

Allocations Policy

Summary Statement

At Home Group we really want to make a difference to people's lives and are committed to providing homes that our customers can enjoy living in across England and Scotland. We understand the value that having a suitable home can bring and the impact this can have on a person's health, wellbeing and happiness.

Everyone who applies for a home with us is treated fairly, consistently and with respect. We work efficiently and closely with our partners including local authorities, social housing providers, support providers and other agencies to fulfil our responsibilities and to help those who require our services.

This policy reflects examples of good practice, and our commitment to diversity and inclusion throughout the organisation.

Allocations are made in line with Home Group's charitable objectives and all relevant regulations and legislation.

Our policy standards set out how:

- We make information accessible about the type of allocation schemes in place and provide clear and relevant advice about the housing options available to applicants according to their circumstances.
- We assess applications for housing in line with the law, local authorities and fulfil any other requirements including contractual arrangements. We take account of current housing needs and circumstances as well as any anticipated housing needs or changes in circumstances. We use a banding system to determine housing needs and priorities for applicants applying directly to us for housing.
- There are certain circumstances where we may consider applicants ineligible for housing with us in England and suspended in Scotland. Where this is the case, applicants will be informed of our decision and they will be advised when it will be appropriate for them to reapply.
- Our properties are usually allocated to those who are eligible, with the highest priority banding and the earliest application date (priority for nominations, choice-based lettings schemes and common housing registers will be based on local agreements in place).
- Sometimes we need to use management transfers to move existing customers to alternative accommodation, where their life is at immediate risk and/or they

cannot enter their home for medical or other reasons (i.e. safeguarding concerns).

- We maintain waiting lists for the allocation of vacant garages and offers are made to applicants in date order and current Home Group customers are given priority.
- Applicants can appeal if they feel that their application has not been dealt with by following our policy, or that any representative of Home Group has treated them unfairly or unreasonably.

A copy of the full Allocations policy can be obtained from the Policy Team on 0345 141 4663 or by emailing policy@homegroup.org.uk.