



# Allocations and Lettings Policy





## 1.0 Introduction

1.1 The Housing Plus Group (the Group) provides good quality homes for people who need them. As a major landlord, we aim to create places people are proud to call home.

## 2.0 Policy Statement

2.1 This policy sets out the Group's approach to the allocation and letting of its homes (other than those detailed in 3.2 below).

## 3.0 Policy Scope

3.1 This policy covers homes that become available to rent from the Group, colleagues who are involved in letting those homes, and current and future tenants

3.2 It does not cover:

- Low-Cost Home Ownership lettings.
- Market Rent Property lettings.

## 4.0 Aims and Objectives

The Group will:

- Let our homes in a fair and open way, so everyone knows what to expect.
- Only accept applicants onto our housing list, that will have a realistic chance of getting a home.
- Use our homes in the best way we can, to help as many people as possible.
- Work with local councils to understand what housing is needed in each area. This may vary depending on local agreements.
- Keep the application process simple, with clear decisions and a fair way to appeal if you think something is wrong.
- Listen to what people need and be flexible where we can.
- Try to keep the time that homes are empty as short as possible, ensuring we balance meeting housing need, ensuring sustainable tenancies and achieving value for money.
- Make sure every home is safe, secure and ready for you to move in to.
- Create balanced, sustainable communities where people feel like they belong

## 5.0 Allocations and Lettings – Our commitments through our values

### 5.1 ‘Own It’

- We aim to make sure that there are no barriers to applying for housing and we will do this by reviewing all lettings annually to ensure customers are not being disadvantaged by our approach.
- We regularly look at and improve our lettings service.
- We will clearly explain how to apply for our homes. We will do this online, in our offices, over the telephone or in other formats if needed.
- All applicants will undergo pre-tenancy checks to make sure their new tenancy will be affordable and sustainable.
- We will keep applicants up to date, communicate clearly and give advice, feedback and signposting.
- We will support new tenants with advice and services to help them settle and succeed in their new home.

### 5.2 ‘Improve it’

- We will listen to applicants and partner agencies and use their feedback to continually improve our service.
- We will make our lettings service easy to use and adapt this to applicants’ needs, wherever possible.
- We want all our applicants to be happy in their new homes. We will work with new tenants to make sure any repairs are finished before, or shortly after, moving in.

### 5.3 ‘Live It’


- We welcome applications from everyone in our communities. We understand that people have different needs and we aim to take these into account. We know that a good, affordable home can make a big difference to people’s lives.
- We will treat every applicant fairly, with respect and courtesy.
- We make decisions that put our customers and communities first. We want to help create strong, positive neighbourhoods. We will get to know new tenants before they move in so we can build a good relationship from the start.
- We know that people’s circumstances can change. If you are already a tenant and need to move - for example because your home is too small, too big, unsafe or no longer suitable - we offer a transfer service to help you find a more suitable home.





## 6.0 Appeals and Complaints

- 6.1 If an individual is not happy with a decision relating to their application, they can ask to have the decision reviewed through our appeals process. The appeal will be dealt with by a different manager to the team who made the original decision, and we will aim to get back to you within ten working days.
- 6.2 Applicants also have the right to complain. All complaints will be dealt with through the Group's Complaints Policy.

	<b>Policy Control Sheet</b> <b>Allocations and Lettings Policy</b> <b>Policy reference number - 2026/007</b>
<b>Policy Author</b>	Kylie Anderson – Home Options Manager Becky Hughes – Head of Lettings
<b>Direct Lead</b>	David Wells Executive Director of Customer Experience
<b>Version</b>	1.0 April 2026
<b>Target audience</b>	Tenants and potential tenants of HPG Employees of HPG
<b>Consultation</b>	Wrekin Voices Customer Partnership Panel (CPP) Customers who have been through the allocations and lettings process – 2025 Housing Teams, Lettings Teams, Income Teams, Neighbourhood Teams, Customer Voice Teams, Shireliving Teams Directors Executive Management Team Local Authority Partners Service Performance and Customer Experience Committee (SPaCE Committee)
<b>Date of Equality Impact Assessment</b>	An EIA was completed on the 9 <sup>th</sup> September 2025
<b>Date of Data Privacy Impact Assessment</b>	The Data Privacy Impact Assessment was reviewed in September 2025
<b>Approving Body</b>	HPG Board
<b>Date of final approval</b>	25 <sup>th</sup> March 2026
<b>Implementation date</b>	1 <sup>st</sup> April 2026
<b>Monitoring and Reporting</b>	Team Performance Monitoring, Nominations Reporting to Local Authorities, SPaCE Committee, Monthly Measures meetings, Locality Boards, CORE, EDI Assurance Reviews
<b>Review date</b>	October 2028
<b>Expiry date</b>	April 2029
<b>Review cycle</b>	Three-year review cycle
<b>Policy category</b>	Housing
<b>Associated policies and procedures</b>	Damp and Mould Policy Equality, Diversity, and Inclusion (EDI) Strategy Asset Renewal Policy Complaints Policy Confidentiality and Data Protection Policy Good Neighbourhood Management Policy Home Ownership Policy Repair and Maintenance Policy Safeguarding Policy Tenancy Policy Tenancy Change Policy Void Procedure Local Authorities Allocation Policies
<b>Policy location</b>	SharePoint HPG Hub Housing Plus Group website

## Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by &
K. Anderson & B. Hughes	New HPG Policy bringing together the two legacy organisations approaches.	1.0 - April 2026	HPG Board – 25 <sup>th</sup> March 2026

