



# Letting Policy Summary Guide

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# Who Can Apply?

## Qualifying Customers

Customers must be over 16 and eligible for social housing.

Most UK residents who are not subject to immigration control are eligible.

Customers aged 16-17 years will only be considered if a trustee is available.

## Non Qualifying Customers

Customers will not qualify if they or a member of their household is considered to be guilty of unacceptable behaviour. This can include the following:

- Causing nuisance or annoyance to neighbours or visitors
- Owing rent arrears
- Committing certain criminal offences and still posing a threat to the community

Applications from homeowners or customers with earning above £60,000 will not usually be accepted unless there are exceptional circumstances.

# Meeting Housing Need

## Our Approach

We let homes fairly, efficiently and in co-operation with Local Authorities.

Preference is awarded using the following priority bands:

- Emergency
- High
- Medium
- Low
- FCFS (First Come First Serve)

Customers are prioritised based on their housing need with Emergency Band applications having the highest priority and those with no housing need (First Come First Serve) having the lowest priority.

## Property Eligibility

The number of bedrooms a household will need is based on the Government Bedroom Standard, it's a little complicated, but basically, one bedroom is allowed for each:

- Couple living together
- An individual aged 21 years or more
- Two persons of the same sex aged between 10 and 20 years
- Two persons of either sex aged under 10 years

- Two persons of the same sex where one is under 10 and the other is between 10 and 20 years

Customers will only be allowed to bid on homes which meet their bedroom need, or have one extra bedroom.

Households with children under 10 will not usually be considered for high rise accommodation.

Households with children under 16 will usually be given preference for houses.

## **Working Extra**

We will recognise and reward customers who work or make a contribution to the community. A percentage of our properties will initially be prioritised to customers who meet the Working Extra criteria.

## **Property Adverts**

Property advertisements may be uploaded to the MyMove website at any time; each property will have a closing date within which customers will need to register their bids.

Any property refused on three or more occasions or those identified as difficult to let may be advertised as first come first serve.

Information about rehousing and how to bid for properties is available by visiting [www.mymoveoldham.co.uk](http://www.mymoveoldham.co.uk) website.

## **The Conditional Offer**

A property offer is made on a conditional basis to new applicants or existing customers until all pre-tenancy checks have been completed.

## **Pre-Tenancy Eligibility Checks**

FCHO may use the following checks or other relevant checks to determine eligibility:

- Identification for all people listed on the application
- Right to Rent checks
- Proof of income, including three months bank statements
- Credit, Money Laundering and Anti-Fraud checks
- Affordability check
- Proof of Working Extra eligibility
- Checks with medical professionals
- References

## **Withdrawal of Conditional Offers**

We may withdraw conditional offers from customers if they are deemed to be ineligible or too high risk to sustain a tenancy. Some reasons for withdrawal include:

- Customer does not have enough income to meet their living costs
- Customer refuses to agree to a credit check or landlord reference
- Where there is unacceptable behaviour by the customer, a member of their household or visitor
- The customer is no longer eligible for the property that has been conditionally offered

## **Refusals**

Customers who have refused suitable offers of accommodation will not be excluded from bidding for homes; however repeat refusals may impact on their priority band and their chances of securing a property. FCHO may exercise its discretion to suspend applications from customers or bypass bids where the customer is known to repeatedly refuse offers of accommodation.

## **Monitoring**

### **Complaints**

Customers who are dissatisfied have the opportunity to make a complaint; our Complaints Policy can be found online at [www.fcho.co.uk](http://www.fcho.co.uk).