

# LANGSTANE HOUSING ASSOCIATION LIMITED

## ALLOCATIONS POLICY

### 1. AIMS

Langstane Housing Association is committed to ensuring that the selection and allocation process is fair and non-discriminatory, targeting those with high levels of housing need and those whose circumstances give rise to special requirements in housing provision or housing management. The Association strives to make the best use of available stock and is committed to creating and maintaining balanced and stable communities.

The Association will work with local authorities to develop nomination arrangements and will regularly review the effectiveness of such arrangements.

### 2. OBJECTIVES

- To ensure there is appropriate opportunity for people to apply and be assessed for housing.
- To ensure that the selection and allocation process is fair and non-discriminatory, efficient and accurately recorded.
- To process applications within one working day of receipt.
- To have a target of not less than 16% and not more than 25% of Special Needs tenants within developments.
- To allocate the correct property to the correct applicant to aid sustaining the tenancy.
- To ensure that all communication is clear and unambiguous and in a format consistent with the applicants' requirements.

### 3. PROCEDURES

The Association will ensure that access to its property is open to as many potential applicants as possible and that the appropriate publicity is available to promote the Association's services and that such material should be as widely available as possible.

Procedures to be followed by staff are held, both on paper and computer format. Leaflets highlighting the content of the Procedures document are available to applicants as part of the application process and on request.

#### **4. STAFF RESOURCES AND TRAINING**

The Policy is implemented by specialist Allocations staff.

Training includes:

- Regular ongoing training in the legal framework affecting the allocation of houses
- Appropriate IT skills
- Interview skills
- Dealing with difficult situations
- Disability Awareness Training

Staff are encouraged to study for formal qualifications, for example:-

- CIOH
- HNC/HNDip

#### **5. MONITORING AND REVIEW**

The Allocations process is monitored weekly and includes the following:-

- Allocations as a proportion of the housing stock
- Successful local authority nominations against Nominations Agreement target
- Reasons for refusal of housing

Reports are made on a monthly basis to the Director of Customer Services and to each cycle of the Tenants Services Sub-committee and the Committee of Management.

**Approved by Tenants' Services Sub Committee: 31/08/04**

**Review Date: 31/08/05**