



Policy: Allocation Policy
Approved by: Leadership Group

Date
Approved: 2nd October 2025

Frequency of review: Every 3 years

POLICY STATEMENT:

- We will provide a range of quality, affordable homes in Norfolk and North Suffolk for people in housing need in conjunction with Local Authorities and other partner agencies
- The aim of this policy is to ensure that we let our homes in a fair and transparent manner
- This policy covers a range of tenures including supported accommodation, general needs, over 55's, sheltered, homelessness, intermediate rent and housing with care
- This policy is compliant with the Regulator of Social Housing Tenancy Standard which covers outcomes social landlords must deliver about the fair allocation and letting of homes and how tenancies are managed and ended by landlords.

SCOPE:

- The overarching aim of the policy is to make the best use of the stock available, meet housing need where possible and create sustainable communities.
- We seek to create sustainable tenancies by matching the properties available to the needs of the individual household as identified in their application and other information provided by the prospective resident .
- We will work in partnership with local authorities to allocate our homes via their individual housing registers

KEY STAFF RESPONSIBILITIES:

- **The Board**

The Board is responsible for ensuring that this policy is adhered to and approving any significant changes.

- **Senior management**

The implementation of this policy will be overseen by the Assistant Housing Director.

Local Delivery Managers are responsible for ensuring staff are adequately trained to effectively deliver this policy. They are also responsible for reviewing refusals and complaints.

The Allocations specialist Local Delivery Manager is responsible for allocation performance reporting and gathering feedback on this policy.

- **Neighbourhood Officers, Scheme Managers and Specialist Officers**

Employees are responsible for ensuring they are fully aware and adhere to the terms set out in the policy. Neighbourhood Officer, Sheltered Scheme Managers and the Specialist Officers are responsible for the allocations in their area.

Local Housing Advisors

Local Housing Advisors are responsible for the admin related tasks related to this policy

DEFINITIONS:

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The tenure types we use are as follows:

Allocation – Giving someone the right to occupy a home

Choice Based Lettings (CBL) - A scheme, which is administered by the Local Authority, which is designed to introduce an element of **choice** for people who apply for social housing

Specialist Officers – Housing with Care Co-ordinator, Homelessness Housing Officer and Gypsy and Traveller Communities Manager

Nomination – A household nominated to Broadland via the local authority for an empty home

Local Lettings Scheme – These schemes have specific criteria, which need to be met in order for someone to be allocated a home.

Sensitive Let – Are put in place on specific properties or schemes where we have identified specific neighbourhood management issues or where a neighbourhood would benefit from more direct intervention.

Succession – Succession is a legal term used when a person takes over a tenancy after the death of the tenant.

Temporary/permanent move (decant) The process of moving a resident from their home due to major work or refurbishment either on a temporary or permanent basis.

Internal Transfer – On occasions we will allocate a property to an existing tenant outside of the choice based letting scheme. This can sometimes also be referred to as a direct let.

Intergenerational Tenancies - Where two people are from the same family but different generations, for example: parent/child or grandparent/grandchild

RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)

Legislation	Documents
RSH's Tenancy Standard Localism Act 2010 Housing Act 1988 and 1996 Landlord and Tenant Act 1985 as amended Homelessness Act Homelessness Reduction Act 2017 Immigration Act 2014 Domestic Abuse Act 2021	Corporate Strategy Tenancy Policy Mutual Exchange Policy Performance Report Complaints Policy Temporary Move Policy CBL and Nomination Agreements Aids & Adaptations Policy Domestic Abuse Policy Homes for Cathy Commitments Safeguarding Policy and Procedure Reasonable adjustments policy Tenancy Agreement Allocation workbook CORE Forms

EQIA – EQUALITY IMPACT ASSESSMENT:

A full EQIA has been completed and is attached

DATA PROTECTION

This policy (and associated procedures) requires a Data Protection Impact Assessment (DPIA). One was completed and appropriate risk mitigations implemented.

Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland's use, security, sharing and retention of personal data.

IMPORTANT PRINCIPLES:

- Broadland does not hold its own waiting list and in effect grants each local authority 100% nomination rights. Some local authorities will allow us to directly allocate a percentage of our homes which will be detailed within the relevant agreement.
- Any allocation to a member of staff has to be approved in advanced by the Leadership team.
- This policy is to be used in conjunction with our tenancy policy and allocation procedures which details how we will allocate different tenure types.
- We will take into account previous tenancy history when making an allocation.
- Where a home becomes unaffordable, we will refer to our Tenancy Support Team to support the tenant and this could include finding alternative housing. We will inform our residents of the options for those wishing to move to more suitable accommodation, including moves into appropriate accommodation to maintain independent living. We will not refuse on affordability where the resident engages with our support team and income team.
- On occasions allocations happen outside of the local authorities' nomination agreements This could include emergency re-housing, mutual exchanges, decants and internal transfers in agreement with local authorities.
- To ensure transparency and fairness, all internal transfers will require approval by a Local Delivery Manager.
- When we receive a complaint about an allocation, including refusals, we will follow our Complaints Policy and Procedure.
- To ensure best use of stock we will attempt to allocate specially adapted homes to a household who need them through having a specific disability or support need.
- There are certain types of housing which applicants must be assessed by a partner agency to meet their criteria in order to qualify for the allocation.
- We will undertake a thorough assessment during the interview process to ensure each tenancy can be sustainable.
- We do not allocate homes to joint tenants where the relationship between the two proposed tenants is intergenerational, unless prior approval has been given by the local authority.
- We will not refuse re-housing to ex-offenders, but we will seek to re-house appropriately, and on the basis of robust risk assessment, with the advice and assistance of probation services and other support agencies.
- We will ensure that, where we are offering a new tenancy to existing lifetime social tenants as a result of domestic abuse, such tenancies are granted on a lifetime basis
- We ask all prospective tenants at interview about any reasonable adjustments they might require