



Allocations Policy

Document Type	Document Description			Department
Policy	ALLOCATIONS POLICY			Tenancy Services
Author	Date created	Version	Last Reviewed	Review Date
Bonnie Holmes Tenancy Services Manager	September 2026	V1	N/A	September 2029
Approved By		Approved Date		
Elaine Morgan – Chief Executive		09/09/2026		
The Board		09/09/2026		

1. Purpose

- 1.1. This policy sets out how Hull Churches Housing Association Limited (The Association/HCHA) allocates and lets its homes in a fair, transparent, consistent and accountable way. It aims to make best use of available housing, meet local housing need, support sustainable communities and ensure that applicants and tenants understand how decisions are made.

2. Scope

- 2.1. This policy applies to the allocation and letting of HCHA's social rented and affordable rented homes, including general needs housing, adapted homes, supported housing and other specialist accommodation where applicable.
- 2.2. It applies to new applicants, existing tenants seeking a transfer, nominees received from local authorities and any other person considered for an offer of accommodation.

3. Legal and Regulatory Framework

- 3.1. HCHA will comply with all relevant legislation, statutory guidance and regulatory requirements, including the Housing Act 1996, the Localism Act 2011, the Equality Act 2010, data protection legislation, homelessness legislation and the Regulator of Social Housing's consumer and economic standards.
- 3.2. Homes will be allocated and let in a fair and transparent way that takes account of the needs of tenants and prospective tenants, supports local authorities with strategic housing and homelessness duties, and provides an accessible appeals process.

4. Policy Principles

- 4.1. The principles of this policy are
 - Allocations will be fair, transparent, evidence-based and consistent.
 - Priority will be given to applicants in housing need, while recognising local nominations agreements and statutory duties.
 - Homes will be matched to household size, needs, affordability and any specific design or adaptation features.
 - HCHA will promote equality of opportunity and make reasonable adjustments where required.
 - Decisions will support tenancy sustainment, community safety and the efficient use of housing stock.
 - Applicants will be given clear information about decisions, offers, refusals and review rights.

5. Routes into Housing

5.1. Access to HCHA's homes may be through one or more of the following routes:

- Direct applications
- Nominations from local housing authorities
- Internal transfers
- Management moves
- Mutual exchange
- Supported housing referral pathways

6. Transfers

6.1. Existing tenants may apply for a transfer where they need to move to meet their housing, health, welfare, employment, affordability or household needs. Transfer requests will be assessed in line with the relevant scheme criteria, nominations agreement and this policy. HCHA will normally expect tenants to have complied with their tenancy conditions, including rent payment arrangements and property care, unless there are exceptional circumstances or it would be disproportionate to refuse or defer the transfer.

6.2. Priority for transfers may be awarded where the current home is unsuitable because of overcrowding, under-occupation, medical or disability needs, domestic abuse, harassment, safeguarding risk, affordability concerns, the need to move closer to support, the need to release an adapted home, regeneration or decant requirements, or other significant housing management reasons. Management transfers may be approved in urgent or exceptional cases and must be evidenced, authorised and recorded.

6.3. Tenants seeking to move may also be advised about other rehousing options, including mutual exchange, downsizing schemes, supported housing pathways or specialist accommodation where appropriate. HCHA will consider reasonable adjustments and support needs when assessing transfer applications and arranging viewings, offers or moves.

7. Eligibility and Qualification

7.1. Applicants must meet any legal eligibility requirements and any qualification criteria, nominations agreement or referral pathway. HCHA may consider factors such as immigration status, local connection, household composition, housing need, affordability, previous tenancy conduct, rent arrears, housing-related debt, anti-social behaviour, tenancy fraud and the applicant's ability to sustain a tenancy with or without support.

7.2. Applicants will not normally be excluded solely because of past difficulties where there is evidence that circumstances have changed,

repayment arrangements are being maintained, support is in place, or exclusion would be disproportionate. Each case will be considered on its individual merits.

8. Prioritisation

- 8.1. Priority will be determined in accordance with scheme criteria and any applicable nominations agreement. HCHA will recognise reasonable preference categories, including people who are homeless, people owed certain homelessness duties, people living in overcrowded or unsatisfactory housing, people who need to move on medical or welfare grounds, and people who need to move to a particular locality to avoid hardship.
- 8.2. Additional priority may be awarded where there is urgent housing need, safeguarding risk, severe medical need, domestic abuse, significant under-occupation, severe overcrowding, the need to release an adapted home, regeneration or decant requirements, or other exceptional circumstances approved by an authorised manager.

9. Local Lettings Plans

- 9.1. HCHA may use local lettings plans where there is a clear and evidenced need to address specific issues such as community sustainability, high turnover, regeneration, under-occupation, support needs, estate management or the best use of particular homes. Local lettings plans must be time limited, proportionate, approved by an authorised manager and monitored for equality impacts.

10. Matching Applicants to Homes

- 10.1. Homes will be matched to applicants by considering bedroom need, household composition, accessibility requirements, health and welfare needs, support needs, affordability, tenancy sustainment risks, local lettings plans and the intended purpose of any specialist accommodation. Adapted, accessible or designated homes will be prioritised for applicants whose needs are compatible with those features.
- 10.2. HCHA will conduct due diligence on all applicants who are successfully matched to a home, which may include home visits, affordability checks, right to rent checks and references from current or previous landlords.
- 10.3. Applicants on the waiting list should keep us informed of any changes that may affect their housing application, particularly when there is any deterioration in home conditions or health, for example, that would warrant a review of priority. Moving home whilst on the waiting list will mean that a new application form will need to be completed to allow for re-assessment.

11. Offers, Refusals and Removal from Waiting List

- 11.1. Applicants will receive clear information about any offer, including the property type, rent, service charges, tenancy type, location, adaptations and any relevant restrictions or conditions. HCHA will explain how long the applicant has to respond and what may happen if an offer is refused or there is no response.
- 11.2. A suitable appointment will be arranged to allow allocated applicants to view the property. Applicants may be accompanied for the viewing.
- 11.3. Refusals will be recorded with reasons. A refusal may be treated as reasonable where the home is unsuitable because of size, affordability, health, disability, safeguarding, location, support needs or other material factors. Repeated unreasonable refusals may affect priority or result in suspension from the waiting list.
- 11.4. HCHA may also suspend an applicant from the waiting list for the following reasons:
- Where an applicant or person accompanying the applicant, adopts threatening, violent, or abusive behaviour to members of staff.
 - If an unsatisfactory tenancy reference is received where issues remain unresolved
 - An applicant fails to provide the necessary information required to fully assess their application form. Applications will be re-instated onto the housing list once this information has been received and a full assessment has been carried out.
- 11.5. HCHA will remove an applicant from the waiting list for the following reasons:
- Applicant requests that their application be removed
 - Death of an applicant
 - Applicant fails to respond to a periodic review of the waiting list or a time specific letter.

12. Affordability and Tenancy Sustainment

- 12.1. HCHA will assess affordability before making or confirming an offer. This may include rent, service charges, benefit entitlement, income, essential expenditure and any known financial risks. Affordability checks will be used to support tenancy sustainment and will not be applied in a way that unlawfully discriminates or unreasonably excludes applicants in housing need.

13. Management Moves

- 13.1. Management moves may be used in exceptional circumstances, including urgent safeguarding concerns, serious harassment, domestic abuse, emergency decants, major repairs, regeneration, witness protection, severe medical need or operational requirements approved by

an authorised manager. Decisions must be evidenced, recorded and subject to appropriate oversight.

14. Equality, Diversity and Accessibility

14.1. HCHA will ensure that allocation services are accessible and inclusive. Reasonable adjustments will be made where required, including alternative formats, translation or interpretation support, accessible communication methods, assistance with applications, and flexibility in how evidence is provided. Equality impacts will be considered when designing or reviewing allocation arrangements.

15. Fraud Prevention and Verification

15.1. HCHA will take proportionate steps to prevent, detect and respond to tenancy fraud and false applications. Applicants may be required to provide evidence of identity, household members, residence, income, eligibility, housing need and any other relevant circumstances. Providing false or misleading information may result in withdrawal of an offer, suspension or refusal of an application, tenancy action or referral to relevant enforcement agencies.

16. Reviews, Appeals and Complaints

16.1. Applicants may request a review of key allocation decisions, including decisions about eligibility, qualification, priority, suitability of an offer, withdrawal of an offer or removal from a register where HCHA is responsible for that decision. Reviews will be carried out by a person who was not involved in the original decision wherever practicable. Applicants will be told how to request a review, the timescale for doing so, the evidence they may provide and the expected timescale for a response.

16.2. Where an applicant remains dissatisfied, they may use HCHA's complaints process. The complaints process does not replace any review rights or appeal rights provided by a local authority allocation scheme.

17. Data Protection and Confidentiality

17.1. Personal information will be processed lawfully, fairly and securely for the purpose of assessing applications, making allocation decisions, managing nominations, preventing fraud and meeting legal or regulatory obligations.

17.2. Information will only be shared where there is a lawful basis to do so, including with local authorities, support providers, safeguarding

agencies, enforcement bodies or other partners involved in the allocation process.

18. Governance, Monitoring and Review

18.1. HCHA will monitor allocations and lettings to ensure compliance with this policy, nominations agreements, regulatory expectations and equality duties. Monitoring may include lettings outcomes, refusals, void turnaround, use of management moves, nominations performance, adapted property lets, under-occupation and overcrowding outcomes, complaints, reviews, affordability outcomes and equality data.

18.2. This policy will be reviewed at least every three years, or sooner if there are significant changes in legislation, regulation, statutory guidance, local nominations arrangements, organisational strategy or operational practice.