Allocations Policy

Approved by: Customer Experience Committee

Approved on: 10 September 2026

Next review Date: September 2029

Applies to: RHP (Association)

1. Introduction

1.1 We are committed to providing quality affordable homes which people want to live in.

1.2 Our principles are:

- To assist local authorities in the delivery of their homeless and housing strategies.
- To provide existing RHP customers the opportunity to transfer to other homes.
- To provide equality of opportunity to all customers.
- To build sustainable communities.
- To allocate housing, including Affordable Rent homes, on the basis of need.

1.3 The policy is aimed at all existing RHP customers on our transfer list for general needs, retirement housing, key worker homes, and potential customers.

1.4 The following documents are connected to the Allocations Policy.

- Affordable Rent Tenancy Policy.
- Home Exchange Policy.
- Assignment and Succession Policy.
- Travellers' Site Allocations Procedure.

1.5 Where this policy references RHP's right to exercise discretion in relation to allocation decisions, we will document our reasons for making the decision. Decisions will be made by the Voids and Lettings Manager and Voids and Lettings Lead and any appeal against a decision will be reviewed by the Director of Operations. Decisions will be made in line with our nomination agreements with our partnering local authorities and will be made in accordance with the core objectives of this policy. Decisions will also consider the potential impact on the affected parties, ensuring proportionality.

RHP'S APPROACH

2. How we allocate homes

2.1 RHP has homes for social rent and Affordable Rent in the boroughs of Richmond, Kingston, Hounslow, Spelthorne and Hillingdon. Our social rent and Affordable Rent housing (non-retirement) is either let to customers nominated by the relevant local authority or direct to existing RHP customers. Non-RHP customers are not eligible to apply direct to RHP for these homes.

2.2 Our social rent and London Affordable rent retirement housing is either let to customers nominated by the relevant local authority or direct to customers registered with RHP for retirement housing. The section on retirement housing explains our approach in more detail.

2.3 We also have purpose built key worker housing and extra care housing with a different application criteria. Our approach to letting these homes is defined in separate sections of the policy.

2.4 We work with local authorities to meet their local strategic tenancy objectives. Local authorities nominate customers to RHP homes using their respective allocations policies.

2.5 RHP has nomination rights agreements with our partnering local authorities, more detail of which is referenced later in this policy.

2.6 We support Local Authorities through our nomination agreements by providing appropriate housing for offenders. This is subject to consultation with the local authority, police and other appropriate agencies (e.g., the prison service and probation service) to confirm the customer would not represent a high risk in a particular location, and that appropriate care or support plans are in place to safeguard the sustainability of the tenancy and neighbourhood. RHP reserves the right in our sole discretion to refuse an offer of a tenancy to such an individual where it is felt the risk is too high for RHP to accept.

2.7 We assist Local Authorities through our nomination agreements in their responsibilities for housing people under 18. In these cases, the tenancy will need to be signed by a trustee aged over 18. A guarantor should also be in place and have sufficient income to cover the customer's rent and any other charges. RHP will never agree to hold a tenancy on Trust or agree to be a guarantor for a person as it poses RHP a conflict of interest.

2.8 We have separate policies that set out our approach to offering different tenancies.

3. Customer Exclusions

3.1 We will not offer homes to customers or a member of their family if they have been evicted for antisocial behaviour or other breaches of the tenancy by RHP or another landlord within the previous six years. We will not exclude customers who have been evicted solely for rent arrears by a landlord other than RHP - for example, if a customer has been evicted by a private landlord and has been accepted for rehousing through their local council.

3.2 When considering rehousing an RHP customer evicted for rent arrears, the customer will either need to have cleared their outstanding debt or maintained a repayment agreement for a minimum of a six-month period. The circumstances leading to the eviction and the customer's tenancy history will also be reviewed as part of considering whether to accept the customer for a new RHP tenancy.

3.3 Any customers (or a member of their family who have been included in their application for housing) with an outstanding RHP debt (non-eviction) will need to either clear the debt or have made and maintained an existing arrangement for repayment of the debt. The repayment agreement needs to have been maintained for a minimum of a six-month period.

3.4 We may reject customers if there's evidence they will either cause or could be the victim of ASB. For example, if there's history of ASB in a block of flats and a vulnerable customer is nominated by the relevant council. This does not preclude the offer of a property elsewhere and we'll work with the nominating council to identify if there is a suitable alternative.

3.5 We may reject a customer if they're unable to provide evidence they can afford to pay the rent for the home they're offered and we'll support the customer with assessing their income.

3.6 A decision to refuse a direct applicant for retirement housing and key worker housing on the above grounds or a council nomination will be authorised by the Voids and Lettings Manager or Voids and Lettings Lead following a review of any supporting information and consultation with the nominating local authority where relevant.

3.7 Homes not covered by our current nomination agreements include:

- Schemes developed for key workers.
- Vacancies created through each council's downsizing scheme.
- Management transfers, when there is an urgent need to transfer a customer.
- Temporary moves due to major repairs.

- Referrals from other agencies including quota cases through each local authority.
- Extra care housing.

3.8 Homes covered by the nomination agreements include:

- Social Rent homes.
- Affordable and London Affordable Rent homes.
- Retirement homes.
- Key workers housed in general needs homes by RHP.
- Reciprocal agreements with Local Authorities or other Registered Providers.

3.9 It is at the discretion of RHP whether an applicant is accepted, taking into account any circumstances that we feel are relevant.

4. London Borough of Richmond Upon Thames (LBRuT) Allocations

4.1 RHP has one overall nomination agreement with LBRuT and separate nomination agreements for new build developments. 75% of empty home re-lets are allocated to LBRuT and the remaining 25% are let to RHP customers. For new builds, most homes are let to LBRuT customers for the first let followed by a 75% LBRuT and 25% RHP split for re-lets. Our overall nomination agreement includes retirement housing located in the Richmond Borough.

4.2 LBRuT has a shared staffing arrangement (Better Service Partnership) with the London Borough of Wandsworth (LBW) and all nominations are made in accordance with LBRuT's Housing Allocation Scheme.

5. Royal Borough of Kingston Upon Thames (RBKuT) Allocations

5.1 RHP has separate nomination agreements for new build homes and homes acquired through small scale voluntary transfers from other registered providers in the Kingston borough. Through these agreements, 75% of re-lets are allocated to RBKuT and the remaining 25% are let to RHP customers. For new builds, most homes are let to RBKuT customers for the first let followed by a 75% RBKuT and 25% RHP split for re-lets.

6. London Borough of Hounslow (LBH) Allocations

6.1 RHP has separate nomination agreements for new build developments in the Hounslow borough. For the first lets, LBH has 100% nomination rights and for re- lets LBH has 80% nomination rights.

7. London Borough of Hillingdon Allocations

7.1 RHP has separate nomination agreements for new build developments in the Hillingdon borough. For the first lets, Hillingdon has 100% nomination rights and for re-lets Hillingdon has 75% nomination rights.

8. Spelthorne Borough Council Allocations

8.1 RHP has separate nomination agreements for housing stock acquired in the Spelthorne borough with 75% of re-lets allocated to SBC. Spelthorne offers a choice-based lettings scheme.

9. Local Lettings Policies

9.1 Local lettings policies can be established for specific estates or categories of accommodation in order to remedy estate management difficulties, for example, crime, drugs, antisocial behaviour. These policies will be part of an overall estate improvement strategy, following consultation with residents, the local authority and other local stakeholders. With the agreement of the respective local authority, local lettings policies may also be established to seek to create a balanced and sustainable community. Local lettings policies will apply for up to three years. An assessment will be made of the effectiveness of the policy, including resident satisfaction, tenancy turnover, rent arrears and antisocial behaviour.

9.2 We have agreed with Richmond Council they will not nominate customers to flats above ground floor in our higher rise blocks if they or a member of their household cannot access or use some of their home because of a medical condition or disability. Any allocation will take into account the council's medical advisor's recommendations. In defining a higher rise block we have taken account of the guidance provided by the Ministry of Housing, Communities and Local Government and consider all blocks with seven or more floors and/or >18m tall. RHP has seven blocks of flats that meet these criteria: Peldon Court (two blocks of nine floors), Slade House and Jamieson House (two blocks of 15 floors) and Orleans Court (one block of six floors). The remaining two blocks are excluded from our nomination agreement with Richmond Council; Sheldon House is not being re-let and will be demolished and Informer House is a shared ownership block.

10. Extra Care Housing

10.1 RHP has two extra care housing schemes in the Richmond borough: Sandown Court and Dean Road. Allocation to these schemes is managed by the London Borough of Wandsworth's Department of Adult Social Services Team through the shared staffing arrangement with LBRuT. Customers do not apply direct to RHP for extra care housing and are referred by LBRuT's Health and Social Care Team to LBW's Specialist Accommodation Team.

10.2 Approval of allocations is provided through an extra care housing joint assessment panel. The panel is made up of representatives from LBW's Specialist Accommodation Team, LBRuT Health and Social Care Team and RHP's Retirement Housing Team. LBRuT Health and Social Care Team has 100% nomination rights to these schemes.

11. RHP Allocations

11.1 We allocate a proportion of our 25% of homes through our Choice Based Lettings Scheme (Home Choice); this decreases to 20% for homes LBH has nomination rights to. The remainder of our portion of lets is made up of key workers in general needs housing, discretionary allocation customers needing to downsize, retirement housing and customers requiring a priority move where they do not meet our agreed criteria with each local authority for a management transfer.

11.2 Customers registering for a housing transfer (Home Choice) should also register on Homeswapper to increase their opportunities for moving.

11.3 As there are usually more customers than homes available, an assessment of the greatest housing need is made for Home Choice applications.

11.4 Customers are assessed on their level of housing need and given a priority rating between A and D. Within each band, priority is then given to the longest waiting customer based on the application date. If a customer's circumstances change whilst they are on the waiting list, resulting in a move to a higher band or a change in the number of required bedrooms, the date

they move to the higher band or the date their household need changes is used as the customer's new priority date.

11.5 If a Home Choice property has been adapted, we may prioritise customers with an assessed medical need within each priority banding to ensure the property is allocated appropriately, making full use of the existing adaptations.

11.6 The following is a summary of the characteristics within each of the Home Choice bands:

Band	Examples
A	▶ A customer cannot access or use some of their home due to a medical condition or disability. For example, where a customer cannot access their home without a lift. ▶ Essential work required to a customer's home where they need to be moved out in order to carry out major works or because of health and safety reasons. ▶ A home is to be sold or developed and the customer needs to be re-housed. ▶ A customer agrees to give up a family sized home to move into a home with fewer bedrooms than their existing home. ▶ To enable fostering, where a larger home has been required and has been approved by the local authority. ▶ To give up an adapted home, for example where the customer does not require wheelchair accessible features.
B	▶ A customer has more than one serious need e.g. overcrowding and a medical need. ▶ A medical condition adversely affected by their current housing. For example, adaptations are needed for bathing. ▶ Statutory overcrowding as defined under the Housing Act 1985 or where there is a court order to re house. ▶ A customer has given up their tenancy on entering an institution e.g., a prison, when we have agreed to a new tenancy on their release. ▶ A customer needs a larger home for a permanent live in carer.
C	▶ A customer in an overcrowded home such as: > A couple in a bedsit. > Family members (e.g., grandparent) over 18 without their own bedroom. > Children of opposite sex aged over 10 years without their own bedroom. > Children of the same sex aged over 16 without their own bedroom. > Same sex children where there is less than 10 years age gap are expected to share a room beyond the age of 16. > A moderate medical condition affected by their current housing.
D	▶ All other customers.

11.7 Applications are banded by an Assessment Panel consisting of the Voids and Lettings Manager and either the Head of Housing Services or a Housing Services Manager; the outcome of the banding is recorded on CRM and Home Choice. Any automated assessment for overcrowding by our housing management system is verified by the Voids and Lettings Manager. The banding of applications is at the discretion of RHP, taking into account circumstances that we feel are relevant to the application.

11.8 If the application for housing is on the basis of medical grounds, we'll seek an independent medical review from a medical advisory service and take their medical recommendations into account when banding applicants. There's no right of appeal against medical banding decisions. However, if more information becomes available, or if medical circumstances change, we'll arrange a new medical review.

11.9 If a customer wants to appeal their banding (with the exception of a medical banding), the application will be reviewed by the Director of Operations.

11.10 Homes are allocated with the following matches between property and household size:

Size of Home	Household Composition
5 bedrooms	5 people or more
4 bedrooms	4 people or more
3 bedrooms	3 to 6 people
2 bedrooms	2 to 4 people
1 bedroom	1 or 2 people
Studio	1 person
Retirement Housing	Single person over 55 in a studio or a single person or couple over 55 in a 1-bedroom home

11.11 We use bedroom sizes as defined by the Housing Act 1985 when calculating overcrowding.

11.12 When matching customers to the size of the home, we use DWP guidelines on qualification for bedroom entitlement and Housing Benefit/Universal Credit where it's practical to do so. The following is taken into account:

- One bedroom is allowed for each person or couple living as part of the household with the following exceptions:
- A child under 16 is expected to share with another child of the same sex.
- A child under ten is expected to share with one other child under ten, regardless of sex.
- No account is taken of children whose main residence is elsewhere.
- Children of the same sex where there is less than ten years age gap are expected to share a room beyond the age of 16.
- An extra bedroom is allowed for a foster child.
- If a family with more than two children of opposite sex under ten, or of the same sex under age 16, require a separate bedroom for a child based on medical grounds, the family will need to demonstrate they can afford to fund the additional bedroom as this will not be covered by Housing Benefit or Universal Credit payments.
- Same-sex couples are considered equivalent to opposite-sex couples.
- Second reception rooms will generally be considered as available for use as a bedroom. Rooms with a floor area of less than 50 square feet (4.6 metres) are not counted as a bedroom.
- As we have a very small supply of homes with four or more bedrooms, we may in exceptional circumstances, agree to offer a four-bedroom home to an RHP family with a higher bedroom need.

- Any Home Choice property offer is subject to payment of any outstanding rent arrears, money owed for repairs carried out by RHP and our contractors that are the responsibility of the customer, the customer allowing access for a pre-empty home inspection and the completion, to a satisfactory standard, of any repairs the customer is responsible for.

12. Emergency Moves

12.1 Emergency moves are categorised as either a management transfer or a priority move. Our nomination agreements with local authorities define the type of emergency move that's categorised as a management transfer.

12.2 Our nomination agreement with Richmond Council states that customers moving on an emergency and permanent basis due to domestic abuse or racial harassment and customers moving on an emergency and temporary basis for major repairs to be carried out on their home are treated as management transfer cases. These cases are not included in our 25% quota of eligible homes.

12.3 If a customer requires an emergency move on any other grounds, we take the same approach as our management transfer procedure with the exception that the home the customer permanently moves into is included in our 25% of eligible homes for RHP customers. These cases are referred to as priority moves. Priority move criteria includes the need to move on emergency basis such as serious ASB where there's an immediate risk of harm to the customer, a permanent decant for repairs or severe medical cases with a band A status where it's unsafe for the customer to remain living in their home on a permanent basis.

12.4 There's a different approach for management transfer cases in the Kingston borough. Emergency moves as a result of domestic abuse; racial or other harassment are classed as management transfer cases and any management transfer move into RBKuT housing stock is treated as a reciprocal arrangement between RHP and the council. Any emergency move within RHP stock is excluded from our nomination agreement with Kingston Council.

12.5 Any emergency move within RHP stock is excluded from our nomination agreements with Hounslow, Spelthorne and Hillingdon Councils.

12.6 Any management transfer or priority move request will be presented to a closed panel consisting of three managers. The managers will typically include a Housing Services Manager, the Voids and Lettings Manager and/or a Head of Service. There is no right of appeal by the customer if the request to move is declined. However, if more information becomes available that evidences a risk to the customer, we'll arrange a new panel review.

12.7 Any approved management transfer or priority move will be on a like for like basis in relation to the number of bedrooms the customer's current property has. The only exception is where there's medical evidence that's been independently reviewed by our medical advisor with a recommendation for a larger home as part of the emergency move or where it will benefit the customer to downsize.

12.8 Approved management transfer and priority move cases are given an A+ banding status. An A+ banding has priority over Home Choice A – D banding.

12.9 Customers registered for an emergency move with a band A+ status can also register on Home Choice. However, their band A+ status will not apply to Home Choice and their Home Choice application will be assessed using the banding criteria on page six.

12.10 One suitable emergency move home offer will be made unless there's significant evidence to support why the offer is not suitable. Any evidence supporting the refusal will be reviewed by panel members and there's no right of appeal against the decision of the panel. We have a separate Complaints Policy if a customer is dissatisfied with the outcome of a panel decision.

12.11 Emergency move cases, with the exception of medical cases, will be reviewed every six months, or earlier where required, to assess if there's an ongoing risk to life. For cases where there's no longer a perceived risk, we retain the right to withdraw the band A+ status and cancel the emergency move application. If a customer disagrees with this decision, they'll be asked to evidence there's an ongoing risk.

13. Hardship Moves

13.1 If a customer needs to move due to financial hardship resulting from the under occupancy of their home and RHP has commenced legal action for recovering rent arrears (e.g., service of a NOSP) but not yet issued a claim for possession, the application to downsize will be managed as a priority move. This is dependent on the customer engaging with RHP and excludes customers where we're applying to court for possession of their home unless RHP in its sole discretion deem that an appropriate settlement to the possession claim.

13.2 The customer will need to provide evidence they are experiencing financial hardship due to under occupancy and the case will be presented by a Housing Advisor and reviewed by the Director of Operations, the Voids and Lettings Manager or Voids and Lettings Lead and one other manager.

13.3 Any customers moving as a result of a priority move for financial hardship will come out of our percentage of eligible homes in our nomination agreement with each council.

14. Under Occupation and Downsizing Moves

14.1 Any customer who agrees to give up a family sized home to move into a home with fewer bedrooms than their existing home will be supported by RHP to pursue all available options. For example, mutual exchange, registering on their local council's downsizing scheme, joining RHP's Home Choice scheme or taking in a lodger.

15. Regeneration Moves

15.1 Where RHP is developing land and rehousing customers through a regeneration scheme, we may consider splitting households if a replacement home that's large enough to accommodate the household is not available. For example, if a household includes adult children and a four-bedroom home is required to accommodate the family, we may consider rehousing the adult children separately from the lead customer if a replacement larger home is not available. The size of alternative home that's offered is at RHP's discretion.

- We'll prioritise households if the splitting of a household results in freeing up accommodation elsewhere within the regeneration scheme. For example, where we maintain an obligation to rehouse a family in a replacement two-bedroom home and they agree to move into two one-bedroom homes, freeing up their replacement home for an overcrowded family being rehoused through the regeneration scheme.
- Household members will need to verify they have a housing need and do not own property elsewhere. Proof of an application on the local council's housing register will be accepted as evidencing a housing need.
- We may offer a financial incentive for under occupying households who agree to downsize when moving due to the regeneration of their existing home.
- For any customer moving due to their home being sold or developed, one suitable home offer will be made unless there's significant evidence to support why the offer is not

suitable. Any evidence supporting the refusal will be reviewed by a closed panel consisting of three managers/Heads of Service; the panel will typically include members of our Voids and Lettings, Housing Services and Development Teams. There's no right of appeal against the decision of the panel and we have a separate Complaints Policy if a customer is dissatisfied with the outcome of a panel decision.

16. Discretionary Tenancy Offers

16.1 If a customer needs to move due to under occupancy of their home following the death of the lead tenant and they've been approved for a discretionary tenancy offer, the application to downsize will be managed as a priority move. There is a separate policy for discretionary tenancies.

16.2 An A+ banding status will apply to a discretionary tenancy application.

16.3 Any customers moving as a result of a discretionary tenancy offer will come out of our percentage of eligible homes for each borough.

16.4 We'll review the discretionary tenancy application after 12 months, or earlier if required, if no suitable property offer has been made. In exceptional circumstances, we may agree to the customer remaining in their current home if they're maintaining their use and occupation payments, there's no ASB or tenancy related issues and the under occupation is for one bedroom only.

17. Retirement Housing

17.1 RHP's retirement housing is managed within our nomination agreement with LBRuT with the option of RHP allocating 100% of empty retirement homes if LBRuT is unable to provide suitable nominations within 5 working days. RHP accepts direct applications for retirement housing and these allocations are made through our percentage of eligible homes.

17.2 To be eligible for retirement housing, customers must meet the following criteria:

- Customers must be 55 or over. In exceptional circumstances, we'll consider younger customers where retirement housing is appropriate for their needs. For example, where a customer is approaching retirement age or has a demonstrable physical disability and would prefer to live as part of a retirement housing community. However, this will be subject to any planning requirements as part of the scheme (for example some schemes make it a S106 requirement that it is only for over 55s).
- Direct single customers (excluding existing RHP customers) need to be registered with Richmond Council for retirement housing if they wish to apply for a retirement one bedroom flat. This is due to the high demand for one-bedroom flats in comparison to our retirement studio flats.
- Customers have a gross household income of no more than £90k per annum and savings below £70,000.
- Customers have no freehold or leasehold interest in any property unless there are severe medical circumstances that prevent them from continuing to occupy their property (and the value of any property assets must meet our income and savings threshold).
- Any single customers with a freehold or leasehold interest that's approved for retirement housing will only be considered for a studio flat.

- Customers must be able to live independently. We consider an independent lifestyle as being able to:
  - Communicate own needs and understand a conversation.
  - Get in and out of a bed or chair.
  - Prepare a hot drink and snack.
  - Wash, dress, use the toilet and self-medicate.
- If a care plan is required to live independently, this will need to be in place before the application can be approved.
- Customers must want to live in retirement housing, accept the scheme manager service and where appropriate sign a scheme agreement that sets out the expectations of living within retirement housing.

17.3 Retirement housing transfer applications will only be accepted on medical grounds.

17.4 Retirement housing applications that meet our application criteria will be referred for an assessment with a scheme manager and reviewed by our Retirement Housing Allocations Panel which includes the Voids and Lettings Manager and a Retirement Housing Manager. We will request a current landlord's reference to support applications where applicable. If a customer wants to appeal a rejected application, their application will be reviewed by the Director of Operations and Head of Neighbourhood and Communities.

18. Key Worker Housing

18.1 RHP may provide homes from our own quota to let to key workers each year. These homes will usually be let on key worker assured shorthold tenancies. The following types of home will be considered for key workers:

- Homes built specifically for key workers – the rent for these homes is intermediate rent and are located in the Richmond borough.
- In exceptional circumstances, general needs homes that Richmond Council has nomination rights to will be allocated to key workers as part of a local lettings approach or plan to support and/or sustain communities either in blocks of flats or estates.
- This includes where a bedsit or one bed flat becomes available and
  - The previous customer has been evicted as a result of anti-social behaviour.
  - The previous customer was re-housed as a result of violence or harassment.
  - There is on-going nuisance and/or anti-social behaviour from customers living in a block of flats and a tenancy is ended.
  - There are no suitable nominations provided by the relevant local authority and the home is not suitable to advertise on Home Choice or offer to an existing RHP customer as an emergency or priority move.

18.2 Any general needs key worker lets will come out of RHP's percentage of eligible homes. The decision to let homes in our general needs stock to key workers will be made by the Director of Operations. The prospective new customer will be made aware of the reasons why the home has been offered if it's the result of a local lettings plan or plan to support/sustain a community. This will not include the specific circumstances.

18.3 The definition of a key worker will be in line with government definition which is updated from time to time. Key worker occupation groups currently include the following:

- Health and social care
- Utilities and communication
- Education and childcare
- Food and necessary goods
- Key public services
- Public safety and national security
- Transport
- National and local government

18.4 In addition to being employed in a key worker position, to be eligible for the RHP key worker scheme, the customer must:

- Have a gross household income of no more than £60,000 per annum.
- Not own or part-own any property.
- Not have any other asset from which they could use to purchase property.

18.5 Priority will be given to:

- The top key worker occupation groups. London key workers are currently concentrated in three occupation groups: health and social care, utilities and communication and education and childcare.
- Customers who are working and serving within the London Borough of Richmond upon Thames and then to the out of borough customer earning the least salary.
- We recognise that some key workers may find it appropriate to live in different local communities due to the sensitivity of their work. We'll also take into account certain key worker employers need to recruit workers from outside of our operating areas.

18.6 Only customers who have permanent/indefinite leave to remain in the UK may be considered without qualification, subject to a Work Permit. If a customer wants to appeal a rejected application, their application will be reviewed by the Director of Operations and Head of Housing Services.

18.7 Annual checks will be made to ensure the customer is still a key worker and if they are not, we may end their tenancy or offer an alternative tenancy in exceptional circumstances. For example, if a key worker can no longer work due to ill health and they're living in non-designated Key worker housing with a key worker tenancy, we may offer a social rental tenancy.

18.8 Existing RHP key workers may not join Home Choice; however, they can join the key worker waiting list in order to move to a larger or smaller home.

19. Moving into a new home

19.1 After accepting an offer of a new home, customers will be asked to start their new tenancy as soon as possible, normally within three days of receiving a formal offer. A longer notice period may be accepted in exceptional circumstances e.g. the customer is in hospital. Homes cannot be kept vacant for extended periods, so we reserve the right to withdraw an offer if the tenancy has not commenced within two weeks of the offer.

19.2 RHP offers a range of tenancies for customers including assured tenancies with social rents, assured tenancies with a London Affordable Rent or Affordable Rent charge and key worker tenancies.

20. Equality and Diversity

20.1 We are committed to allocating homes in a fair and transparent way and will review our own allocations using CORE data. We also support reviews by the local authorities to ensure accessible housing is available.

DOCUMENT CONTROL SHEET

Document Title: Allocations Policy

Revision timings	Current Revision	Revision lead	Next Revision Date	Approved By
This policy will be reviewed on a triennial basis. An earlier review may be undertaken where changes in legislation, regulations, HOS guidance, or other relevant requirements necessitate amendments to the policy.	September 2026	Richard Williams – Voids & Lettings Lead	September 2029	Customer Experience Committee