

STYLES HOUSE
TENANT MANAGEMENT ORGANISATION

Allocations and Nominations Policy

1 When the TMO identifies a void property it will supply LB Southwark's allocations team (Housing Options) with an introductory letter/leaflet explaining the TMO and its role, which are to be made available for those applying (or wishing to apply) for a tenancy on the estate.

2 In accordance with Southwark's Choice Based Lettings procedure, Housing Options will draw up a list of applicants for vacant property on the estate and shortlist those who will be invited to view the property and meet representatives of the TMO.

3 Within 24 hours of the short listing decision, the Council will inform the TMO of the names and contact details of shortlisted applicants and inform applicants that they will be contacted shortly by the TMO to arrange a viewing. The Council will inform applicants that attending the viewing is a requirement of their application.

4 Within 2 days of receiving the list and details of shortlisted applicants, the TMO will contact the shortlisted applicants inviting them to view the property and meet representatives of the TMO. The applicants will also be given further information about the TMO and its role.

5 The TMO will notify Housing Options of the times and dates of the scheduled viewings and invite a representative to attend in order to ensure full compliance with the Council's lettings and equal opportunities policies and procedures.

6 Normal practice will be for applicants to view the property before attending a meeting with representatives of the TMO. The meeting will provide the opportunity for:

- Applicants to ask questions about the property and the TMO.
- Applicants to be informed about the TMO's role and its role on the estate.
- Encouraging the participation of the successful applicant in the life of the TMO.

7 In accordance with LB Southwark's Lettings Policy, an applicant who fails to attend the viewing will no longer be considered for the property.

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Allocations Policy and Procedure (Prospective Secure and Introductory Tenants only)

1 Choice Based Lettings

1.1 LB Southwark operates a Choice Based Lettings system

1.2 The Council is responsible for maintaining the Housing Register and managing the Choice Based Lettings system including:

- Advertising available properties and selection criteria.
- Providing feedback to bidders.
- Ensuring information published about properties is accurate.
- Providing neighbourhood information.
- Publishing the lettings results.
- Meeting the needs of applicants and potential applicants from vulnerable groups.
- Providing advice and support to customers on using the Choice Based Lettings system.

1.3 The Council advertises vacant property on the estate and produces a shortlist of applicants for the property. Applicants will be offered properties in accordance with LB Southwark's Lettings Policy. The TMO will advise Housing Options Team if for some reason there are concerns about an applicant and the Council will give careful consideration to these concerns.

1.4 Applicants for council housing are required to register on the Council's Housing Register. Applicants are assessed according to criteria outlined in the Council's Lettings Policy and assigned into one of four priority bands.

1.5 When a property is advertised, applicants will be shortlisted according to highest priority and date registered on the Housing Register.

1.6 When a property becomes vacant on the estate and the void property has a ready to let date, the TMO will email the property details to the Housing Options Team.

2 Selection Procedure

2.1 Within 5 working days the Housing Options team will draw up a shortlist of applicants for the property (normally 3) and will write to each applicant;

- Informing them that they have been shortlisted and their position on the shortlist
- Enclosing details of the property and further information about the TMO (including contact details)
- Telling them that they will shortly be contacted by the TMO to arrange a time to view the property and to meet with a representative of the TMO.

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2.2 In accordance with the Council's Lettings Policy, applicants will be informed that failure to view to the property will result in their application being withdrawn.

2.3 Within 2 working days of receiving the shortlist of applicants, the TMO will write to the applicants with details of when they can view the property, have an opportunity to meet with a representative of the TMO, and provide further information about the TMO and its role on the estate.

2.4 The TMO will give Housing Options at least 5 working days notice of the viewing times.

2.5 The viewing of the property will be carried out in accordance with the TMO's and the Council's Equal Opportunities and Confidentiality policies. Only representatives of the TMO (Board members or staff) who have undergone relevant training or a briefing may meet with prospective tenants who are viewing the property.

2.6 The Council will make available to the TMO all information about applicants for the property which Council allocation officers would have access to. Willingness to participate in the life and work of the TMO may be a factor that the TMO takes into account in selecting a tenant for a vacant property.

2.7 Within 2 working days of the viewing of the property, the TMO will inform Housing Options before offering the tenancy to an applicant, who will normally be the applicant with the highest priority.

2.8 The TMO will select the applicant to whom the property is offered within 5 working days of the final viewing. The TMO will write to the applicant to inform them they will be offered the property.

2.9 The Council will write to unsuccessful applicants informing them that they have not been offered the property and informing them of their right to appeal against this decision.

2.10 Prior to granting a tenancy, the TMO will provide the selected applicant with details of the:

- Property;
- Lettable minimum standard;
- Tenancy agreement;
- Sign-up procedure; and
- offer the applicant the opportunity to become a member of the TMO.
- The TMO will also ensure that outstanding repairs issues are addressed.

3 Monitoring

Approved by TMO Board: 10 August 2016
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Note: This Policy and Procedure amends and replaces Management Agreement Chapter 6, Schedules 1 and 2

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3.1 The TMO will keep the written records of viewings and all correspondence/notes of communications with applicants and Housing Options regarding the letting for at least one year after the viewing date. The TMO will make these documents available to the Council on request.

3.2 The TMO will report to the Housing Options Team within 2 working days of the final viewings confirming the procedure followed and advising the Team the applicant to whom the property is to be offered.

3.3 Each year the TMO will produce a report on its lettings over the previous 12 months. The report will be discussed by the Board and sent to the Tenant Management Team will include information about:

- The number of lettings.
- The number of applicants who bid for each property.
- How many new tenants have become members of the TMO
- Equal opportunities data on 1) applicant viewings 2) applicants offered a tenancy.
- Achievement of timescales required by this schedule.
- Number of exceptional cases.

4 Termination

4.1 If, on the basis of reports and monitoring, the Council is satisfied that the TMO is not selecting tenants in a fair and proper manner, the Council may write to the TMO outlining its concerns and warning that the TMO's rights under Chapter 6 Clause 3 Option C of this Agreement may be terminated.

4.2 The TMO will respond to the Council within 10 working days, either challenging the Council's opinion or proposing a strategy for rectifying faults in its practice.

4.3 An Action Plan for remedying problems in the selection of tenants will be agreed between the TMO, Housing Options and the Tenant Management Support Team. The action plan may include training for TMO committee members and staff, improved procedures to be followed and a timetable for instituting improvements and to review of progress.

4.4 The Council may terminate the operation of Chapter 6 Clause 3 option C (reverting to either Option A or B) and vary this Management Agreement under Chapter 1 Clause 18.