

Allocations and Lettings Summary

1. Purpose

We provide specialised supported housing (SSH) for vulnerable people with an assessed health and/or social care need. The tenancy has been provided on the understanding the tenant accepts and complies with the support package commissioned and set out in the tenant's support plan, as agreed and reviewed by the local authority commissioning team in accordance with the tenant's assessed needs.

2. Aims

To ensure that FHA lets its properties in a fair, open, and transparent way, in line with our objectives and social purpose whilst meeting all relevant legislative and regulatory requirements. To ensure that our staff, stakeholders, partners, and tenants are aware of how we allocate our properties.

3. Commitment

When allocating homes to new tenants we will:

- Have a clear application process for potential tenants
- Work closely with referring agencies such as the local authority, NHS commissioners and care providers
- Ensure our homes are let to those whose needs are not met by the commercial housing market
- Be open and transparent about the criteria we use when considering applications
- Ensure that properties are suitable and appropriate for those they are allocated to
- Provide easy read documents to make the process as simple as possible for potential customers to understand and be involved in

4. Approach

Our approach is to work closely with referring agencies such as Local Authority (LA) and NHS commissioners, and care providers. This will help us to support the communities in which we work, and ensure properties are allocated to those with appropriate needs.

5. Referrals Process

We will accept referrals of potential tenants from our LA and NHS partners and care commissioners. Referrals will be made by completing our referral form, which enables us to collect relevant information about the potential tenant, including:

- Type of accommodation required
- Location preferences
- Support needs

As a specialist supported housing provider, FHA do not maintain a waiting list and are not part of a Choice Based Lettings Scheme (CBL) with our local authority partners.

When a property becomes void, we are notified by the Care Provider and work in

partnership to ensure that a suitable referral is received, ensuring that the property is allocated to those with the most appropriate needs.

6. Eligibility criteria

To be eligible to be allocated an FHA property, potential tenants must:

- Be 18 years old (or over 16 in exceptional circumstances, with an adult guarantor to hold the tenancy in trust for them)
- Have a 'right to rent', under the Immigration Act (2014)
- Require a high level of support, where the only acceptable alternative public or voluntary sector accommodation options for them are care homes and/or hospital
- Be able to afford the tenancy, as assessed by our financial assessment
- Not have a history of tenancy arrears
- Not have a history of anti-social behaviour outside of those connected to individual behavioural issues
- Not have another suitable home available to them

7. Transfers

There are exceptional circumstances that may warrant a tenant requiring to move from their current home to another FHA property because it is no longer suitable for their needs. A management transfer can be requested by a tenant and/or Care Provider on behalf of the tenant where the tenant requires a move due to a serious housing management issue, domestic violence, require further support or severe financial hardship. A transfer is assessed case by case and may require further evidence of any risk through reports provided by external agencies, such as the NHS, the GP, social services, or their Care Provider

12 Equality and diversity

We will let our property to the potential tenants identified by our LA and other partners based on the priority order set out above. When assessing applicants, we will not discriminate on the basis of any protected characteristic. We are aware that we work with a particularly vulnerable client group and will make reasonable adjustments to our lettings process and assessment as required so as to enable all potential tenants the opportunity to be allocated a property.