



DERBY CITY COUNCIL



HOUSING ALLOCATION POLICY

Version 5C

Translations and making the policy accessible

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French

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Punjabi

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Urdu

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Polish

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Prosimy o kontakt: 01332 256483 Tel. tekstowy: 01332 256480

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Draft

Introduction

This Allocation Policy explains the rules that determine how Derby City Council and the Derby Homefinder Landlords allocate social housing properties.

The Allocations Policy aims to address housing need whilst contributing to the development of balanced and sustainable communities.

The Council is required to make the most effective use of all housing tenures to balance the prevailing housing market, to include social housing stock in the city.

This document describes the policy in detail – including who is eligible to apply for housing and how priority is given to different applicants.

As there are not enough social housing properties in Derby to meet the demand, it is necessary to prioritise applicants so that properties that become available are offered fairly. The policy has been framed to address this aim.

It also offers support to prevent homelessness and assist people in urgent housing need to access a home that will meet their requirements.

Derby City Council and the Derby Homefinder landlords recognise that homelessness is the most extreme form of housing need. The impact of homelessness does have a detrimental impact on families, childless couples and single people. The Council will do all it can to prevent homelessness.

Derby City Council offers available properties through a 'choice based lettings' scheme called "Derby Homefinder". This aims to give customers more choice in where they live. It also gives more transparency to the allocation process as feedback is given on how each property is let.

More information is available from the website www.derbyhomefinder.org or in the leaflet 'Your guide to Derby Homefinder', which can be obtained from any Derby Homes local housing office, the Housing Options Centre and from the offices of the RSLs who are partners to the scheme.

The two main aspects of the scheme are:

1. The receipt and processing of applications to go onto the Housing Register.
2. The advertising and allocation of vacant properties to suitable applicants.

Anyone can make an application to join the Housing Register, but only some people are eligible for social housing and accepted onto the register and so are able to use the Derby Homefinder scheme.

Certain people are not eligible to be allocated social housing accommodation, either due to legal restrictions or, because of their circumstances and or behaviour which means they are not considered suitable to be given a tenancy.

The Allocation Policy aims to:

- help people in housing need choose where they would like to live
- prevent people from becoming statutory homeless

- make the best use of the limited social housing available
- ensure the allocation of social housing is open, fair and accountable to applicants and staff
- help create safe, mixed and balanced communities that contribute to sustainable regeneration
- reduce the time properties are void between lettings
- reduce the number of refusals
- ensure the policy has flexibility to address specific local issues
- create a single point of access to all social housing in the City
- assist people threatened with homelessness and in urgent housing need.

This Allocation Policy applies to:

- new applicants
- existing social housing tenants seeking a transfer.

1 Statement of choice

Through this Allocation Policy, the Council aims to offer choice to applicants as well as meeting the requirements of people who have an urgent need for housing.

2 Equalities and diversity statement

Derby City Council and the Derby Homefinder Landlords are committed to: promoting equal opportunities, valuing diversity and tackling social exclusion.

The Council and its partners are committed to doing their best to prevent the people they serve, from suffering unfair discrimination however caused. This includes discrimination on the grounds of:

- age
- disability, including people living with AIDS/HIV
- ethnic or national origin, race or colour
- religion
- gender and gender identity
- sexuality

This list is not exhaustive.

3 Data protection statement

You have the right to access the personal information we hold about you. We will use the information you provide for the purpose of housing. We may also use the information for issues of child protection, public protection and for preventing and detecting fraud and other criminal offences. This includes information we hold as paper and electronic records. If you would like to access your file, please contact Derby City Council's Data Protection Officer on 01332 643232 or email alison.moss@derby.gov.uk for an application form.

Applicants are asked on the Derby Homefinder application form to give their permission for the council to share, where necessary, the information provided with the Derby Homefinder landlords and other relevant agencies. Information will only be

shared if permission is given by the applicant. However we may not be able to process your application if permission is not given. If you do not want us to share your information you must advise us why.

4 Legal framework

This Allocation Policy has been written to meet the duties of Part VI of the Housing Act 1996, as amended by the Homelessness Act 2002.

Part VI of the Housing Act 1996 covers:

- selecting tenants to local authority properties
- transfers that are requested by local authority tenants
- local authority properties to current tenants of registered social landlords
- nominations that the Council makes to registered social landlords.

The Housing Act 1996, as amended by the Homelessness Act 2002, also sets out the housing circumstances of those applicants we must give reasonable preference to when we decide who will be offered a property.

This Policy takes account of the Allocation of Accommodation Code of Guidance for Local Housing Authorities 2008, Housing and Regeneration Act 2008 and Fair and Flexible Statutory Guidance 2009.

There are instances where this Policy does not apply. These include:

- assignments
- mutual exchange
- succession of tenancy.

For more information about assignments, mutual exchange and succession contact your landlord.

5 Housing providers working together

The Council and most of the registered social landlords, known as housing associations, who have homes to rent in Derby are working together as Derby Homefinder Landlords. They have all agreed to accept nominations and allocate properties through Derby Homefinder.

The Derby Homefinder Landlords are:

- Affinity Sutton
- Anchor Trust
- Derby Homes
- Derwent Living
- Friendship Care and Housing
- Guinness Northern Counties
- Home
- Raglan Housing Association
- Riverside
- Riverside ECHG
- Salvation Army Housing Association

- Tuntum Housing Association
- Spirita Ltd

This list is current as of January 2011 and may be subject to change. See section 24 Derby Homefinder Landlords for full address and contact details.

6 How to join the Derby Homefinder Register

You can complete a housing application form online at www.derbyhomefinder.org, this is the easiest and quickest way of applying for housing, phone 01332 256483 if you need assistance.

You can also visit any Derby Homes local housing office, the Housing Options Centre or the Customer Contact Centre to complete an online application.

If you cannot complete an application on line you can complete a paper application. Phone 01332 256483 to request one.

Applicants who require assistance to complete the form can get help from a member of staff from any Derby Homes local housing office or the Housing Options Centre.

Completed application forms are processed and, if eligible, registered by:

- Derby Homes for their tenant applications
- Housing Options Centre for all other applications.

7 Confirming your Details

You need to give us all the information we ask for with your application so that we can confirm your details. If you do not give us all the information we will not register or process your application.

We will check all housing applications when they are received. We will make any checks we consider necessary with current and former landlords, and other relevant agencies. We may also check your details with a credit-referencing agency. See section 3 Data protection statement on data protection for how we use and protect the information you give us.

It's your responsibility to give us the proof that we ask for to confirm your details.

Under The Housing Act (1996) and Homelessness Act (2002), it is a criminal offence for anyone to knowingly give false information or to withhold relevant information if reasonably required to give it, on any matter regarding the allocation of housing. If you have knowingly given false and/or misleading information on your application form and during its processing, we will cancel your application and you will be required to make a fresh application. We may also take legal action against you.

8 Processing application form

We will treat your application as a completed application only when we receive all the information we need from you to process it. Your application date will be the date when you have supplied all the information we have requested from you.

The information in all applications has to be checked and verified before a decision can be made about your eligibility to join the housing register. In some circumstances additional information and checks will also be required.

If you do not provide all the information we have requested within 28 days we will cancel your application.

9 Contacting you about your housing application

Once we received all the information from you and made all our assessments, we will write to you and tell you:

- whether we have accepted your application and if you are eligible for housing
- your unique housing application number for you to start looking for properties advertised on Derby Homefinder
- how to use the Derby Homefinder scheme to look for properties
- the Derby Homefinder band we have placed you in
- your number of needs
- the date we placed you on the Housing Register
- the type and size of properties for which you qualify

10 Eligibility to join the Housing Register

Applications will be considered from anyone aged 18 years or over. The application can be made in the name of one person or several people. However, applications can only be accepted from eligible applicants. Applicants may be found ineligible to register for housing on either of the following grounds:

- Immigration status
- Unacceptable behaviour

10.1 Immigration status

10.1.1 People subject to immigration control

Generally people who are subject to immigration control are **not eligible** to register for housing, **unless** they fall within one of the following categories:

- a person who is recorded by the Secretary of State as a refugee within the definition in Article 1 of the Refugee Convention and who has leave to enter or remain in the United Kingdom
- a person—
 - (i) who has exceptional leave to enter or remain in the United Kingdom granted outside the provisions of the Immigration Rules; and
 - (ii) who is not subject to a condition requiring him to maintain and accommodate himself, and any person who is dependent on him, without recourse to public funds
- a person who is habitually resident in the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland and whose leave to enter or remain in the United Kingdom is not subject to any limitation or condition, unless:
 - (i) that person's leave to enter or remain in the United Kingdom has been granted on the basis of an undertaking given by his/ her sponsor; and
 - (ii) they have been resident in the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland for less than five years beginning on the date of entry or the date on which his/ her sponsor gave the undertaking in respect of him/ her, whichever date is the later; and
 - (iii) his/ her sponsor or, where there is more than one sponsor, at least one of whose sponsors, is still alive
- a person who has humanitarian protection granted under the Immigration Rules

10.1.2 People not subject to immigration control

The following people are **not** subject to immigration control:

- British citizens
- Commonwealth citizens with the right of abode
- European Economic Area nationals ("EEA") exercising certain Treaty rights
- Swiss nationals exercising the same Treaty rights
- Family members and some extended family members of those EEA nationals and Swiss nationals exercising the same Treaty rights; and
- Certain people who are exempt from immigration control under the Immigration Acts (diplomats and their family members based in the UK and some military personnel)

[NB the EEA includes all EU member states and Iceland, Liechtenstein and Norway.]

Generally people who are not subject to immigration control **are eligible** to register for housing, **unless** they fall within one of the following categories:

- they are not habitually resident in the Common Travel Area (being United Kingdom, the Channel Isles, the Isle of Man or the Republic of Ireland); or
- their only right of residence in the Common Travel Area derives from their status as;
 - (1) a jobseeker (that is an EEA national who has entered the United Kingdom to seek work)
 - (2) a family member of a person described at 1 above
 - (3) an EU national who has a right to reside in the United Kingdom for the first 3 months.

However, the following categories of persons are eligible, regardless of whether or not they are habitually resident in the Common Travel Area:

- a worker;
- a self-employed person;
- a person who is treated as a worker for the purpose of the definition of “qualified person” in regulation 6(1) of the EEA Regulations pursuant to either—
 - (i) regulation 5 of the Accession Regulations 2004 (application of the 2006 Regulations in relation to accession State worker requiring registration), or
 - (ii) regulation 6 of the Accession Regulations 2006 (right of residence of an accession State national subject to worker authorisation);]
- a person who is the family member of a person specified one of three paragraphs above;
- a person with a right to reside permanently in the United Kingdom by virtue of regulation 15(c), (d) or (e) of the EEA Regulations;
- a person who left the territory of Montserrat after 1st November 1995 because of the effect on that territory of a volcanic eruption;
- a person who is in the United Kingdom as a result of his deportation, expulsion or other removal by compulsion of law from another country to the United Kingdom;
- during the relevant period, a person who left Lebanon on or after 12th July 2006 because of the armed conflict there; and
- a person who—
 - (i) arrived in Great Britain on or after 28th February 2009 but before 18th March 2011;

- (ii) immediately before arriving in Great Britain had been resident in Zimbabwe; and
- (iii) before leaving Zimbabwe, had accepted an offer, made by Her Majesty's Government, to assist that person to settle in the United Kingdom

10.2 Unacceptable Behaviour

10.2.1 Definition

Derby Homefinder may exclude applicants from the housing register, if it is deemed that:

- (i) he, or a member of his household, has been guilty of unacceptable behaviour serious enough to make him unsuitable to be a tenant of the authority; and
- (ii) in the circumstances at the time his application is considered, he is unsuitable to be a tenant of the authority by reason of that behaviour.

The only behaviour which may be regarded as unacceptable for these purposes is:

- (i) behaviour of the person concerned which would (if he were a secure tenant) entitle the landlord to a possession order under section 84 of the Housing Act 1985 (c 68) on any ground mentioned in Part 1 of Schedule 2 to that Act (other than ground 8); or
- (ii) behaviour of a member of his household which would (if he were a person residing with a secure tenant) entitle the landlord to such a possession order.

10.2.2 Examples

Examples of unacceptable behaviour serious enough to make an applicant unsuitable to be an tenant may include:

- physical assaults, especially those resulting in physical injury, including domestic violence which affects the surrounding neighbourhood and racial harassment
- serious damage to property, including schools, dwellings and cars, for example – arson attacks and windows being smashed
- serious threats of violence and damage, including threats to kill, threats to petrol bomb
- persistent and offensive verbal abuse, due to a person's religion, ethnicity, sexual orientation, disability, or other factors
- serious disorder, in particular associated with gangs
- the use of dwellings for the cultivation, supply and use of drugs, especially class A drugs
- persistent and widespread criminal activity such as domestic burglaries and vehicle crime

- very serious and persistent noise nuisance over continuing for long periods of time
- a combination of persistent behaviours, which while lower-level within themselves, taken together over time, have a serious negative impact on the quality of life for individuals living in an area
- anyone who is the subject of an Anti-social Behaviour Order or other civil restraining order and it is believed that they would be a significant risk to the community
- anyone who has been issued with a court order for eviction from a tenancy due to serious anti social behaviour.

This list is not exhaustive.

10.3 Assessment for Exclusion

All applications will be assessed on an individual basis at the time of their application.

When considering an exclusion from the housing register we will take account of:

- any history of anti social behaviour and
- evidence of that behaviour and whether it would justify a possession order being made if you were a tenant
- your current behaviour, or that of a member of your household, at the time of your application.

10.3.1 Community Safety

Applicants with a specific offending history will be risk assessed at the point of their application and again at the time of any potential offer. See Appendix 6 – Specific Offences for what is considered a specific offence.

If your application leads us to believe there are implications for community safety or we assess it is detrimental to you, we may refuse you housing in certain areas and you may be bypassed for properties you have bid for.

10.4 Right to Review

Applicants will be notified in writing of any decision to exclude them from the housing register and the reasons why.

Applicants have a right to request a review of the decision. The details of the review process will be provided to them when they are notified of the decision to exclude them from the housing register.

Applicants seeking a review have a right to submit new information, as well as any representations, in support of that review. The reviewing officer will consider afresh all of the information put before him/ her, and will consider the facts as at the date of the review.

10.5 Fresh Applications

If an applicant is found ineligible on immigration status grounds, then he/ she may reapply to Derby Homefinder as soon as his or her immigration status changes.

If an applicant has been found ineligible due to unacceptable behaviour, over the passage of time he/ she may be able to show that their past unacceptable behavior no longer affects their suitability to be a tenant. In such circumstances he/ she may reapply to Derby Homefinder.

11 How applicants are prioritised

Applicants are placed within one of four bands,

Within bands E and C applicants are prioritised according to waiting time, within bands A and B applicants are prioritised by;

- (i) Housing Need,
- (ii) and
- (iii) Waiting Time

Each application will be assessed on its own merits, in light of all of the information we receive.

Appendix 7 gives an example of how an application is assessed.

11.1 How we assign applicants to bands

Each band prescribes the criteria for allocating applicants to the band. If an applicant meets the criteria in bands E or C they will automatically be allocated to that particular band whichever applies. Regardless of whether they have met any criteria within the other bands.

If an applicant meets the criteria within either bands A or B they will be placed into Band A.

11.2 Right to review

All applicants have a right to request a review of the decision affecting their banding or housing needs. Please see 20.7

12 Derby Homefinder Bands

The bands are:

Emergency Band	A Band	B Band	C Band
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There are a limited number of properties available each year. We aim to allocate a percentage of available properties to applicants from each band. The bands aim to deal with individual and multiple needs. We advertise properties to bands and give priority to applicants who we have placed into each band.

The Council, in consultation with the Derby Homefinder landlords, reserves the right to change the percentage of properties allocated in each band to meet the housing needs within the city every six months.

12.1 Emergency band

We will place you in this band for one month if Derby City Council has accepted you are 'statutorily homeless'. If you are already on the Housing Register and are placed in the Emergency band your waiting time will start again from the date you are placed in the Emergency band.

12.2 Homeless final offers

If, within one month, you have not been successful in getting permanent housing, the Council reserves the right to make you a "final offer" of suitable housing. We will always try to take account of your preference for an area and type of property however, due to high housing demand and a lack of supply this may not always be possible. A final offer will be made in writing and state that it is a final offer and that it discharges our homeless duty.

If you feel that a final offer property is not suitable, you may ask for a review of the offer. You can ask for a review whether or not you accept the final offer.

You may refuse a 'final offer' of housing. If you do, the Council's obligation to find you a new home will change and you will lose your emergency status and be moved to a new band that reflects your housing need. If you are considering refusing a final offer, you should discuss it with your Housing Advisor at the Housing Options Centre.

When reviewing a final offer, the Council will check that:

- the property is of the right size and type for your family
- the property is safe for you to live in
- it takes account of any special needs you or your family have
- we have taken into account any other relevant circumstances you have told us about before we made a decision.

12.3 A band

We will place your application in this band if we consider that you have an urgent need for housing. The following are examples of what we consider to be urgent housing needs:

- Derby City Council has accepted you as 'non-priority need homeless'
- Derby City Council has accepted you as 'intentionally homeless'
- the Council prohibits the use of the property you are living in under the terms of the Housing Act 2004 and considers that it is not reasonable for the property to be brought back into use
- the Council's medical advisor has assessed you as having an urgent need to move on medical grounds. This maybe because your current housing is having a serious detrimental impact on you or members of your households health or ability to live independently
- an Occupational Therapist has assessed you as having a need for an adapted property and your current home cannot be adapted as required
- you have a recommendation from Adult or Children's services for housing
- you have an urgent need to move on welfare grounds. This includes:
 - needing a property or larger property for fostering
 - your discharge from hospital is prevented by your housing situation
 - there is a likelihood of admission to residential care or hospital if re- housing is not made
 - there is a likelihood of a child being accommodated by the local authority if re-housing is not made
- you, or a member of your household, are at serious risk of harm in your present accommodation. This can include but is not limited to:
 - victims of domestic violence
 - serious racial harassment
 - homophobic attacks
 - witnesses of crime
 - victims of crime
 - serious anti-social behaviour.
- you have an urgent need to move to a particular locality where failure to do so would cause hardship to you or other member of your household. This includes for example:

- it is unreasonable for you to stay at your current accommodation due to exceptional financial hardship (see appendix 4 for definition)
- you need to move to either give or receive essential care and support
- you need to move to access specialised medical treatment
- you need to move to take up particular employment or training opportunities
- you are currently living in a hostel or supported housing and are ready for independent living

12.3.2 We will also place you into this band if you meet either of the following criteria:

- you are currently living in a house owned by a Derby Homefinder Landlord that is too big for your needs, and you are willing to move to a smaller property
- you are a tenant of a Derby Homefinder Landlord and no longer need the adaptations made to your property

12.4 B band

We will place you in this band if you meet any of the following housing needs;

- the Council's medical advisor or an Occupational Therapist has assessed you as having a need to move on medical or mobility grounds
- you currently live in an upper floor flat and you have children under 12 years of age
- you need more bed spaces (see appendix 5 for more information)
- you are sharing facilities
- you have had a relationship breakdown, and are living in the same property as your partner and a move would allow the partner and family to remain in the property

- you are a tenant of a Derby Homefinder Landlord and have received a Compulsory Purchase Order or your property is due for demolition
- you are suffering from anti-social behaviour or harassment
- you have a non-urgent housing need to move. This includes for example a move nearer to:
 - a child's school
 - a place of worship
 - family/friends for non-essential support
 - shops and other local amenities.

12.4 C band

We will place you in this band if:

- you do not meet the criteria of any of the other bands
- you have no local connection
- you can afford to get your own housing.
- You are considered to be unsuitable to be a tenant because of current or past behaviour.
 - you have unreasonably refused 3 offers of housing from Derby Homefinder. Your application will be placed in this band for a 6 month period from the date of the last refusal.
 - You have worsened your own circumstances
- **12.4.1**

Local Connection

The Derby Homefinder landlords recognise that the needs of local people must take priority over those who live outside Derby and have no local connection with Derby.

If you do not have a local connection with Derby you can still register for housing. However, this will mean that your application will be placed in Derby Homefinder Band C and your chance of receiving an offer of accommodation is unlikely.

Please see Appendix 2 - Definition of 'Local Connection' for definition of Local connection.

12.4.2 Sufficient financial resources

If you have sufficient resources to buy your own property (including low cost home ownership schemes) your application will be placed into Derby Homefinder Band C, regardless of whether you meet the criteria in other bands.

The decision to place you into this band will be based on a financial assessment. This will take into account the applicant's income, savings, capital and/or interest held (and which could be redeemed) in a current home or other property along with their ability to get a mortgage and the size and type of property needed.

12.4.3 Behaviour affecting an applicants suitability to be a tenant

Some applicants may be considered not suitable to be a tenant because of their current or past behaviour. These applicants will be placed into Band C until they can evidence that there behaviour has changed.

Each application will be assessed on its own merits and it remains within the council's discretion as to whether we will apply this criteria.

Examples of this are:

- applicants, or members of their household who have a history on anti social behaviour that impacts on their ability to be a tenant but the anti social behaviour is not serious enough to exclude them from the housing register
- applicants who have current and/or previous tenancy related debt who have not entered into a formal agreement and have not made regular payments over a six month period, or cleared a substantial amount of the debt. For example, half the debt has been paid over a shorter period and an agreement has been entered into with the landlord for future payments
- applicants with a specific offending history who cannot show that their behaviour has changed.

12.4.3.1 Tenancy related debt

The following constitutes tenancy related debt:

- service charges
- rechargeable repairs for making good damage, unauthorised repairs or removal fixtures that the tenant has added without permission
- cleaning a house. A tenant is required to leave a tenancy clean and tidy and in good decorative order
- cost of clearance of any abandoned goods and storage of furniture

Each case of tenancy related debt will be looked at on its own merits and we will take into account why the debt occurred. It is the applicants responsibility to notify us when the debt has been cleared or regular payments have been made as detailed above.

12.4.4 Refusal of offers

If you unreasonably refuse a third offer of housing your application will be reassessed and will be placed in band C for a six month period from the date you refuse a third offer. If you have been offered a property which you have bid for in the absence of any justification it will be presumed that the refusal is unreasonable.

Following the expiry of the six month period you will be eligible to have your application reassessed, if you do not contact us your application will remain in band C.

This does not apply to:

- applicants where auto bids have been placed on their behalf
- applicants in Emergency band.

12.4.5

Worsening own circumstances:

Applicants who have deliberately worsened their own housing circumstances in order to qualify for higher number of housing needs will also have any additional preference removed from their application for 12 months.

The following are examples

- abandoning a previous tenancy
- moved to new housing that we assess is worse than your previous housing without housing advice and good reason
- sold a property or given notice on a tenancy without getting other housing first
- moved out of an adapted to an un-adapted property but still requires adaptations.

Following the expiry of the 12 month period you will be eligible to have your application reassessed, if you do not contact us your application will remain in band C.

13 Joint Applicants

Joint applications should be from adults who have a long term commitment to live together. All joint applicants must agree that they are applying together. Examples of joint applicants are:

- people who want to share a home as partners (including same sex partners)
- relatives wishing to live together where there is a long term commitment to a shared home
- friends wishing to live together where there is a long term commitment to a shared home

- where one of the applicants is a carer for the another and live with them on a permanent basis

If both joint applicants are eligible to hold a tenancy and are offered and accept a tenancy, they will, in turn, become Joint Tenants. Joint Tenants are solely and jointly responsible for complying with the conditions of the tenancy.

If joint applicants apply from different addresses we will need to know why they cannot both live at the same address. We will assess the application from the address that gives the application the lowest number of needs.

In some cases a Derby Homefinder landlord when offering a property may offer a household member a Joint Tenancy (even when they have not applied as joint tenants). They will do this to make best use of housing stock and protect the security of the people on the application.

Derby

14 Property eligibility table

The size and type of property we normally offer you will depend on the size of your household. This table only gives a **general** guide.

	Studio flat	1 bedroom flat	1 bedroom bungalow	1 bedroom house	2 bedroom flat	2 bedroom maisonette	2 bedroom bungalow	2 bedroom house	3 bedroom flat	3 bedroom maisonette	3 bedroom bungalow	3 bedroom house	4 bedroom house	5 bedroom house
Pregnant person/couple					✓	✓		✓						
Single person under 60 years	✓	✓		✓										
Single person over 60 years	✓	✓	✓	✓										
Single person or couple expecting a baby					✓	✓		✓						
Single person under 60 with access to children		✓		✓	✓									
Joint applicants and Couple with no children, under 60 years		✓		✓										
Joint applicants and Couple with no children, over 60 years		✓	✓	✓										
Joint applicants and Couple under 60 with access to children					✓									
Household with one child					✓	✓		✓	✓	✓		✓		
Household with two children of the same sex under ten					✓	✓		✓	✓	✓		✓		
Household with two children of the same sex, one or more over ten					✓	✓		✓	✓	✓		✓		
Household with two children of different sexes					✓	✓		✓	✓	✓		✓		
Household with three children									✓	✓		✓		
Household with four or more children									✓	✓		✓	✓	✓

Any offer of housing is subject to the Council's overriding duty to make the best use of the social housing stock. In order to meet this objective:

- some properties will be advertised with an age designation. For example, applicants over the age of 40 years. Only households where all applicants are aged 40 years plus will be able to apply for these properties
- sometimes younger people with a disability and in receipt of Disability Living Allowance are offered housing on older people's schemes
- people who require adapted properties can also bid for properties that are not adapted to meet their needs. An occupational therapist assessment in conjunction with the applicant will have to be completed to see if the property can be adapted to meet their needs

14.1 Pregnant applicants

Applicants who are pregnant will be treated as a 'family' requiring appropriate sized accommodation as soon as their pregnancy has been confirmed.

However, applicants who are pregnant will have their application circumstances re-assessed prior to an offer being made, to ensure that they are still eligible for family-type accommodation.

14.2 Access to children

For the purposes of this policy we consider that access to children must be for at least 4 nights per week.

Single people or couples with access to children will be eligible to apply for two bed roomed flats but preference will be given to applicants who would occupy the property on a permanent basis.

Single people or couples with children living with them on a permanent basis **and** with access to children will be able to bid for properties with an extra bedroom. However, preference will be given to large families who would occupy the property on a permanent basis or who need four bedrooms plus over smaller families with access to children

14.3 Adapted Properties

A Derby Homefinder landlord could identify a property as being suitable to meet the needs of:

- an applicant who is a disabled person or who has mobility needs
- another member of the applicant's household who is a disabled person or who has mobility needs.

Where a property is identified as suitable in this way, Derby Homefinder will match the property to applicants who need the particular adaptation. This is because there is a shortage of specifically adapted properties and the Derby Homefinder landlords must make best use of existing social housing stock.

14.4 Further guidelines on property eligibility

The Derby Homefinder landlords will normally offer:

- bungalows or ground floor flats to applicants (including those under 60) who have medical or mobility issues and need ground floor accommodation or need living and sleeping accommodation on ground level
- houses will generally be offered to households with children under the age of 16 years
- 2 bed roomed flats, maisonettes and houses to Derby Homefinder landlord tenants (single and couples who would normally be eligible for one bed roomed properties) who are under occupying their accommodation. This is to release family houses for other people on the housing register
- small 3 bedroom properties to applicants with one child
- parlour type houses – houses with 2 living (dining) rooms – to larger families and households who have a medical or mobility impairment who may not fulfil the occupancy criteria for the property
- an extra bedroom to applicants who have a permanent carer or have a medical condition which means they need an extra bedroom. For the purposes of this allocations policy a permanent carer is defined as a sleeping carer who resides with the applicant four nights or more per week.

15 How Derby Homefinder works

Derby Homefinder advertises:

- social housing for rent and
- may advertise private landlord housing for rent and
- may advertise social housing for rent in South Derbyshire under Sub Regional arrangements

During the weekly advertising cycle an applicant can bid for up to three properties. Bidding for a property means that their name will appear on the shortlist for that property.

If applicants do not bid their name will not appear on the shortlist for that property.

Derby City Council along with its partners will allocate properties from the shortlist by:

1. selecting an applicant to be a tenant of Derby Homes
2. nominating an applicant to be a tenant of a Registered Social Landlord.

The ultimate decision in offering tenancies with RSL's is the decision of that registered provider. If the Council nominates an applicant to an RSL and the RSL does not make an offer of a tenancy, the applicant should contact the RSL about their decision.

Derby Homefinder will provide information on the website about advertised properties and the band and need of the applicants who bid.

16 Advertised properties on Derby Homefinder

Each Derby Homefinder Landlord is responsible for describing and labeling its properties on Derby Homefinder.

Each property will be advertised with:

- the eligibility criteria
- property details.

We will advertise each property at least one band.

If you do not meet the criteria for a property, or are not in that band, you will not be able to bid for that property.

16.1 Property details

To help applicants choose the properties that would best suit their needs, we will advertise all properties with details of size, type, location and features. The adverts will also include:

- which Derby Homefinder Landlord owns the property
- landlord contact details
- weekly rent and any other charges
- the closing date for applicants to bid
- other available information on the property. For example, if pets are allowed.

Some properties will be advertised with additional eligibility criteria. For example, preference will be given to Derby Homes tenants who are under occupying family housing or for applicants aged 60 or in receipt of Disability Living Allowance.

16.2 Grouped property advertisements

At times, we will group some properties together and advertise them with one reference number on Derby Homefinder. In these cases, you would only have to bid once to cover all the properties within the group.

This situation would happen, for example when there is:

- a new development of the same type of properties
- an existing scheme where there are empty properties of the same size and type.

You can bid by:

- internet – www.derbyhomefinder.org
- one of the kiosks located around Derby
- telephoning 01332 256483
- visiting the Housing Options Centre, Customer Contact Centre or any Derby Homes local housing office.

Derby Homefinder has the facility to allow you to view your position on a shortlist before you bid for the property.

To place a bid an applicant has to give:

- their Login number
- their PIN date (formatted dd/mm/yyyy)

For security purposes both of these can be changed by the applicant.

16.3 Bidding Support

Derby Homefinder ensures that vulnerable applicants are supported through the application and bidding process.

Support can be provided by:

- linking applicants with support workers and agencies
- bidding on behalf of the applicant (auto bidding)
- individual contact to explain how Derby Homefinder works and how to bid
- sending vulnerable applicants a copy of the weekly advert if it is the only way they can access Derby Homefinder, this will be for a specified period only.

After bidding has closed, each vacant property will have a shortlist comprising of all the applicants who have placed a bid on the property.

The order of a shortlist is determined by

- band
- number of needs
- time on housing register

Usually the property is offered to the applicant(s) who bid for it with the highest number of needs.

However, being at the top of the shortlist does not guarantee you an offer. Being on the shortlist means that the Derby Homefinder landlord will consider you for housing.

The successful applicant will usually be made an offer within 7 working days.

Because of the high number of bids received it is not possible to contact applicants who have been unsuccessful. If an applicant has not been offered the tenancy within 10 days of the close of bids they can assume they have been unsuccessful. Applicants can check what has happened to their bid on the Derby Homefinder website.

16.4 Monitoring allocations

Derby Homefinder will regularly monitor:

- the percentage of properties allocated to each of the bands
- the number of direct lets made to existing tenants
- a representative sample of bypassed applicants.

This list is not exhaustive.

17 Offers

17.1 Offers

The landlord will contact the successful applicant with details of the potential offer. This will normally be by telephone followed up in writing.

All Derby Homefinder Landlords reserve the right to:

- invite you for a pre tenancy interview
- carry out checks
- ask for a reference(s)
- withdraw an offer if checks reveal issues that are not on your housing application or that your circumstances have changed and you have not notified us
- make offers to more than one applicant on properties to make sure that the property is let as quickly as possible.

There is no limit to the number of offers that can be made. However, you can only ever be made one offer at a time. If you have been made an offer of housing you will not be made any further offers even if you continue to bid for properties whilst you are 'under offer'. It is very important that you tell the landlord who has made you the offer of housing whether you want to accept the offer as soon as possible.

17.2 Responding to an offer

You must tell the Derby Homefinder Landlords whether you wish to accept the offer within the agreed time period. You will be told this at the time of offer. If you do not do this, the offer will be withdrawn and offered to another applicant. If you do not respond to an offer of housing your application will be cancelled.

If you refuse 2 offers of accommodation that you have bid for we will contact you to:

- review your application to see if your needs still reflect your circumstances
- ask why you are refusing properties you have bid for.

17.3 Non shortlist (direct) offers

Sometimes it is necessary to make offers to applicants not appearing on shortlists. For example:

- If a property does not receive any bids from applicants, or is rejected by everyone who bid for it, the property may be offered directly to an applicant on the housing register. In the alternative, we may re-advertise it with different eligibility criteria. The decision to make a direct offer or to re-advertise will be based on demand for the particular property.

- We may hold back some properties from the Derby Homefinder scheme to make allocations that are at our discretion to support 'estate sustainability' and other corporate initiatives.

The Derby Homefinder Landlords have the discretion to offer 10% of their properties to their existing tenants. This may be to reward good tenants, rehouse tenants to bring about estate sustainability, house tenants in housing needs, release under occupied properties or resolve anti social behaviour.

17.4 Local Lettings Plans

In some cases, the Derby Homefinder Landlords, together with Derby City Council, may decide to let properties within a local area or new development on a slightly different basis from normal. This would be done to help create 'sustainable communities' within an area. These are called Local Lettings Plans.

In the interest of sustainable, manageable communities, 'Local Lettings Plans' are applied in certain areas of the city which may have particular problems of crime and anti-social behaviour.

Local Letting plans are also often used when allocating a large number of properties in the same locality. For example, on a new build development to help create a mixed and sustainable community.

This will usually mean that certain restrictions are placed on the letting of properties within the area.

Each Derby Homefinder partner is responsible for agreeing their own Local Lettings Plans. However, wherever possible this will be done in consultation with the Housing Options Centre.

A Local Lettings Plan will only be established when there is sufficient evidence to warrant it. The reason for it will be recorded, including a clear definition of the particular problem to be addressed, timescale and how the outcome will be measured.

Local Lettings Plans are reviewed regularly and every attempt is made to keep their use to an absolute minimum.

Because local lettings areas are subject to frequent review and change they are not listed in this policy. However, if a property is advertised subject to a Local Lettings Plan a copy of the Local Lettings Plan can be obtained from the Housing Options Centre, the relevant Derby Homefinder landlord and viewed on the Derby Homefinder website.

18 Types of Tenancies

All new tenancies within Derby City Council properties, managed by Derby Homes, will be 'introductory tenancies'. You can get further information about these tenancies from any Derby Homes Local Housing Office – see Appendix 1.

Introductory tenancies aim to make sure that, during the first 12 months of a tenancy people act responsibly and comply with the conditions of the tenancy agreement. If

there are no problems during that period, an introductory tenant automatically becomes a 'secure tenant'.

Derby Homes may extend the first 12-month period of an introductory tenancy by a further six months if you do not keep to your terms and conditions of tenancy. Alternatively, the Council may seek to evict you if you do not keep to the terms and conditions of tenancy.

RSL's reserve the right to offer an assured short-hold tenancy.

You will always be told whether you are being offered an introductory or assured short-hold tenancy, and of any other conditions attached, before you sign the tenancy agreement.

19 Changes to your Housing Application

You must let us know if the circumstances of you, a joint applicant, or other members of your household or any one on your housing application change as this may affect the band and needs we have awarded. Notification may be by telephone, on line or in writing.

This can include but is not limited to:

- a change of address
- a change of contact telephone details
- people leaving your household or more people coming into your household
- your health getting better or worse
- Immigration status.

If we discover a change in your circumstances that you have not told us about It could affect:

- your housing application
- any potential offers
- and you could be in breach of your tenancy if you have already been housed.

It remains your responsibility to check with us whether or not a change of circumstances is relevant and/or affects your application.

We may need you to fill in a change of circumstances form so that we can do a new assessment of your Derby Homefinder application. We will advise if you need to do this. If you have previously completed a medical assessment form you may need to complete a new form. This is because the policy takes into account how housing impacts on the medical problem rather than the medical problem itself.

If there is a change in circumstances we may have to change your band and needs. We will always write to tell you of any changes we make to your banding and/or needs.

Derby City Council tenants should contact their Derby Homes Local Housing Office – See section 24 Derby Homefinder Landlords for details. Other applicants should telephone 01332 265483 or complete an online Change of Circumstances form.

19.1 Joint applicants no longer wishing to apply together

If one / both / all applicants in a joint application no longer wish to apply jointly and want to be considered on their own, separate applications can be made from the original joint application. When a request to split the joint application is received, each party's circumstances will be re-assessed separately and an appropriate band and needs awarded. The application will retain the same registration date as in the original application.

20 Suspensions/ Cancellations/ Deferrals

20.1 Suspending Your Housing Application

We could suspend your housing application if, for example:

- we have written to you asking for information to support your application and we are waiting for your reply
- we have written to a support agency or worker to request information about you and are waiting for a reply.

If your application is suspended you will be unable to bid for properties.

20.2 Cancelling your application

Your housing application will be cancelled if, for example:

- you have made a Right to Buy Application and it has been accepted
- you have asked us to cancel it
- you have been re-housed by a Derby Homefinder Landlord
- you have exchanged your property with another tenant
- you have moved and not told us of your new address
- we have written to you about your application and you have not responded within 28 days
- you have not given us all the information we reasonably require and have asked for to support your application within 28 days
- you have not responded to an offer of housing
- evidence is obtained that you are no longer eligible for housing
- you have given false or misleading information.

20.3 Re-instatement of an application

In some circumstances we may re-instate a cancelled application if, for instance, an applicant can evidence good cause for not contacting us.

An application will only be reinstated within 6 months of the cancellation, subject to the Council's discretion.

Each case will be considered on its own merit.

20.4 Delayed / Deferred Applications

We will delay your housing application if you do not want to be considered for housing now but want to go on the housing register for housing in the future. For example:

- you are living in tied accommodation
- you have been assessed by the Housing Options Centre or any other relevant support agency and it is determined that you are not ready for independent living
- you need housing with support and are refusing a support package to help you sustain your tenancy
- you are not ready to move at the moment
- there are reasons why you cannot move - for instance, you are due to go into hospital
- bereavement or other personal reasons
- you are serving in Her Majesty's Forces
- you are hospitalised or in care
- serving a prison sentence. Prisoner housing applications will not be actively considered for housing and their application deferred until 28 days prior to their release when their Band and needs will be assessed.

It is your responsibility to contact us to tell us when you want to be considered for housing. At this point we will verify and check your current circumstances

.Applications in the deferred band:

- will accrue waiting time
- will remain in active in this band for a maximum of 5 years when they will automatically be cancelled.

20.5 Derby Homefinder Review

We will carry out a review of the Derby Homefinder Register every year.

We do this review to make sure that:

- the number of applicants on the register reflects the demands for social housing
- only applicants remain on the housing register who are actively seeking housing.

We will do this by

- contacting vulnerable applicants (or their support worker) who have been on the housing register for a year but have not bid in the last 3 months, by phone, email or in writing to establish why they are not bidding and if they still require housing
- suspending applicants for 12 months who have been on the housing register for one year but have not placed any bids in the last 3 months. If after 12 months there has been no contact from the applicant their application will be automatically cancelled.

20.6 Right to request a review

The Housing Act 1996, as amended by the Homelessness Act 2002, gives the applicant the right to ask for a review if we decide not to allow them to join the Housing Register or make any decision that affects their housing application.

Applicants can request a review about a decision made about their application if they can evidence a mistake, a failure to take account a relevant fact or if an irrelevant fact has been taken into account in accessing their application. Applicants must provide all relevant information for us to consider as part of the review process.

You, or your representative, must make your request to the Housing Advice Manager (Register) at the Housing Options Centre in writing within 21 days of getting our written decision. You, or your representative, may give your reasons for requesting a review or an appeal in person if it is difficult to tell us your reasons in writing.

20.7 The decision about your review

A senior officer, who has not been involved in the original decision, will look at your request for a review.

The officer will base his or her decision on the known facts at the time of the review/appeal. In some cases, they may need to ask you for more information to help them make a decision.

They will write or email you about their decision and explain their reasons for it within 28 days.

21 The Housing Options Centre

We are committed to giving you the best possible housing service. We will always try and get it right, but we need you to tell us if we are getting it wrong.

If you are unhappy with the service the Housing Options Centre provides please contact them to try to get the problem settled there and then. If you telephone or visit them please ask for the names of the people you speak to.

If you are not satisfied with the reply, you should write to the Senior Housing Advisor of Customer Services. You will receive a written or email response to your complaint within 21 days.

If you are still not satisfied with the response, you complete the 'Making a Complaint about Council Services' form, available from the Housing Options Centre or at www.derby.gov.uk.

The Council's Corporate Complaints Officer will independently investigate your complaint.

If you are unhappy with the Corporate Complaints Officer's reply, you can make a complaint to the Local Government Ombudsman. This is an independent service run by central government to make sure that local authorities provide a certain standard of service to their customers – see 22 Complaints against Derby Homefinder Landlords for contact details.

22 Complaints against Derby Homefinder Landlords

If you feel that you have been treated unfairly or have not been given a professional service by any Derby Homefinder Landlord, you should complain directly to them. All the Derby Homefinder Landlords have their own formal complaints policies and procedures.

If you have followed the Derby Homefinder Landlords complaints procedure but are still unhappy, you can contact:

- the Local Government Ombudsman for complaints about Derby Homes

Local Government Ombudsman
Beverley House, 17 Shipton
Road, York YO30 5FZ

Telephone: 01904 380200
Fax: 01904 380269

- the Independent Housing Ombudsman for complaints about registered social landlords.

81 Aldwych
London
WC2B 4HN

Telephone: 020 7421 3800
Fax: 020 7831 1942

23 Derby City Council

Housing Options Centre

Bio House
Derwent Street
Derby
DE1 2ED
Tel: 01332 256483

Customer Service Centre

1 Albion Street
Derby
DE1 2PR
Tel: 01332 256483

24 Derby Homefinder Landlords

20.8 Registered Social Landlords

Affinity Sutton

Holme House
Manor Lane
Holmes Chapel
Cheshire CW4 8AF
Tel: 01477 539250

Raglan Housing Association Ltd

22-24 Oxford Road
Bournemouth
Dorset BH8 8EZ
Tel: 0845 070 7772

Anchor Trust

Milestone Place
100 Bolton Road
Bradford BD1 4DH
Tel: 0845 1402020

Riverside

Riverside House
49 Western Boulevard
Leicester LE2 7HN
Tel: 0845 1110000

Derwent Living

1 Centro Place
Pride Park
Derby DE24 8RF
Tel: 01332 346477

Riverside ECHG

Unit 3
Little Chester Park
Alfreton Road
Derby
DE21 4AA
Tel: 0845 1110000

Friendship Care and Housing

5 The Triangle
Enterprise Way
NG2 Business Park
Nottingham NG2 1AE
Tel: 0845 6088110

Salvation Army

Housing Association
33-35 Chorley New Road
Bolton
BL1 4QR
Tel: 0800 970 6363

Guinness Northern Counties

38a Moyne Gardens
Chellaston
Derby DE73 6UE
Tel: 0845 605 9000

Spirita Ltd

68-84 Alfreton Road
Nottingham
NG7 3NN
Tel: 0845 601 5042

Home

2 St Andrews House
Vernon Gate
Derby DE1 1UJ
Tel: 01332 294505

Tuntum Housing Association

90 Beech Avenue
New Basford
Nottingham NG7 7LW
Tel: 0115 916 6066

20.9 Derby Homes

Derby Homes

Floor 2 South Point

Cardinal Square

10 Nottingham Road

Derby DE1 3QT

Central allocations Tel: TBC

Contact Centre Tel: 01332 711000

Draft

Appendix 1 - Glossary and Definition of Terms

Active application	An application that has been fully processed and the applicant can bid for properties on Derby Homefinder.
Adapted property	This is a property that has been adapted for a person with disabilities.
Age criteria	This will describe a property that is restricted to being let to people of a certain age.
Applicant	The term “applicant” within this policy refers to all Main applicants, Joint applicants and all members of an applicant’s household.
Allocation	The selection of a rehousing applicant to be a secure or introductory tenant of a council home managed by Derby Homes, or the nomination of an applicant to be a tenant of a Registered Social Landlord.
Allocation Policy	This explains the rules that determine how Derby City Council and the Derby Homefinder Landlords allocate social housing properties.
Arms-length management organization	A company set up by a local authority to manage and improve all or part of its housing stock.
Bands	An applicant will be placed in one of the four bands dependant on their housing needs priority.
Band awarded date	This is the date an application is placed in a band.
Bidding	Your way of telling the Derby Homefinder Landlord that you would like to live in a property.
Bidding cycle	This is the length of time vacant properties are advertised for.
Bypassing	The term used when a Derby Homefinder Landlord rejects an applicant for a property because: <ul style="list-style-type: none">• the applicant is not suitable, or• the property would not meet the applicant’s needs.
Choice-based lettings	A scheme that gives all applicants a greater degree of choice of home.
Compulsory Purchase Order	Local authorities and government agencies have powers under various Acts of parliament to buy land and buildings that is needed to help deliver social and economic changes.
Council Cabinet	The Council Cabinet is Derby City Council’s main decision-making body.

Deferred Application	An application that is on hold for either future need or until the applicant is able and ready to move.
Derby Homefinder	The name of the choice-based lettings scheme in Derby.
Derby Homes	The name of the arms-length management organisation that manages Derby City Council-owned properties.
Effective date	This is the date an application is received for processing; applicant waiting time is calculated from this date
Eligibility	The term used to describe factors that match an applicant to a property. For example, the size of your household and the number of bed spaces in a property.
Habitual residence test	The test to determine whether the applicant's residence in the United Kingdom is of a settled nature
Local lettings policies	These are dealt with in detail in section 17.4 Local Lettings Plans of this policy.
Low cost home ownership	Low cost home ownership (LCHO) is a scheme giving eligible people the opportunity to purchase part of their home.
Non shortlist offer	This is when a property is offered to an applicant without it having been advertised.
Non-statutorily homeless	A term that refers to homeless people or households to whom local housing authorities do not have a duty to make an offer of suitable accommodation.
Nomination	The term is used when a local housing authority provides, from its housing register, the name and details of an applicant to a Registered Social landlord for an offer of housing.
Rechargeable repairs	This is damage caused by a tenant to a property during a tenancy for which the tenant is directly and/or indirectly responsible.
Registered social landlords known as RSL's	A housing association or a not-for-profit company registered by the Tenants Service Authority to provide social housing.
Registration date	The date an application is received with all supporting evidence from the applicant. Application waiting time is calculated from this date.
Rights of Residence Directive	This allows citizens from the European Economic Area to live in the UK.
Shortlist	A list of applicants that have bid for a particular property advertised on Derby Homefinder.

South Derbyshire Homefinder	The name of the choice- based lettings scheme in South Derbyshire
Social housing	The term used for affordable rental accommodation owned by a local council or housing association.
Sub regional Allocations	Derby Homefinder and South Derbyshire work together in partnership. This means that from time to time some properties will be advertised on Derby Homefinder that applicants in South Derbyshire can apply for a and vice versa.
Suspended application	An application that is on hold because of administration processes. An application that is on hold waiting full information.
Statutorily homeless	A term that refers to homeless people or families to whom a local housing authority have a duty to make an offer of suitable accommodation.
Sustainable communities	The Department for Communities and Local Government says a sustainable community is a place where people want to live and work now and in the future.
Types of tenancy	<p>Assured: Usually used by RSLs, after the use of a starter tenancy. A tenant has the right to remain in the property unless the landlord can prove to the court that he or she has grounds for possession. The landlord does not have an automatic right to repossess the property when the tenancy comes to an end.</p> <p>Assured Shorthold: Used in the private rented sector. With a shorthold tenancy the landlord can regain possession of a property 6 months after the beginning of the tenancy, provided that they give the tenant 2 months' notice requiring possession.</p> <p>Introductory: Is a council tenancy for a trial period of one year before a tenant becomes a secure tenant. Introductory tenants have fewer rights than secure tenants. The council can extend an introductory tenancy if there have been breaches of the conditions of the tenancy.</p> <p>Secure: A council tenant will automatically become a secure tenant after 12 months of being an Introductory tenant, provided there have been no breaches of the conditions of the tenancy.</p> <p>Starter: Is a RSL tenancy for a trial period of one year before a tenant becomes an assured tenant. Starter tenants have fewer rights than assured tenants. An RSL can extend a starter tenancy if there have been breaches of the conditions of the tenancy.</p>

Appendix 2 - Definition of 'Local Connection'

For the purpose of being allocated a Derby Homefinder property the qualification for 'local connection' is the applicant must:

- have lived in Derby for 6 out of the last 12 months
- have lived in Derby for 3 out of the last 5 years
- work in Derby. Applicants who have permanent employment in Derby have an immediate local connection. Applicants who have temporary or casual employment establish a local connection after 6 months of employment in the city
- have an immediate family member (grand parent / parent / child / sibling), with whom they are in close contact, living in Derby who meets local connection criteria

Local connection cannot be gained through residence which is not of the applicant's choice, such as residence in approved premises, a probation hostel or hospital.

Evidence will be required to prove that applicants have a local connection with the city.

Working in Derby

If the person qualifies under the employment criteria, written evidence must be provided from the current employer confirming the length of employment.

Family connection

Where local connection is fulfilled by the family criteria, evidence will be required to confirm family connection.

Other local connection circumstances

There are some circumstances when an applicant will be accepted onto the Housing Register as having a local connection who does not have a work or family local connection with the City.

These circumstances are:

- applicants who have been accepted under the homeless legislation by Derby City Council
- applicants who have been accepted for priority re-housing as a reciprocal arrangement with another local authority
- HM Armed Forces applicants through Section 315 of the Housing and Regeneration Act (2008) establish a local connection through residence or employment
- refugees who have been granted leave to remain and have been dispersed to the city
- Derby city care leavers who have been placed outside Derby
- applicants who have been accepted from outside Derby as part of a Witness Protection recommendation

- applicants from outside Derby who are victims of domestic violence who cannot return to their place of origin for fear of violence
- people who had a local connection with Derby at the time they were placed in temporary accommodation outside the city boundary by a recognised referral agency
- people who need to access health or support services that are only available in the city. For example, the Royal School for the Deaf.

What does not give you a local connection

- people living in bail hostels or approved premises
- occupation of a mobile home, caravan or motor caravan which is not placed on a residential site
- hostel residents from outside Derby city who have not lived in Derby for six months
- students whose main residence is outside the city
- patients in the out of city wards in Derby hospitals

It is the applicant's responsibility to provide evidence to verify they have a local connection with the city.

Appendix 3 - Housing application processing standards

When we get your housing application with all supporting evidence:

- we will acknowledge receipt of paper applications if requested within 2 working days
- if we need to visit you at home or arrange an office interview, we aim to contact you to arrange this within ten working days of receiving your application and all supporting evidence
- we aim to contact you to confirm that your application is Active, Deferred, Suspended or you are ineligible within 28 days of receiving your form and all relevant information
- we aim to process your change of circumstances within 28 days of receiving all the information we need from you and other relevant agencies.

Appendix 4 – Financial Hardship

For the purpose of the allocations policy financial hardship is defined as:

- owner occupiers who cannot afford to heat their home because it is too large for their needs
- owner occupiers whose property has been assessed as being in a poor state of repair and cannot afford to carry out essential repairs
- applicants who have insufficient income to pay rent arrears
- applicants who have insufficient income to pay mortgage arrears
- applicants who are unable to pay the rent because of a shortfall between Housing Benefit and rent payable and are not entitled to discretionary Housing Benefit
- Applicants who are living in Supporting People funded accommodation and due to high rent levels are prevented from taking up employment.

Appendix 5 – Lacking Bed spaces

To work out if you are living in overcrowded conditions, we will look at the number of bedrooms available to you and the ages of your children. A separate bedroom should be available for:

- A couple living together – double room
- A lone parent – double room
- Children/adults of the same sex can share a bedroom – two children/adults can share a double/twin room
- Two children of opposite sexes where one is aged ten years will be entitled to a separate bedroom.

For Example.

Mrs Smith lives in a 3 bed roomed property. The property has one double bedroom and 2 single bedrooms. She is requesting housing for her partner, herself and 3 children.

Her application would be assessed as lacking one bed space. This is because under the allocations policy we would assess that her partner and herself would sleep in the double bedroom, two of her children would have a bedroom available to them and her third child would be lacking a bed space.

Applicants who are lacking one or two bed spaces are awarded one need, applicants lacking 3 or more bed spaces are awarded an additional need

Appendix 6 – Specific Offences.

For the purposes of this policy the following are defined as specific offences;

- Homicide and attempted murder
- Rape/buggery
- Arson and criminal damage endangering life
- Use of firearms
- Section 18/20 wounding
- Offences against children
- False imprisonment/kidnapping
- Robbery, assault with intent, aggravated burglary
- Serious drugs offences, for example, trafficking and large scale dealing
- Indecent assault

Appendix 7 – Awarding Band and Needs.

Applications are placed in the Derby Homefinder band that their circumstances attract. Applications are also awarded additional preference by awarding a need, or needs, where applicable. Applications also accrue waiting time from the date that all supporting evidence is received from the applicant.

For Example.

Mrs Smith lives in a 3 bed roomed property upper floor flat. The property has one double bedroom and 2 single bedrooms. She is requesting housing for her partner, herself and 3 children aged 4, 6 and 14 years. She wants to move closer to her Mum who lives on the opposite side of the city. She has to visit her Mum every day because she provides care and support and if she didn't do this it is likely her mum would have to move into residential care. She does not have current or former housing debt and her family do not cause any anti social behaviour.

Mrs Smith circumstance attract needs from both Band A and B. Her application would be placed in Derby Homefinder Band A with 3 needs. These needs would take account of:

- need to move to provide essential care and support (band A need)
- lacking a bed space (band B need)
- living in an upper floor flat with a child aged under 12 years of age (band B need).

If Mrs Smith was deemed to be unsuitable to be a tenant because she had former housing debt and had made no payments off the arrears, her application would be placed in Band A but she would not be awarded any additional preference in the terms of housing needs.