



## Lettings Statement

### Introduction

Citizen has established both a Tenancy and Licence Management Policy and a Lettings Policy, which outline the procedures for letting and re-letting homes owned or managed by us, as well as the management of tenancies.

This statement should therefore be read in conjunction with these policies to ensure a comprehensive understanding of our approach.

It applies to the lettings process for our General Needs housing, Retirement Living schemes, Intermediate Market Rent (IMR) properties, Rent to Buy homes, and Care and Supported Living schemes.

### How we let our homes

In most cases our properties are allocated through the relevant local authorities Choice Based Lettings Schemes (CBL) or other partnership CBL schemes. These are managed directly via each local authority. Citizen does not keep its own waiting or transfer list for housing.

We have the option to allocate a percentage of our homes, depending on the local authority nomination agreement, outside of choice based lettings or nominations. This enables us to meet the needs of our existing customers and/or to make the best use of our homes. When we advertise these properties we will apply our eligibility criteria, this includes having regard to our charitable status.

Where we choose to allocate outside of local authority nominations this will normally be to meet one of the following objectives:

- To support current Citizen customers who are under occupying to downsize
- To support current Citizen customers who are overcrowded
- To support the creation of balanced and sustainable communities particularly in blocks of flats with high number of one bed and bedsits
- To let Retirement Living properties
- To speed up the allocation of homes
- To support delivery of a specialist project such as the Gateway.

Properties not allocated through Choice Based Lettings could be allocated via;

- a direct referral from another housing association
- as a result of lettings that meet the requirements of any relevant homelessness strategy or direct from Local Authority Housing Teams
- Adult or Children's Social Care referrals, e.g. for Housing with Care or the House Project





- social media
- UK property websites
- via direct matching or direct nomination

Where customers are offered a property via a direct match this will be one offer only.

### **How to apply for accommodation**

To apply for one of our homes or request a transfer, applicants must register through their local council's website. Links to each council's registration page are available on our website.

Some local authorities operate a Choice Based Lettings (CBL) system, where available properties are advertised weekly on their respective websites. Once registered, applicants can "bid" (express interest) on properties they wish to be considered for, in accordance with the scheme's criteria. Other local authorities may operate a waiting list system, in which case applicants are nominated directly by the council.

In some instances, a proportion of our properties may be advertised outside of the CBL system on UK property websites such as Zoopla or Gumtree. Customers interested in these homes can apply by registering directly with the relevant website. Applicants using this route will be subject to the same eligibility assessments as those applying through Choice Based Lettings.

When advertising a property, we will ensure that the following information is included; the rent charged, the type and size of accommodation, the number of people the home will accommodate, the accessibility of the property where this information is available, the area in which it is located and any applicable eligibility criteria.

To meet our objectives Citizen will advertise some properties with preference to certain groups, for example Citizen tenants looking to transfer or Citizen decants this information will be on the advert.

There may be occasions where Citizen is required to withdraw adverts, this may be because the notice has been rescinded and the property is no longer available or the property is required for an urgent management reason, this decision is made by the Lettings Team Leaders or Lettings Manager. If an offer of accommodation has already been made and must be withdrawn, we will ensure the customer is informed as promptly as possible.

### **How applications are prioritised**

When applying for housing through a Choice Based Lettings (CBL) website, applicants are prioritised according to the specific criteria set by each local authority's housing register scheme.

Properties not allocated via local authority nomination or CBL will be offered on a 'first come, first served' basis, provided the applicant meets all relevant eligibility criteria.





This includes applying our income and capital thresholds in line with Citizen's charitable objectives.

Additionally, certain properties may be advertised with preference given to existing Citizen tenants who are either underoccupied or overcrowded. In these cases, priority will be determined first by the degree of under or over-occupation, and then by the date of the applicant's registration.

### **Offers of Accommodation**

At the end of the bidding cycle each week, the applicant at the top of the list for each property will have an initial assessment to verify their application. If the checks confirm the applicant is eligible, they will be contacted and can then be considered for the property. The checks we will carry out include the following;

- Do the applicants owe any current or former tenancy related arrears
- Have the applicants been the perpetrators of antisocial behaviour
- Does the size of the property meet the applicant's and their household's needs
- If the applicant has been matched/offered another property

If the checks confirm that the applicant is eligible then they will be added to the shortlist for the property. If the applicant does not wish to be considered, does not reply to our contact or is ineligible then we will consider the next person on the shortlist until we have a successful applicant. For some types of properties, a number of people at the top of the shortlist will be contacted at the same time.

A formal offer of accommodation will not be made until the applicant has completed a satisfactory pre-tenancy assessment, including determining financial capability, personal ability to sustain a tenancy and suitability for the type of accommodation for which they are applying. The successful applicant will be required to pay rent in advance at the time of signing the tenancy or licence agreement. If payment is not made an offer may be withdrawn. We may also request a landlord reference from the applicant's current or former landlord before making a formal offer. If necessary, we may need to liaise with external agencies such as the Police, Probation, Police Offender Manager Officers as well as Support Workers from different agencies to support an application.

If successful, the applicant will be able to view the property with a member of our staff, who will explain the main features of the property and answer any questions. Staff will take account of the needs of applicants such as disabilities or vulnerabilities when carrying out the accompanied viewing and make necessary reasonable adjustments.

### **Right to rent**

In accordance with law, we are required to verify the immigration status of all adult applicants before the start of their tenancy.





In cases of specialist accommodation where the local authority has made the necessary right to rent checks as part of their nomination process, we may accept their confirmation that these checks have been carried out.

If applicants are unable to provide evidence of Right to Rent eligibility, then applications and nominations will be rejected.

## **Moving in**

Citizen aims to give applicants as much notice as possible of the date their property will be ready for viewing and sign up. However, on occasions offers are made when properties are ready and therefore minimal notice can be given of the viewing and sign-up date. Therefore, we recommend that when bidding for properties, customers only bid for properties that meet their needs and are fully prepared to move quickly. With high demand and limited availability having paperwork in order and staying responsive to updates will enable customers to act quickly when the right property comes along.

Citizen operates tenancies that start on any day and therefore rent is chargeable from the first day of sign up. If customers require time to move, they will need to ensure they can meet their Citizen rent payments from day one of their tenancy. This is also applicable to Citizen transfers including emergency and discretionary moves, therefore if customers require time to move from one Citizen property to another, they need to ensure rent is paid on both Citizen properties for this period.

## **What size property are applicants eligible for?**

The following are our general rules based on the size of the family who are eligible to bid for a property;

Two children under the age of 10 years will be required to share a bedroom regardless of their gender.

Two children of the same gender up to the age of 18 will be required to share a bedroom.

Dependents over the age of 18, adults and couples will require a separate bedroom.

Priority for houses will be given to households with children under the age of 18.

For certain property types, we may put in place additional criteria for letting the property, if this is the case, it will be clearly stated.

These rules can be varied at the discretion of the Lettings Manager in exceptional cases. An example of this may be where the customer has a disability recognised under the Equality Act 2010 and the health and wellbeing of the customer would be affected.



**Bungalows**

Priority for bungalows (apart from disabled person's bungalows) is given to applicants who are aged 60 or over, however applicants over 55 may be considered depending on demand for the property. Priority for two-bedroom bungalows will be given to applicants who need a second bedroom. If there are no applicants with a two bedroom need bungalows can be allocated to households with a one bed need subject to affordability.

**High rise - two-bedroom flats**

Preference will be given to;

- Families with no more than 1 child and
- Two adults who live together but not as a couple or as partners.

If there are no applicants who fit the criteria, then we will offer to single people subject to affordability.

**Age restricted properties**

We also have a number of properties that are restricted according to the age of the applicant and proposed occupants. Joint tenancies will only be granted where both applicants meeting the age restriction. These age restrictions form part of the advertising when we look to relet a property.

**Adapted accommodation**

We offer specially adapted homes, such as properties equipped with through-floor lifts and level-access showers. We work closely with our local authority partners and specialist agencies to ensure these homes are allocated to individuals with the highest need for this type of accommodation.

**Retirement Living.**

Applicants aged 55 and over are eligible to apply for Retirement Living. To qualify, individuals must require some level of support and be seeking the benefits that scheme accommodation offers such as enhanced security and reduced social isolation.

**Restricted access to housing**

Our lettings policy outlines the circumstances under which access to our housing may be restricted. For full details, please refer to Appendix A.

When making decisions, we will carefully consider each applicant's individual circumstances. This may include reviewing current and previous tenancy conduct, particularly where it may affect our housing management responsibilities or the applicant's ability to maintain a tenancy.





All applicants will undergo an assessment in accordance with our procedures before a tenancy is granted. We reserve the right to withdraw an offer of accommodation at any stage of the allocation process if it is found that the offer was based on incorrect or misleading information provided in the application.

Applicants have the right to appeal our decision by following our formal complaints procedure. However, it should be noted that a successful appeal does not guarantee allocation of the same property.

When allocating homes, we take vulnerability into account to ensure that the housing offer meets the needs of the individual and their household. This approach supports long-term tenancy sustainment. Customers are encouraged to inform us of any vulnerable household members and any care or support services they currently receive.

We offer additional support to vulnerable customers to help them understand and meet their tenancy obligations. This support may be provided by our staff or through external agencies, and customers are expected to actively engage with these services to maintain their tenancy.

Before entering into a tenancy agreement, prospective customers must understand the following responsibilities:

Paying rent and maintaining the interior of the property, including any garden.

Ensuring that they and their visitors do not engage in anti-social behaviour.

Recognising the landlord's duty to maintain the property.

Understanding that failure to meet tenancy terms may result in eviction.

We have a dedicated Vulnerability Policy in place to help identify and support vulnerable customers throughout their tenancy journey.

### **Social and Affordable Rents**

Social rents are calculated according to the formula as set out in the Rent Standard Regulations.

Affordable Rents are set at up to 80% of gross market rent values and are inclusive of service charges. All customers moving to an Affordable Rent property will be charged an Affordable Rent for that property based on the open rental market.

### **Starter Tenancies**

All new General Needs and Retirement Living customers who have not held a starter tenancy, an equitable starter tenancy or an assured periodic tenancy with any local





authority or registered provider, nor an assured shorthold tenancy with us previously, will be offered a 12-month starter tenancy.

The tenancy will be monitored in line with our starter tenancy procedure to ensure that new customers settle into their homes and manage their tenancies effectively. We will offer additional support if needed and take prompt action if tenancy conditions are not met.

Starter tenancies are for a minimum of 12 months with the ability to extend for a further 6 months if there have been tenancy breaches, including rent arrears. If no action is taken to extend or end the shorthold tenancy it will automatically convert into an assured periodic tenancy.

### **Local lettings plan**

Where appropriate, we may implement additional lettings criteria for a block of flats, housing scheme, or local area to help create or maintain a balanced community. These criteria are outlined in what is known as a Local Lettings Plan.

A Local Lettings Plan provides greater flexibility in allocating homes to address specific local needs. If a vacancy is subject to such a plan, the details will be made available to potential applicants.

All Local Lettings Plans must be approved by the Head of Allocations and Lettings or the Lettings Manager.

### **Section 106**

A Section 106 agreement is a legal arrangement between a developer and the local planning authority. These agreements are used to ensure that developments meet planning requirements by addressing specific local needs or obligations.

Some of our housing schemes are subject to Section 106 conditions, for example, properties may only be allocated to applicants with a local connection.

Where a property is affected by a Section 106 agreement, this will be clearly highlighted in the advertisement.

### **Rehousing Due to Redevelopment, Major Works, or Hazards (Including Awaab's Law)**

In cases where a customer needs to be relocated—either temporarily or permanently—due to redevelopment, major repair works, significant incidents, or hazards covered under Awaab's Law, we will aim to provide alternative accommodation that is similar.





If the property is subject to temporary works and the customer is expected to return once these are completed, we may offer a Discretionary Disturbance Payment. This payment is intended to cover reasonable moving and reconnection costs, in line with our agreed procedures.

### **Rehousing due to demolition**

There may be occasions when a customer needs to move on a permanent basis because of redevelopment or demolition. Where permanent displacement is required, customers may be entitled to Statutory Home Loss Payments. The amount we pay for a Home Loss Payment is dictated by the latest Home Loss Payments (Prescribed Amounts) (England) Regulations. Customers losing their home permanently are also eligible for a Statutory Disturbance Payment. Citizen will also work with customers to support them to find suitable alternative accommodation.

### **Hard to let properties**

If a property is advertised but remains unlet due to low demand—or if it is part of a scheme that has recently proven difficult to let—the Lettings Manager has the authority to take appropriate action. This may include relaxing certain allocation requirements to facilitate a letting or choosing to advertise the property through alternative media channels.

### **Housing for People at Risk - Emergency Transfers and Discretionary Moves**

Flexibility regarding the restrictions and criteria set out in the lettings policy will be considered in exceptional cases where the health and wellbeing of customers could be affected.

In some emergency cases, there will be a need to provide immediate rehousing, and it may not be possible to accommodate our customers within our normal arrangements.

We cannot facilitate moves where there is a market or intermediate market rent in place or from shared ownership properties. We may also not be able to facilitate a new move where new members have been invited to join the original household as detailed in the tenancy agreement.

**Emergency transfers** will be considered where there are circumstances that threaten the life or safety of the customer, or other household member, if they remained in the property. We will work with statutory partner organisations to confirm the circumstances and severity of the situation and to ensure our decisions are appropriate. If we are unable to obtain any supporting evidence from external agencies or professionals, it is unlikely that we will award an emergency transfer.





If we are unable to provide suitable alternative accommodation or make an offer within a reasonable time frame, we may suggest customers contact their local authority for help.

In most cases action to address the cause of the problem may be a more effective solution and an emergency transfer will not be approved before other options have been explored. An emergency transfer must be approved by the Neighbourhood Service Manager.

**Discretionary Moves** may be considered where there are circumstances that seriously impact on the health or wellbeing of the customer, or other household member, if they were to remain in the property. This would be for example when a household needs to move due to a medical condition which will cause permanent damage or disability if they do not move.

In addition, there are occasions when an allocation does not fit within the normal letting criteria. These cases may involve for example, a personal issue, severe under occupancy or where it would make financial sense for us to approve a move. These discretionary moves will be approved by the Neighbourhood Services Manager, a Senior Manager in Care and Supported Housing, the Head of Allocations and Lettings or the Lettings Manager.

Once approved the alternative accommodation will be provided as quickly as possible. We will look to provide the accommodation of a similar type and size to the current property where possible. This may not apply where the move is because of for example under occupation.

However, as the offer of alternative accommodation is an emergency, it should not prevent us offering another property of adequate size and type. We will make one suitable offer of accommodation.

If customers refuse an offer of accommodation without good reason, they may be removed from the emergency transfer and discretionary move process.

If a suitable offer is not available, the customers will be referred to the local authority homeless department who have a duty to assess their situation. We will work closely with them to assess the customer's needs.

### **Care and Supported Housing**

Care and Supported Housing is allocated outside of choice-based lettings processes due to the specialist nature of these schemes. Care and Supported Housing is normally operated by Citizen in partnership with providers who have been commissioned by the local authority to provide support for particular client groups.





Supported Housing is normally allocated through one of the following routes:

1. Referrals are received from local authority commissioning teams (for example in Supported Living).
2. Referrals received from Adult Social Care teams (for example for Housing with Care)
3. Referrals are received from specialist support agencies for the designated client group

Some Supported Housing schemes are managed by third parties. The allocation and letting processes are delegated to the Managing Agent, who provide both housing management services and support. Referral routes will vary scheme to scheme, but allocations will only be made to service users who have an assessed need for the specialist support on offer.

Supported Housing schemes have separate allocation procedures, and these will set out referral pathways.

### **Temporary Accommodation**

Citizen has designated a number of units as Temporary Accommodation, to be used to assist the Local Authority to discharge its duties under Homelessness legislation. All referrals to Temporary Accommodation are made by the relevant Local Authority partner.

### **Rent to Buy and Intermediate Market Rent Homes**

Properties will always be advertised outside of CBL and will be advertised on:

Social media  
UK property websites  
via direct matching

Properties will be allocated on a “first come first served” basis provided the customer meets the eligibility criteria.

Properties are not subject to size eligibility criteria i.e. properties can be under occupied but not overcrowded, and subject to affordability. Properties are let on assured shorthold tenancies.

### **Deposits**

Deposits are required for Rent to Buy and Intermediate Market Rent homes and will be held in a government approved [tenancy deposit protection scheme](#). These government-backed schemes ensure that customers will get their deposit back if they:



- meet the terms of their tenancy agreement
- do not damage the property
- pay the rent and bills

Customer deposits must be put into a deposit protection scheme within 30 days of being received by us.

The deposit must be returned to the customer within 10 days of us both agreeing how much they'll get back.

If the deposit amount is disputed, the deposit will be protected in the deposit protection scheme until the issue is settled.

Within 30 days of receipt of a customer's deposit we must inform them;

- The address of the rented property
- How much deposit they've paid
- How the deposit is protected
- The name and contact details of the tenancy deposit protection (TDP) scheme and its dispute resolution service
- Our contact details
- The name and contact details of any third party who paid the deposit
- Why a customer could keep some or all of the deposit - for example, because the customer has damaged the property and Citizen need to fix it
- How to apply to get the deposit back at the end of the tenancy
- What to do if they cannot get hold of you at the end of the tenancy
- What to do if there's a dispute over the amount of deposit to be returned at the end of the tenancy

## **Rent to Buy**

Rent to Buy properties will be offered at 80% of market rent enabling the customer to save to purchase their home. They will be advertised in the same way as an IMR property as detailed above however the tenancy offered will be a Fixed Term Tenancy. The scheme is applicable to homes developed under the affordable homes programme (AHP) 2021 to 2026 and encourages customers to purchase their home after 5 years. Customers may be eligible to purchase within the first 5 years on a shared ownership basis.

## **Who is eligible for a Rent to Buy Home?**

- Customers must be in full or part time employment
- Have a household income of below £80,000 a year
- Not already be a homeowner
- Can put down a deposit to rent





- Have the 'Right to Rent'
- First time buyer except in the case of a relationship breakdown
- Be able to afford to save for a deposit to purchase

### **Things that could disqualify an applicant from a Rent to Buy Home;**

- A household income above £80,000 a year
- Already named on a mortgage
- Less than six months to remain in this country
- They will be overcrowded
- They are unable to provide a deposit to rent
- Not in employment or contracted to zero hours
- They require housing related benefits
- Being able to purchase a home on the open market
- Already owning a property
- Not being a first time buyer

At the end of the 5 year term, if the occupant cannot afford to purchase, Citizen may sell the home outright with the occupants having first right of refusal, continue to offer as Rent to Buy, or retain and convert to Affordable or Market rent.

### **Who is eligible for an Intermediate Market Rent (IMR) Home?**

Everyone who applies for an IMR property must meet the eligibility criteria. To qualify, an applicant must:

- Be in full or part time employment
- Have a household income of below £80,000 a year
- Not already be a homeowner
- Can put down a deposit to rent
- Have the 'Right to Rent'
- Be able to afford to pay your rent (including with help such as Housing Benefit)

### **Things that could disqualify an applicant from an IMR home:**

- A household income above £80,000 a year
- Already named on a mortgage.
- Less than six months to remain in this country
- They will be overcrowded
- Inability to provide a deposit to rent
- Rent arrears during the past 12 months or in breach of current tenancy agreements.





## **Appeals and complaints**

If a tenant, licensee or applicant wants to make a complaint about the service they have received this will be dealt with in line with our Complaints Policy.

Examples of this will include but are not limited to;

- If Citizen decides they are not eligible for an offer because they meet one of the criteria in relation to restricted access for housing, for example, anti-social behaviour.
- They feel they have been unfairly treated in the lettings process, for example being unfairly skipped for a property that they think they are suitable for.

When complaints or appeals are received, this will not hold-up the allocations process for the property under dispute.

Where the complaint concerns a decision made by a local authority e.g. the decision to nominate for a particular property, the appeal should be directed to the nominating local authority. This will not hold-up the allocations process for the property under dispute.





## **Appendix A – Restricted Access to Housing**

### **Immigration Control**

Some groups of people are not eligible for social housing due to their immigration status. These are defined by the Secretary of State within housing law.

The following are categories of people who are NOT subject to immigration control:

- A British citizen.
- A Commonwealth citizen who has the right of abode in the United Kingdom.
- A citizen of the European Economic Area (EEA) which includes all EU countries that has Settled Status

### **ASB**

We may exclude those applicants who have a history of anti-social behaviour or where a member of their household has a history of antisocial behaviour.

Such circumstances are likely to include (but are not limited to):

if the anti-social behaviour occurred in the last 2 years

the nature of the anti-social behaviour alleged

the strength of the evidence against the applicant and their household

if there have been any convictions because of the anti-social behaviour

if the anti-social behaviour caused the applicant or any member of his or her household to be evicted from accommodation

if the applicant or a household member has been verbally or physically abusive towards any other person.

### **Debts**

We will not normally accept applicants with housing related debt. We may approach previous landlords for a reference to ensure that there are no such debts outstanding. We may accept an applicant if they have been paying off the debt for a period of 6 months and the debt owing is less than £300. The minimum repayment we will accept is equal to current court ordered third party deduction rate.

Where a debt has been included in insolvency proceedings for example bankruptcy or an IVA - whilst we are not able to pursue the debt, we are still able to consider the fact that there is a debt outstanding to us. The material issue with regards to applications for housing is that there was a breach of tenancy when rent was not paid.

We would expect this to be rectified for us to consider applications for housing.

When there has been a breach of tenancy resulting in rent arrears and those arrears are subsequently paid, we may still not make an offer of accommodation.



**Affordability**

A financial assessment will be completed with all applicants, to determine if the proposed accommodation is affordable, both in terms of meeting the cost of the rent as well as other reasonable living costs.

When looking at affordability we consider current income from earnings, pensions and other benefits. Our assessment may also identify additional entitlements that the applicant may have – these may be used as income if it is considered likely that any application for additional benefits/credits will be successful.

The existence of debt or evidence of expenditure above reasonable living costs may not prevent an offer, however we will expect the applicant to work with us to access budgeting and debt advice, to ensure the future sustainability of the tenancy.

Applicants who cannot demonstrate that they can afford to pay the rent will not be made an offer of accommodation.

**Condition of property**

If an applicant or a member of their household has caused damage to their landlord's property, the applicant will not be considered for an allocation until the damage is repaired or paid for.

**Income and capital**

Where properties are advertised for local authority nomination applicants whose income or capital exceeds £60k will not be eligible.

Where properties are advertised directly and have been prioritised on a first come first served basis, applicants, for general needs accommodation, whose income or capital exceeds £30k for a single person or £40k for a couple will not be eligible.

**Owner occupiers**

We will only consider applicants who are existing owner occupiers/leaseholders if there are circumstances where their housing needs are not met by their present accommodation and their financial position prevents them from securing alternative accommodation.

These may include (but are not limited to):

A joint owner/leaseholder who has left the property or is leaving the property to escape domestic violence / abuse, and the perpetrator is the other joint owner.

There has been a breakdown in a relationship between joint owners/leaseholders, and one has requested housing.

Owner-occupiers/leaseholders who need support or have a medical need may be housed in older persons accommodation.

Owner occupiers where their existing property is being repossessed and an eviction date is set.



**Support needs**

Where we identify that an applicant has needs which require a high level of support or has medical needs which cannot be met or arranged in a reasonable timescale in the home that they are being offered then we may not be able to make an offer of accommodation.

An applicant may be excluded if they will be unable to meet the conditions of tenancy without additional support and:

despite every effort we are unable to ensure that appropriate support is available or the level of support required would seriously undermine our ability to support other customers in a scheme or

they cannot demonstrate that they currently have the appropriate skills in place to be able to manage a licence or tenancy effectively, this may be because support is in place, but the applicant has not meaningfully engaged for a reasonable period

**Fraud**

Housing fraud is a criminal offence, and anyone found to have deliberately lied, provided false information, or withheld information as part of an application may be prosecuted. We will take action against tenancy fraud. A property obtained by deception will be repossessed. If we discover this type of irregularity at the offer stage, we will withdraw the offer.

We will not offer a tenancy where:

we have proof that the applicant has previously obtained a tenancy by deception, for example, by withholding information or by giving false or misleading information.  
applicants have previously obtained a tenancy by deception.

**Convictions**

We do not automatically consider anyone ineligible for housing if they have a previous conviction. However, we will consider previous convictions where there is reason to suppose that the ex offender is likely to pose a risk to their household, neighbours and/or the wider community. We will only consider unspent convictions. We are committed to providing sustainable communities and so will work in partnership with the police, social services and other partners through MAPPA to ensure the safe housing of applicants with certain criminal If convictions.



## VERSION CONTROL

VERSION	DATE	AMENDMENTS	APPROVED AT/BY	REVIEW
V 1.0	Jul 2020 2019	Updated for all Citizen lettings	Head of Allocations and Lettings	May 2022 2019
V2.0	April 2022	Updated to include IMR and new Emergency Transfer process	Director of Housing	April 22
V3.0	August 2022	References to new lettings policy, change in income upper limit for IMR, combined Customer and Citizen version into one document.	Director of Housing, Care and Support	September 2022
V4.0	May/June 2023	Inclusion of Rent to Buy eligibility criteria and deposit information	Director of Housing, Care and Support	June 2024
V5.0	December 2024	Added in reference to appeals and complaints	Director of Housing Care and Support	September 2025
V6.0	February 2025	Added in CASH info and vulnerable applicants	Director of Housing, Care and Support	September 2025
V7.0 DRAFT	November 2025	Increased child age from 16 to 18. Increased income thresholds for allocations outside of CBL. Statement sent to CAC, ELT and Board as appendices to the updated policy	Director of Housing, Care and Support	November 2028