



Procedure: Allocation Procedure

Approved by: Leadership Group

Date

Approved: 2nd October 2025

Frequency of review: Every 3 years

1. PURPOSE

This procedure has been developed to ensure Broadland complies with current legislation, regulatory expectations and good practice.

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 procedure is to ensure that we let our homes in a fair and transparent manner

This procedure covers a range of tenures including supported accommodation, general needs, over 55's, sheltered, homelessness, intermediate rent and housing with care

1. 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

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to effectively deliver this procedure. 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 procedure.

Staff

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

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

2. DEFINITIONS

Allocation – Giving someone the right to occupy a home

General Need – A property let via a local authority housing register with no additional requirements or support

Over 55 - A property let via a local authority housing register with the need to be Over 55 years of age.

Sheltered Schemes – Properties for people over the age of 55 years with an on-site Scheme Manager

Housing with Care – Properties for people over the age of 55 years with a level of care need as assessed by social services.

Intermediate Rent – Properties which are let at 80% of market rental value and are let outside of the local authorities' housing register.

Supported – Properties for people who have had an assessment by a care provider and need specific accommodation i.e. homelessness, learning disability and mental health

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 council housing and housing association homes.

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.

Decant – The process of moving a customer 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 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.

3. RELATED DOCUMENTS

Legislation	Documents
RSH's Consumer 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 Decant Policy CBL and Nomination Agreements Aids & Adaptations Policy Domestic Abuse Policy

4. General Needs, Over 55 and Sheltered Accommodation.

Different Local Authorities have different housing registers. We will work in partnership with our Local Authorities via shortlists or nominations to allocate our properties. In some cases, we may allocate homes directly to an applicant or internally in line with relevant Local Authorities Housing/Allocation/Letting Policy who may give us a quota of homes per year where we can do this.

When a resident ends their tenancy, the Local Housing Advisor (LHA) will inform the Local Authority. We will then receive a shortlist or nomination, and the LHA will arrange for a viewing and interview with the prospective tenant and the Neighbourhood Officer/Scheme Manager.

The interview process includes a number of questions around risk, criminal history, family composition and an income and expenditure. This information is required to ensure the empty home they have been nominated for is suitable for their needs

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and the tenancy can be sustained. The type of tenancy being offered will be explained during the interview process.

In the exceptional circumstance where the applicant has not come from the Local Authority, we will carry out a Right to Rent check where applicable.

If the interview process is unsuccessful, the applicant will receive a refusal letter. If the applicant wishes to complain they can follow our complaints Procedure.

If the interview process is successful then the prospective tenant will be offered the property, and a sign-up will be arranged with the Neighbourhood Officer/Scheme Manager. The appropriate tenancy will be issued as per our Tenancy Policy.

A transactional survey will be completed over the phone with the tenant 4 weeks after they have started their tenancy.

5. Housing With Care

Different local authorities have different approaches to letting housing with care. To access housing with care, the prospective tenant needs to be deemed appropriate by a social services assessment in relation to their care needs. In addition to this, once a nomination is received for an individual flat the care provider will also carry out an assessment.

When a resident ends their tenancy in a housing with care scheme, the LHA will follow the individual process by either advertising the empty home or contacting Norfolk County Council.

The LHA will arrange for a viewing and interview with the prospective tenant and the Housing with Care Co-ordinator.

The interview process includes a number of questions around risk, criminal history, family composition and an income and expenditure. This information is required to ensure the empty home they have been nominated for is suitable for their needs and the tenancy will be sustainable.

If the interview process is unsuccessful, the applicant will receive a refusal letter. If the applicant wishes to complain they can follow our Complaints Procedure.

If the interview process is successful then the prospective tenant will be offered the property, and a sign-up will be arranged with the Housing with Care Co-ordinator. The appropriate tenancy will be issued as per our Tenure Policy.

6. Supported

We work with a number of different support providers to provide accommodation for those with specific needs. Each scheme has its own individual allocations process and we will follow. All of these processes include an interview and sign-up as above.

7. Intermediate Rent

When a resident ends their tenancy, the Local Housing Advisor (LHA) will advertise the property privately using the appropriate method i.e. Rightmove. Once an application has been received, the process will include an interview and sign up as above. All applicants will need to meet the application criteria for intermediate rent.

We will conduct right to rent checks on Intermediate Rent allocations where applicable.

8. Refusals

There may be some occasions where Broadland refuse an applicant who has been nominated for one of our properties, the reasons why we may refuse someone are listed below:

- 1. Affordability:** After completing an Income and Expenditure we feel that the Applicant cannot afford to live at the property. We do not automatically refuse on the grounds of affordability due to our Homes for Cathy Commitments. Each refusal based on affordability will be decided on a case by case basis and will need to be approved by the Income Manager or Local Delivery Manager.
- 2. Property is not suitable for their needs:** The available property does not match the applicant's needs. These include, such as the size of the property not being suitable for the applicant's household size, certain adaptations and if there is a risk that the tenancy will not be sustained.
- 3. Previous Tenancy Breaches:** The applicant has a history of rent arrears, anti-social behaviour, or other breaches of tenancy agreements with previous landlords and does not have the appropriate support to address these behaviours.
- 4. False Information:** The applicant has provided false or misleading information on their application.
- 5. Local Connection:** Where there is a local lettings policy in place and the applicant does not have a sufficient local connection to the area.
- 6. Sensitive let criteria not met:** Where a scheme is under a sensitive let and the applicant does not meet the criteria.
- 7. Sex Offenders:** Broadland have a duty to house sex offenders and will only refuse a sex offender if we feel there is a risk to the community/or the applicant. When deciding this, we will consult with other agencies such as probation and the Public Protection Unit.
- 8. Age:** Where the applicant is aged under 18 and there is no guarantor over the age of 18.

9. Internal Transfers

Broadland does not hold an internal transfer list. Where an internal transfer may be suitable for an existing tenant, we would consult with the relevant local authority or,

where written within the nominations agreement, we may allocate a percentage of our allocations without prior approval.

All Internal Transfers need to be approved by the relevant Local Delivery Manager.

Examples of where consideration may be given for an Internal Transfer: (This list is not exhaustive).

- High Risk domestic abuse cases,
- Where prolonged or serious anti-social behaviour has had a severe impact on the victim(s),
- Existing home requires substantial amount of work and a temporary decant is required but a permanent move may be more suitable,
- Where it could be detrimental to health if permanently stay in the current home and unable to allocate through the Local Authority.

Where a property has a local lettings scheme, we will not direct let these homes unless we are unable to allocate the home through the local authority nomination agreement and they're in prior agreement.

Where we agree to an internal transfer, we will complete pre tenancy checks to ensure the property moving to is suitable to their needs.

10. REVIEW

This procedure will be subject to ongoing review in the light of experience, changes in legislation and Broadland policy and meeting the needs of our stakeholders.