

TRE'R GOF LOCAL LETTINGS SCHEME

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1. REVISION/REVIEW SHEET

Issue	Brief Description of Reason for Change	Document Owner	Date Issued

2. PURPOSE

- 2.1. This policy details how Cartrefi Cymunedol Gwynedd (CCG) will implement a Local Lettings Policy for the allocation of 42 units at Tre'r Gof, Caernarfon, Gwynedd ("The Site"). The units covered by this policy are 70-112 Tre'r Gof.
- 2.2. A local lettings scheme introduces flexibility into agreed allocation policies. This policy aims to promote the area and community cohesion, reduce the number of empty units and increase the sustainability of tenancies.

3. SCOPE

- 3.1. This policy applies to applicants for accommodation on the Gwynedd Common Housing Register.

4. RESPONSIBILITIES

- 4.1. It is the responsibility of the Director of Customer and Communities to ensure that this policy is applied effectively and that staff are trained appropriately in the procedures associated with this policy.

5. POLICY DETAIL

- 5.1. Tre'r Gof has historically experienced management problems, including a high level of void units and tenancy turnover, and instances of anti social behaviour.
- 5.2. Due to the problems experienced at Tre'r Gof, a Sheltered Housing Viability Study was prepared for the site and recommended investment to upgrade the units to WHQS standard and the introduction of a Local Letting Policy..
- 5.3. Section 167(2E) of the Housing Act 1996 allows the introduction of local lettings schemes to complement existing Allocation Policies by providing flexibility to achieve balanced communities, sustainable tenancies and reducing anti social behaviour
- 5.4. This policy is implemented following extensive investment by CCG at Tre'r Gof.

5.5. Application / Allocation Process

- 5.6. The Gwynedd Common Housing Allocations Policy outlines the applicable criteria for joining the housing register.
- 5.7. Applications and allocations for the site will be administrated through the Gwynedd Common Housing Register in accordance with the criteria of the both the Common Housing Allocations Policy and the Local Lettings Policy.
- 5.8. Applicants will be advised that a Local Lettings Policy applies to the site and applicants will be required to satisfy the criteria specified below to be considered for an allocation.

5.9. Allocation Priorities

- 5.10. Properties on the ground floor of the site numbered 70, 73, 76, 79, 82, 86, 89, 92, 95, 98, 101, 105, 109 will be allocated in accordance with the following criteria:

Applicants will be considered in the following order of priority:

- Priority 1 – Applicants aged 60+ who have physical/mobility difficulties and are working.
- Priority 2 – Applicants aged 60+ who have physical/mobility difficulties
- Priority 3 – Applicants aged 55 + who have physical/mobility difficulties and are working
- Priority 4 – Applicants aged 55+ who have physical/mobility issues
- Priority 5 - In the event that there are no eligible applicants in priority groups 1-4, the priority age will be reduced by five years e.g. 50+ then 45+ etc and priority within the age group will continue to be given to those who have physical/mobility difficulties and are working followed by applicants with physical/mobility issues who are not working.
- Priority 6 – In the event that there are no eligible applicants within priority groups 1-5, applicants will be considered in the following order of priority:
 - Priority 6(a) Applicants aged 60+ and working
 - Priority 6(b) Applicants aged 60+
 - Priority 6 (c) Applicants aged 55+ and working
 - Priority 6 (d) Applicants aged 55+
- Priority 7 – In the event that there are no eligible applicants within priority groups 1-6, the priority age will be reduced by five years e.g. 50+ then 45+ etc and priority within the age group will continue to be given to those who are working.

5.11. Properties located on floors other than the ground floor at the site numbered 71, 72, 74, 75, 77, 78, 80, 81, 83, 84, 85, 87, 88, 90, 91, 93, 94, 96, 97, 99, 100, 102, 103, 104, 106, 107, 108, 110, 111, 112, will be allocated in accordance with the following criteria.

Applicants will be considered in the following order of priority:

- Priority 1 – Applicants aged 60+ who are working
- Priority 2 – Applicants aged 60+
- Priority 3 – Applicants aged 55+ who are working
- Priority 4 – Applicants aged 55+
- Priority 5 - - In the event that there are no eligible applicants in priority groups 1-4, the priority age will be reduced by five years e.g. 50+ then 45+ etc and priority within the age group will continue to be given to those who are working.

5.12. If there are two or more applicants in each category, the allocation will be made to the applicant with the highest points on the Gwynedd Common Register. In instances

where two or more applicants have the same amount of points on the Gwynedd Common Housing Register, priority will be given by date order of receiving the applications..

5.13. For the purpose of this policy, applicants who are working are

- Applicants who have been in paid work (whether employed or self-employed) for a period of at least 12 months.
- Applicants undertaking training or are part of return to work initiatives. These are either voluntary or compulsory schemes designed to support those who are not currently in work but who are committed to finding employment by providing access to training and work experience.

5.14. Eligibility

5.15. To be considered for the site each applicant must satisfy the following criteria:

- If the applicant has previously held a tenancy it is essential that the applicant provides a reference from the previous landlord
- The applicant must not have any outstanding rent arrears to any previous landlords
- The applicant must not have caused any damage or incurred rechargeable repairs to any previous landlords.
- The applicant must not have a record of anti social behaviour or neighbour nuisance with any previous landlords.
- The applicant must not have abandoned either a Local Authority or RSL property.
- Applicants with criminal convictions may be rejected if there is concern their activities have not abated and will affect the estate or surrounding areas.
- CCG reserves the right to undertake a police check in line with existing protocols.
- CCG will require applicants to provide references from a professional individual who has known the applicant for at least 2 years.
- Prospective tenants must attend a pre tenancy interview and financial / benefits check to establish the applicant's financial and suitability for the scheme. Applicants will be required to demonstrate during the interview that they understand their responsibility as a tenant.
- An offer will not be made if CCG are of the opinion that the applicant will not be able to sustain the tenancy successfully
- CCG will require applicants with support needs to provide details of a recognised and adequate support package.
- Applicants must not have dogs.

5.16. Managing the Policy

- 5.17. Pre-advertisement informing potential applicants about the improvement works will be posted in local CCG reception areas, internet and local media. The Housing Option Team will also be provided with relevant information to promote the scheme.
- 5.18. CCG retain the flexibility to consider waiving some of the conditions in exceptional circumstances to waiver any of the eligibility criteria to allow the applicant to be eligible. Cartrefi Cymunedol Gwynedd considers that such a decision would only be exercised in a very small percentage of cases and in truly exceptional cases. For example: allowing a dog which is necessary as a guide dog, or a review of an applicant's conviction.
- 5.19. Applicants will have an opportunity to appeal against a decision of ineligibility in accordance with the following processes:
- review of the application and shortlisting process will be in accordance with the review and appeals procedures of the Gwynedd Common Housing Allocation Policy.
 - review of the selection process by CCG will be processed as following:
 - the applicant writes to Allocations Manager within 14 days of receiving a decision letter requesting a review of the decision, setting out the reasons why the decision should be reviewed
 - a Senior Officer from CCG, who wasn't involved in the original decision, will undertake the Review within 14 days of an applicants' request. If the additional information is required which will not be available within the 14 days, the Officer will write to the applicant advising them of the delay and the likely date that the Review will be completed.
 - the Officer undertaking the Review will write to the applicant advising them of the outcome of the Review.
 - the property will not remain empty for the period of the review, an offer will be made to the next eligible applicant on the shortlist.
- 5.20. CCG aims to prevent any instances of anti social behavior by creating a selective policy for allocation and intensive housing management of the site. A robust and specific Management Plan will be implemented by the Neighbourhood Team please refer to Appendix 1.
- 5.21. CCG will operate a policy of zero tolerance towards anti social behaviour or substance misuse. Instances of anti social or nuisance behaviour will not be tolerated and will be addressed promptly.
- 5.22. New tenants will be given a Starter Tenancy for 12 months, during which home visits will be conducted at regular intervals to determine their suitability to continue with the tenancy.
- 5.23. If there is insufficient demand CCG will advertise the units, any new applicants will be assessed in accordance with the Local Letting Scheme.

5.24. Monitoring the Policy

5.25. The policy will be implemented initially for a period of 2 years with the option to extend for a further 12 months at this review.

5.26. The policy will be reviewed by the Gwynedd Common Housing Register Partnership Board on a 6 monthly basis against outcomes and objectives.

5.27. CCG will use the following as indicators of success:

- Turnover of properties
- Number of offers to let a property
- Average management void period
- Rent loss
- Average length of tenancy
- Anti Social Behaviour

5.28. Intended Outcomes

5.29. Develop a balanced and sustainable community which will increase customer retention and satisfaction.

5.30. Improve tenant and landlord relationship

5.31. Uphold Cartrefi Cymunedol Gwynedd's reputation and aim of being the leading provider of social housing in Gwynedd.

5.32. Reduce the number of void units and rent loss

5.33. Reduce void turnover by improving the quality of the living environment and reducing anti social behaviour through robust processes and partnership working

5.34. Ensure the best use of Cartrefi Cymunedol Gwynedd's housing stock

6. RISK FACTOR

6.1. The risk of CCG not implementing a Local Lettings Scheme in the area would lead to long term voids and loss of rental income.

6.2. The risk that long term void units and perpetual instances of anti social behaviour will have a detrimental affect on Cartrefi Cymunedol Gwynedd's reputation as a landlord.

7. EQUALITY AND DIVERSITY

7.1. CCG recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy.

7.2. CCG will ensure that the individual needs of applicants regardless of age, gender, race, class, culture, sexuality or disability are considered when assessing applications for accommodation.

7.3. CCG will ensure that an assessment is made to ensure the suitability and sustainability of the tenancy, support will be provided where necessary.

8. DEFINITIONS AND ACRONYMS

9. REFERENCES

- 9.1. Underoccupancy Policy
- 9.2. Gwynedd Common Housing Policy
- 9.3. Housing Act 1996
- 9.4. CCG Tenancy Agreement

10. RECORDS

11. REVIEW

- 11.1. This procedure will be reviewed in 6 months, or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant CCG Cyf. Policy.