judged to be in greatest need.

### **Making an Application**

All enquiries are dealt with in the same way. If our waiting list is open, and after checking that the applicants meet the eligibility criteria, applicants are sent an application form, requesting details of their family, their circumstances and their current housing situation.

If the applicants meet our eligibility criteria, a home visit is arranged to check the information provided and to confirm the applicants' housing needs.

If the application is accepted the applicant details will be added to the waiting list. Applicants are informed of the outcome within seven days of the meeting.

### **The waiting list**

We keep a waiting list of applicants. Once the waiting list is full, new applicants will be told so, and that their application cannot be considered for the present.

Once applicants have been admitted to the waiting list they will be asked by letter, every six months, if they still wish to be considered for housing by the Association. If there is no reply to our enquiry applicant's names will be removed from the list.

### **The offer**

When a vacancy occurs we work with Harrogate Borough Council who receive nomination rights over some of our empty properties, this is normally 50% unless the empty properties are new schemes. These new properties will be subject to a 100% nomination from Harrogate Borough Council on first let.

If we allocate from our waiting list we will review the complete list and select a short list of three applicants, based on consideration of:-

- the length of time the applicant has been on the waiting list
- The urgency of the family's/ person's needs.
- Appropriateness of the accommodation available.

### **Reasons for exclusion from our list**

Applicants will not be considered where any of the following apply:-

- Behaviour of a violent, or threatening nature towards staff of the present or former landlord.
- Legal action to regain possession of a former tenancy on the grounds of nuisance, harassment of neighbours or damage to the property
- Substantiated incidences of anti-social or illegal behaviour, for example due to drugs.
- Rent arrears from a former landlord or current where an arrangement to pay has not been made and kept, or legal action commenced..
- An outstanding debt to a current or former landlord

**For information on internal moves and mutual exchanges please see the separate procedures.**