

Lettings Policy

What you need to know

Our Lettings Policy explains how we decide **who we offer our homes to**. It helps make sure homes are let **fairly, clearly and in a consistent way**. This policy tells you what to expect if you are applying for a home with Citizen.

Homes covered by this policy

- Social rent homes
- Affordable rent homes
- Retirement Living homes
- Rent to Buy and Intermediate Market Rent homes
- Supported housing

This includes houses, flats and some bungalows.

How to apply for a home

Most of our homes are advertised through **Choice Based Lettings (CBL)**. You'll need to register with your **local council** to bid for homes. Sometimes homes are advertised on property websites (such as Zoopla). In some cases, existing tenants may be offered a move to help us use homes in the best way.

Types of tenancy

We offer different tenancies depending on the home:

- **Assured tenancy** – usually for life
- **Assured shorthold tenancy** – fixed term (including Rent to Buy and Intermediate Market Rent)
- **Other tenancies or licences** – for supported housing

Size and age guidelines

To help homes go to the right households:

- Children under 10 usually share a bedroom
- Children of the same gender usually share until age 18
- Adults and couples need their own bedroom
- Houses are mainly offered to families with children (aged 18 and under)
- Bungalows are usually for people aged 60+ (or 55+ in some cases)
- Retirement Living homes are for people aged 55+ who need extra support

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Temporary moves

If your home becomes unsafe due to repairs, we may offer you **temporary accommodation** until it is safe to return.

Before we offer you a home

You must be able to:

- Pay rent by Direct Debit
- Provide photo ID
- Complete any pre-tenancy checks or support
- Show you can afford the rent
- Provide documents to meet the Right to Rent rules

When we may not offer a home

We may refuse an offer if:

- You are under 18 (unless part of a special scheme)
- You have serious rent arrears or housing debts
- You have caused serious anti-social behaviour
- You cannot afford the rent
- You are not able to manage a tenancy and do not have the right support
- There is evidence of tenancy fraud

Other important things to know

- Tenancy fraud is a criminal offence and we will take action
- Joint tenancies are considered case by case
- We let homes quickly, so you need to be ready to move if you are offered one
- If you disagree with a decision, you can appeal through our Complaints Policy

You can read the full [Lettings Policy](#) on our website.