



# Allocations Policy

## 2020

**MUIRCROFT HOUSING ASSOCIATION LIMITED**

*A Co-operative and Community Benefit Society Reg. No. 19876R*

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# Introduction

## Scope

This policy applies to the allocation of all MuirCroft Housing Association (MCHA) Sheltered Housing properties. These properties are all subject to agreements with the local authority, New Forest District Council (NFDC).

It sets out how MCHA will allocate properties and the eligibility criteria that apply to all tenants and applicants, including those nominated by NFDC.

This policy applies to:

- Nominated applicants from the local authority, NFDC
- New/direct applicants to MCHA
- Existing MCHA tenants who wish to transfer
- Tenants wishing to exchange their tenancy by way of Mutual Exchange

## Policy Objectives

As a Registered Provider of Social Housing, MCHA has a duty to meet the Regulatory Standards set out by the Regulator of Social Housing. This policy has been developed in line with the Tenancy Standard.

This policy aims to:

- Make the best use of MCHA's available housing
- Let properties quickly and appropriately, minimising the time properties are empty
- Help tenants and applicants access homes, taking into account their needs and aspirations
- Demonstrate that MCHA will allocate homes in a fair, transparent and efficient way, without discrimination and in line with the Equality Act 2010
- Provide clear application, decision-making and appeals processes
- Demonstrate how MCHA allocations contribute to the local authority's strategic housing function and sustainable communities

## Policy Statements

MCHA is a small provider of social housing and has two schemes providing Sheltered Accommodation, Muir House and Priest Croft.

MCHA has charitable status.

MCHA will meet all obligations in the nomination agreements made with the local authority, NFDC.

MCHA will ensure the needs of existing tenants are balanced with those of new applicants, reflecting the needs of the wider community, not just those most in need.

MCHA holds its own housing waiting list.

MCHA offers Choice Based Lettings (CBL) to its own housing waiting list.

MCHA offers assured non-shorthold tenancies, providing security for tenants.

MCHA supports tenants to maintain their tenancy and prevent unnecessary evictions.

MCHA will ensure that homes continue to be occupied by the tenants that the property was let to.

MCHA will take reasonable steps to publicise the availability of internet-based mutual exchange services and provide reasonable support to tenants in using available services, to enable tenants to gain access to opportunities to exchange their tenancy with that of another social housing tenant.

MCHA will record all lettings as required by the Continuous Recording of Lettings (CORE) system.

MCHA will consider applications from staff, relatives or close contacts of staff or Board Members. Relationship should be declared on application.

There may occasionally be exceptional circumstances in which an allocation may be made outside this policy.

## **Eligibility Criteria**

To be eligible for a MuirCroft Housing Association tenancy, an applicant must:

- Be aged sixty or over (at least one person must meet this minimum age requirement in the case of a couple)
- Have the right to rent social housing in England
- Be able to live independently, as determined by MCHA's Independent Living Assessment
- Have a local connection to the NFDC area.
- Intend to use the property as their only or principle home and not to operate any business at the premises.
- Have sufficient personal funds, or recourse to public funds to pay the rent and sustain the tenancy
- Agree to end any other tenancy upon being rehoused
- Give clear intent to sell own property upon being rehoused

## The Application Process

Where possible applicants are encouraged to visit MCHA's sheltered housing schemes to ensure the property type is suitable to meet their needs before they apply.

- **NFDC Nominations** – Nominees from NFDC will need to complete MCHA's 'Application for Sheltered Housing' form in conjunction with any paperwork required by NFDC. MCHA reserves the right to refuse a NFDC nomination if the nominee does not meet MCHA eligibility criteria.
- **New / Direct Applicants to MCHA** – Applicants applying directly to MCHA's housing waiting list will need to complete MCHA's 'Application for Sheltered Housing' form and meet MCHA eligibility criteria.
- **Transfers** – Existing MCHA Tenants should complete a 'Transfer Request' form and meet transfer eligibility criteria.
- **Mutual Exchanges** – Anyone wishing to mutually exchange tenancy with an existing MCHA tenant will be required to complete MCHA's 'Application for Mutual Exchange' form. MCHA reserves the right to refuse an exchange if the applicant does not meet MCHA eligibility criteria.

'Application for Sheltered Housing' forms, 'Transfer Request' forms and 'Application for Mutual Exchange' forms are all available by contacting MCHA's main office in Dibden Purlieu.

All forms should be returned to MCHA's main office in Dibden Purlieu and will be date stamped when they are received.

Applicants will then be contacted to discuss the next stage of the application process.

This is usually a meeting with MCHA staff, often in applicants' current home, to

- verify details supplied on application forms, including financial details
- complete an Independent Living Assessment,
- carry out Risk Assessments if required

Applicants will be informed of the outcome of their application in writing, with clear reasons given if an application is refused.

## Local Authority Nominations

Each local authority (LA) has an allocation scheme or policy which is used to determine the priorities between people applying for housing and for setting out the procedure to be followed in allocating housing accommodation.

Registered social housing providers/landlords (RSL), such as MCHA, are expected to co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. Local authorities meet the legal requirements in the Housing Act 1996 to ensure those with priority housing need are given preference for homes.

All MCHA's properties are within the local authority, New Forest District Council (NFDC). A nominations agreement is in place between MCHA and NFDC, for each sheltered housing scheme, Muir House and Priest Croft. These agreements determine the proportion of MCHA homes that are allocated via NFDC.

Fifty percent of the homes that become available at Muir House and seventy five percent of the homes that become available at Priest Croft are currently allocated via NFDC.

MCHA will endeavour to inform applicants who are on both NFDC's housing register and MCHA's housing waiting list, when MCHA properties are to be allocated via NFDC.

**Applications for homes allocated via NFDC should be made directly to NFDC, who in accordance with their own allocation scheme, will provide MCHA with a local authority nomination for the available home.**

MCHA will then check that the local authority nominee is eligible to become an MCHA tenant and meets MCHA eligibility criteria.

MCHA will do this by asking local authority nominees to complete the same 'Application for Sheltered Housing' form, Verification of Details and Independent Living Assessment process as new/direct applicants to MCHA.

## New / Direct Applications to MCHA

Available properties that are not allocated through NFDC's allocation scheme will be allocated through a variety of methods and will be subject to the criteria in this policy.

MCHA holds a housing waiting list for all new or direct applicants seeking housing at either of MCHA's sheltered housing schemes, Muir House or Priest Croft.

There are two parts to the housing waiting list:

- an **Active A List** for applicants ready to move within the next twelve months
- an **Inactive B List** for those applicants not yet ready to move.

All applicants wishing to be considered for MCHA's sheltered housing, should complete an **Application for Sheltered Housing form**.

## MCHA - Active A List

### Banding

A banding system is used within the Active A list to prioritise applicants for rehousing.

The table below provides examples of circumstances that would be awarded priority. The examples are not exhaustive and MCHA may at times exercise discretion to award priority for circumstances other than those listed.

<b>Band 1 – High Priority</b>
<b>Assessed by NFDC as having an Emergency or Serious Need for Housing</b> – evidence of NFDC banding must be supplied
<b>Considered Homeless by MCHA and without the financial means to resolve housing need</b> – Applicant has no accommodation available which they are entitled to occupy. Applicant has accommodation but it is unfit for occupation, entry cannot be secured, or the accommodation consists of a moveable structure which has no permission to place somewhere or reside within. (Ministry of Housing, Communities and Local Gov. wording)
<b>Band 2 – Priority</b>
<b>Assessed by NFDC as having a Need or Lower Need for Housing</b> – evidence of NFDC banding must be supplied
<b>Home Owners living in accommodation that is insanitary, overcrowded or otherwise unsatisfactory</b> - who will have LESS than £150,000 in savings and equity from sale of property. (therefore unable to buy cheapest local sheltered acc)



**Home Owners who need to move to a particular locality, where failure to meet that need would cause hardship (to themselves or others) - who will have LESS than £150,000 in equity from sale of property (therefore unable to buy cheapest local sheltered acc)**

**Occupants of Tied accommodation - who will have LESS than £150,000 in savings and equity once upon leaving tied accommodation. (therefore unable to buy cheapest local sheltered acc)**

### **Band 3 – No Priority**

**Assessed by NFDC as a Non-Qualifying applicant – not eligible to join the NFDC housing register**

**Home Owners - who will receive MORE than £150,000 in equity from sale of property**

### **Band Start Date**

Each completed Application for Sheltered Housing form is date stamped on the day it is received at the Association's Main office in Dibden Purlieu.

For applicants that are successfully placed directly onto the Active A List, this application date will become their **Band Start Date**.

For applicants who are successfully moved to the Active A List, having initially been placed on the Inactive B List, their **Band Start Date** will be the date their request to be moved to was received.

**All applications are held in Band Start Date order within each of the above Bands.**

### **Verification of Details**

Before an application can be placed on the Active A List, MCHA staff will meet with applicants, usually in their current home, to complete the Verification of Details they have supplied in their application. **This is to ensure applicants would be eligible for a MCHA tenancy.**

MCHA staff will need to see supporting documents for verification of the following:

- Age
- National Insurance Number
- Current Address
- Eligibility to rent social housing in England
- Local connection

- Financial details, income, savings, investments, demonstrating ability to pay rent and sustain tenancy
- Financial interest in any property/assets and whether equity can be released to resolve own housing needs
- Intention to use MCHA property as main or principle home
- Intention to end any other tenancy upon being rehoused
- Intention to sell own property upon being rehoused

If applicants demonstrate they have the financial means to resolve their housing need, it is expected that they do this, and their application will be placed in the lowest priority Band.

## **Independent Living Assessment**

Before an application can be placed on the Active A List, MCHA staff will meet with applicants, usually in their current home, to complete an Independent Living Assessment with each applicant. **This is to ensure applicants can live independently and therefore be eligible for a MCHA tenancy.**

At this meeting, other housing options that applicants may wish to consider will be discussed, as MCHA has limited homes available.

Other housing options may include Extra Care Housing if applicants have care needs that are not able to be met in sheltered housing.

In order to carry out the Independent Living Assessment it will be necessary for MCHA staff to ask some sensitive and personal questions. It is important that applicants answer these questions honestly to ensure their needs are met.

If accommodation is offered as a result of false information being given, then MCHA may take legal action to gain repossession of the property.

## **Outcome**

Applicants will be informed in writing of the outcome of their application, including the following:

- the Band in which their application has been placed
- their Band Start Date
- OR
- the reason(s) their application has been refused

## MCHA – Inactive B List

Applicants who are not ready to consider a move within the next year but wish to be included on the Inactive B list will have their housing application form date stamped when it is received in MCHA's main office.

Applicants will not complete the Verification of Details or Independent Living Assessment at this stage.

MCHA staff will check the application form to ensure that the applicant meets the minimum age requirement.

### Outcome

Applicants will be informed in writing of the outcome of their application:

- that their application has been placed on the Inactive B List
- and given information regarding moving their application to the Active A List.  
OR
- the reason(s) their application has been refused

## Moving from Inactive B List to Active A List

When applicants feel ready to consider a move within the next twelve months, they can request that their application be moved on to the Active A List. Their application will receive a **Request to Be Moved Date**.

**Acceptance onto the Inactive B list does not guarantee acceptance onto the Active A list.**

Before an application can be moved on the Active A List, MCHA staff will meet with applicants, usually in their current home, to complete the **Verification of Details** they have supplied in their application and complete an **Independent Living Assessment** with each applicant. **This is to ensure applicants would be eligible for a MCHA tenancy.**

For applicants who are successfully moved to the Active A List from the Inactive B List, their **Band Start Date** will be their Request to Be Moved Date.

### Outcome

Applicants will be informed in writing of the outcome of their request, including:

- the Band in which their application has been placed
- their Band Start Date  
OR
- the reason(s) their application has been refused

# Transfers

Existing MCHA tenants who wish to apply for a Transfer to another MCHA property should complete a **Transfer Request** form.

Completed Transfer Request forms will be date stamped when they are received in the Association's main office in Dibden Purlieu. This is known as the **Transfer Request Date**.

## Transfer Eligibility Criteria

MCHA tenants will be eligible to apply for a transfer if the following apply:

- They have been a MCHA tenant for a minimum of 1 year
- There is no damage or re-chargeable repairs needed in the property
- There are no rent arrears or other charges owing to MCHA
- They are able to live independently, as determined by MCHA's Independent Living Assessment
- There is an appropriate care package in place
- The applicant, a member of their household, guests or visitors to their home have not perpetrated Anti-Social Behaviour, harassment, domestic violence, or other unacceptable behaviour, including a history of causing serious nuisance or annoyance to neighbours
- The applicant is not in breach of any other conditions of the tenancy agreement
- There is no evidence of violence or threats of violence, harassment or intimidation towards MCHA staff or contractors

Before an application can be added to the Transfer List, MCHA staff will meet with applicants, usually in their current home, to complete the **Verification of Details** they have supplied in their application and complete an **Independent Living Assessment** with each applicant. **This is to ensure applicants would be eligible for a MCHA tenancy Transfer.**

Transfer applicants will also be made aware of the following points:

- The condition of the transfer property offered, is accepted as seen.
- Transferring tenants will need to give notice on their current property in accordance with their Tenancy Agreement
- Transfer applicants who turn down three suitable properties will have their application removed from the Transfer List

Eligible applications will be added to the **Transfer List** and a priority awarded.

## Priority Awarded

The table below provides examples of circumstances that would be awarded priority. The examples are not exhaustive and MCHA may at times exercise discretion to award priority for circumstances other than those listed.

<b>High Priority</b>
<b>Emergency or Management Transfers</b> <ul style="list-style-type: none"><li>• Emergency Health and Safety Issues – ie Fire/Flood</li><li>• Where there are Safeguarding Issues</li><li>• Cases of Domestic Violence</li><li>• Where current dwelling is unsuitable and is causing severe hardship</li></ul>
<b>Priority</b>
<b>Tenant Preference</b> <ul style="list-style-type: none"><li>• Applicant would prefer different scheme</li><li>• Applicant would prefer different floor</li><li>• Applicant would prefer different location within the building</li></ul>

**All eligible Transfer applications are held in Transfer Request Date order within each of the above Bands.**

## Outcome

Applicants will be informed in writing of the outcome of their application, including:

- confirmation of the Transfer Request Date
- Priority awarded
- Information on how properties will be allocated to the Transfer List  
OR
- The reason(s) their application has been refused

## Mutual Exchanges

A Mutual Exchange, otherwise known as a home swap, happens when tenants of Registered Social Landlords swap homes.

Social housing tenants with a secure, assured or fixed term tenancy, have the right to swap properties with another social housing tenant with one of these tenancies.

There may be more than two properties involved in a mutual exchange.

Each tenant involved in a possible home swap must seek permission from their own landlord to exchange or assign their tenancy, as per their tenancy agreement. Legal action may be taken if an exchange takes place without landlord permission.

MCHA tenants seeking permission for a Mutual Exchange should complete an Existing Tenant **Application for Mutual Exchange form**.

Written consent will generally be given, but the following conditions must be met before an exchange can happen.

- Tenant(s) must have a clear rent account at the time of exchange
- The property should have an up to date gas safety certificate (if applicable)
- Alterations, or damage to the property beyond wear and tear are fixed by the tenant(s)

Anyone wishing to apply for a Mutual Exchange with an MCHA tenant will need to complete an **Application for Mutual Exchange form**.

Before an Application for Mutual Exchange can be approved, MCHA staff will meet with applicants, in their current home if possible, to complete the **Verification of Details** they have supplied in their application and complete an **Independent Living Assessment** with each applicant. **This is to ensure applicants are eligible for a MCHA tenancy.**

Applicants should arrange to view the MCHA property and will be made aware that the condition of the property must be accepted as seen.

A Mutual Exchange may be refused if:

- A Notice of Seeking Possession is in place
- There is a court order for breach of tenancy
- The tenant moving in does not meet MCHA eligibility criteria stated in this policy
- The property has been designed or adapted to meet the needs of people with special needs and the tenant moving in does not meet the criteria for the property

- The property would be either overcrowded or under occupied
- The property is not suitable for the person moving in

## **Mutual Exchange Service**

As a Register Social Landlord (RSL), MCHA will subscribe to an internet based Mutual Exchange Service or pay the subscriptions of individual tenants who wish to exchange, allowing:

- A tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee
- The tenant to enter their current property details and their requirements for the mutual exchange property they hope to obtain
- The tenant to be provided with the property details of those properties where a match occurs

MCHA will take reasonable steps to publicise to tenants, the availability of any Mutual Exchange Service(s) to which it subscribes or will pay for tenants to sign up to.

MCHA will provide reasonable support in using online Mutual Exchange Services to tenants who do not have access to the internet.

## **Outcome**

Applicants will be informed of the outcome of their application in writing, including:

- confirmation of landlord permission for mutual exchange, to existing tenant and incoming applicant
  - confirmation of agreed date for mutual exchange
  -
- OR
- The reason(s) their application has been refused, to existing tenant and applicant

## Refusals Criteria

MCHA will set out clear reasons for excluding current or potential tenants from allocations, transfers or mutual exchanges.

Applicants who meet one or more of the Refusals Criteria will not be eligible for the allocation of a MCHA home, or to join the MCHA housing waiting list, or Transfer List. They will not be approved for Mutual Exchange with a MCHA tenant.

Refusals criteria include:

- **Eligibility** – The applicant does not meet the minimum age criteria and/or other eligibility criteria as listed in this policy
- **Debts** – The applicant has Rent Arrears of more than 2 months or other debts to MCHA, another RSL, Local Authority or Private Landlord and cannot demonstrate that they have a current repayment agreement proportional to the debt, which that they have maintained for 6 months prior to application
- **Anti-Social Behaviour** – Where the applicant has been found by their current or former landlord, or by the Courts, that within two years of them submitting their application, they have acted in an anti-social manner that has caused or was likely to cause harassment, alarm, or distress to one or more persons not of the same household as themselves. Anti-social behaviour will include any acts that interfere with a landlord's ability to carry out its management functions, nuisance, annoyance, violence against others and using a property for immoral purposes.
- **Criminal Behaviour** – The applicant has been convicted of a 'serious offence' that has not been spent, and/or they may pose a threat/risk to MCHA tenants, staff, visitors, contractors or the community. Examples of 'Serious offences' include
  - Public order offences, nuisance, vandalism
  - Dealing, supplying or cultivating controlled drugs
  - Burglary, robbery, theft
  - Violence
  - Schedule 1 offences
  - Offences relating to hate crime
- **Un-met Support Needs**
  - Where the applicant (and/or partner) is unable to sustain a tenancy due to un-met support needs
  - Where the applicant (and/or partner) requires a high level of support that would seriously undermine MCHA's ability to support other tenants

**An Independent Living Assessment will be undertaken to determine whether applicants are able to live independently, are likely to be able to sustain a tenancy or require a high level of support**



- **An applicant has deliberately worsened their circumstances** to be able to join the housing waiting list or increase their priority. Each case will be considered on its individual facts, but an applicant will be deemed to have deliberately worsened their circumstances if they have acted in any of the following ways:
  - Moving into accommodation that was unsuitable for their needs
  - Voluntarily giving up accommodation that it was reasonable to continue occupying, without first securing alternative accommodation
  - Taking deliberate action to cause their accommodation to be no longer reasonable for them to live in, such as causing damage to property that results in accommodation becoming a risk to health.
- **General**
  - Satisfactory references have not been provided upon request
  - Supporting information (eg risk assessment), has not been provided or is not able to be completed
  - There is evidence that false information relevant to the housing application has been provided
  - There is evidence that the applicant (and/or partner) has seriously breached a MCHA, other RSL, or LA tenancy/behaved in such a way that would constitute a breach of tenancy conditions for which it would be reasonable for a court to grant a possession order. Examples include
    - Not ending a tenancy in accordance with the terms of the tenancy agreement
    - Malicious damage to MCHA, other RSL or LA property
  - The applicant is unwilling to co-operate with MCHA in the completing of application forms, Verification of Details, the Independent Living Assessment.
  - MCHA does not have accommodation suitable to the applicant's needs

## Choice Based Lettings

Choice Based Lettings (CBL) is an approach to housing allocations that is designed to place choice at the heart of lettings systems. Applicants are given the opportunity to choose the properties they wish to apply, or 'bid', for. 'Bidding' just means expressing a wish to be considered for a property that is available.

NFDC follow a Choice-Based Allocation process.

MCHA offers Choice-Based Allocations for allocations made to the Active A List

When MCHA offers a property to the Active A List, a letter will be sent to all applicants on this list detailing the:

- Type of property available
- Location of the sheltered housing scheme
- Rent and service charges payable
- Expected tenancy start date
- Number of bedrooms and permitted number of occupants
- When this property can be viewed and how to make a viewing appointment
- Support available from MCHA to place a bid
- Closing date for bids and when the property will be allocated

At the closing date for bids, MCHA will look at all bids received and will order them according to applicants Banding and Band Start Date.


The bid received from the applicant in the highest priority Band, which has the earliest Band Start Date within that Band, will potentially be offered the available property.

The applicant will be contacted to inform them that subject to satisfactory checks being completed, they are to be offered the available property.

**Before a property is offered, MCHA will check that the applicant's:**

- Circumstances haven't recently changed
- Verification of Details has been completed
- Independent Living Assessment has been completed no longer than six months prior to offer being made
- Independent Living Assessment is carried out if required
- Risk assessments are carried out if required

All other applicants who place a bid for the available property will be informed in writing that on this occasion their bid has not been successful. They will be informed of the successful applicant's Banding and Band Start Date.



If a successful applicant subsequently refuses the property offered, they will be offered additional support with the bidding process.

If a successful applicant refuses the property offered, on 3 occasions, their application for sheltered housing will be moved to the Inactive B List or cancelled.

# Allocating MCHA Properties

When a property becomes available at Muir House or Priest Croft, it will be allocated in accordance with this policy, in this order:

- **Allocated directly to High Priority applicant on Transfer List**
  - An offer of tenancy letter will be sent directly to a High Priority applicant on the Transfer List. If an applicant turns down three suitable offers, their application will be removed from the Transfer List.
  
- **Allocated through NFDC to ensure MCHA meets nomination agreement**
  - 50% of properties available at Muir House
  - 75 % of properties available at Priest Croft
  - Consult MCHA's Full Allocation List to ensure these proportions are being met
  - NFDC given property details to advertise on their Homeseach website
  - Letters sent to applicants on MCHA's own housing waiting list who are also on NFDC's housing register, informing them of the forthcoming available property. Applicants 'bid' directly to NFDC.

Properties not allocated as above should be allocated in this order:

- **Allocated directly to Priority applicant on Transfer List if available property meets the applicants needs**
  - An offer of tenancy letter will be sent directly to a Priority applicant on the Transfer List. If an applicant turns down three suitable offers, their application will be removed from the Transfer List.
  
- **Allocated to MCHA Active A List through Choice Based Lettings process**
  - Properties that are not let through NFDC, or directly offered to MCHA Transfer List should be offered to MCHA's Active A List
  - Properties that become available due to the transfer of existing MCHA tenants should be offered to MCHA's Active A List
  - Letters must be sent to all applicants on the Active A List informing them of the forthcoming available property and how to 'bid' to MCHA.
  - Properties will be offered in accordance with the Choice Based Lettings process
  
- **Direct Advertising**
  - Harder to let properties that it has not been possible to allocate through the above process should be advertised

- Adverts can be placed in local outlets, newspapers and on social networking sites
- Eligible applicants will be considered on a first come first served basis
- All applicants will need to complete MCHA's Application for Sheltered Housing form
- Before a property can be offered, MCHA staff will meet with applicant, usually in their current home, to complete the **Verification of Details** they have supplied in their application and complete an **Independent Living Assessment** with each applicant. **This is to ensure applicants are eligible for a MCHA tenancy.**

**Information is available from MCHA regarding allocations.**

# Review of Sheltered Housing Applications

## Annual Review

An Annual Review of MCHA's housing waiting list, both the Active A List and Inactive B List, is carried out around February each year.

Letters are sent to all applicants asking them to each complete and return a Review of Sheltered Housing Application form.

If there are significant changes in an applicant's circumstances, it may be necessary to carry out further checks to ensure they remain eligible for MCHA's sheltered housing. This may include completing another Independent Living Assessment. It may be necessary to change the Band their application has been placed in, or not renew their application if they are no longer eligible. All Band changes, or refusals to renew applications, will be confirmed in writing to the applicant giving clear reasons for this decision.

If the applicant indicates that they wish to move from the Inactive B List to the Active A List, this process can be found in the earlier section under New/Direct Applications to MCHA.

If no response is received from an applicant after one month from sending the Annual Review letter, a reminder letter is to be sent. If no response is received after one month from the reminder letter being sent and it has not been possible to contact the applicant or their support by telephone, the application will be cancelled/removed from housing waiting list. A letter will be sent to the applicant's last known address to confirm removal from housing waiting list.

The Transfer List is also reviewed at this time to see if the applicant remains eligible for transfer.


## No Bids received from applicant

As part of the review process, applicants on the Active A List who have not placed a 'bid' for any MCHA properties in the previous year will be contacted to determine why.

It may be that more support is required with the bidding process, which can be offered by MCHA staff.

If reasons are given such the applicant is not yet ready to move, their application should be moved to the Inactive B List.

If MCHA does not provide the type of housing the applicant is looking for, other housing options can be discussed, and the application may be withdrawn or moved to the Inactive B List.



If no 'bid' is received from an applicant in two years, for any reason, their application will be moved to the Inactive B List automatically.

## **Outcome**

If there is no change in application status, applicants will continue to receive information on MCHA properties that become available.

If it is necessary to change the status of an application from Active to Inactive, confirmation of such change will be sent in writing to the applicant. The letter will explain that their Band Start Date will be withdrawn and will include information on the process of moving an application back to the Active A List.

All Band changes, or refusals to renew applications, will be confirmed in writing to the applicant giving clear reasons for this decision.

## **Cancelled Applications**

Application's will be cancelled/removed from MCHA's sheltered housing waiting or transfer list if:

- no response from reminder of annual review, contact is lost with applicant
- the applicant accepts an offer of suitable accommodation
- the applicant ceases to be eligible to remain on waiting list

## Review of Decision

**Applicants may ask for any decision about their housing application to be reviewed.**

Applicants should be advised of their right to a review of any decision about their housing application. They must make a request for a review in writing, within 21 days of their notification of the decision they wish to have reviewed. The applicant should specify what decision they wish to have reviewed, the reason why they wish it to be reviewed and provide any additional evidence to support their case.

The review should be undertaken by the Chief Executive within 21 days of MCHA receiving the review request. The applicant must be advised in writing of the outcome of the review. The applicant should be informed in writing if there is likely to be a delay in completing the review, with the reasons for the delay and the expected completion date of the review.

Applicants may also request that the Chief Executive review a letting or allocation to ensure it was made in accordance with MCHA's Allocation Policy. Allegations that an applicant has obtained an allocation or tenancy through false information will be investigated if there is evidence to do so.

If an applicant is dissatisfied with the outcome of a review undertaken as above, they may request an appeal to the **Housing Appeals Panel**. The request must be made in writing within 14 days of the notification of the review decision. The applicant must be advised in writing of the outcome of the appeal.

All requests for reviews and appeals should be sent to:

**The Chief Executive or Housing Appeals Panel**  
**Muir House**  
**Beaulieu Road**  
**Dibden Purlieu**  
**Southampton**  
**SO45 4NY**

## Complaints

MCHA's Complaints Policy and Procedure can be found in the Association's housing application pack. Further copies can be obtained from MCHA's website or main office.



## Information and Data Protection

MCHA's Privacy Notice can be found in the Association's housing application pack. Further copies can be obtained from MCHA's website or main office.

Confirmation is sought from all applicants that they have read this Privacy Notice.

Applicants are informed on application forms why their personal data, including sensitive 'Special Category Data', is collected and when it may be shared. Consent is sought from all applicants to process this data.

The Privacy Notice details how the Association uses personal information including how to contact MCHA's Data Protection Officer (DPO). The Privacy Notice states the rights of anyone whose data is held and processed by MCHA, including the right to ask for a copy of the information held. The DPO can be contacted at the Association's main office:

**Data Protection Officer  
Muir House  
Beaulieu Road  
Dibden Purlieu  
Southampton  
SO45 4NY**

## Declaration

Applicants should be certain that the information supplied on any application form is correct in every way. Any attempt to gain an unfair advantage by giving false statements, withholding information or failing to disclose changes of circumstances may result in applications being cancelled or possession proceedings being taken.

## Contacting MCHA

For further information on the allocation of MCHA properties please contact the Chief Executive or Housing Manager using the following details.

- **Telephone:** 02380 849481
- **Email:** [info@muircroft.co.uk](mailto:info@muircroft.co.uk)
- **Website:** [www.muircroft.co.uk](http://www.muircroft.co.uk)
- **Postal address:** MuirCroft Housing Association  
Muir House  
Beaulieu Road  
Dibden Purlieu  
Southampton  
SO45 4NY