



POLICY:	Lettings
Date Approved:	December 2015
Approved By:	Housing Services Committee
Applicable to:	General Needs (England & Scotland) and Retirement Living Intermediate, Social and Affordable Rent homes. (Does not apply to Supported Housing Schemes and Care Services, Market Rent and Shared Ownership homes, or garages)
Lead Director/Policy Owner:	Paul Hillard
In Consultation with:	Divisional and Area Boards, Tenant Panel and the Riverside Group Tenants and Residents Federation.
Review Date:	2018



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1. **Purpose**

Riverside aims to provide good quality, affordable properties and let them in a way that makes the best use of available properties but gives people an element of choice over their future homes. We will aim to ensure that applicants can access clear information on how to apply and obtain housing and the standards they can expect.

2. **Guiding Principles**

In order to do this Riverside will:

- Make sure that everyone is treated fairly and without discrimination, and that all allocations are made in accordance with the Riverside Equality and Diversity Policy
- Aim to meet a diverse range of customer needs
- Provide an accessible, fair and transparent service with a published strategy
- Aim to provide a positive experience for customers, through excellent communication, efficient ways of working and clear outcomes
- Enable customers to exercise choice and preferences
- Check eligibility for housing, previous tenancy conduct and references to enable us to identify tenancy support needs and with specific provision for suspensions and appeals
- Provide assistance to vulnerable applicants throughout the Lettings process
- Ensure sustainable and successful tenancies through advice on housing options and the preparation of a realistic assessment of affordability

- Create sustainable neighbourhoods which contribute to settled communities and respond to specific local circumstances
- Ensure the quality of our properties is of a good standard and allow flexibility to meet specific needs
- Adopt a marketing and letting approach to get the right property for the right tenant, using a range of channels
- Allow for flexibility to enable us to meet demand or urgent/specific needs that are identified for example; homelessness, victims of hate crime and domestic abuse, demolition or redevelopment
- Maximise opportunities to help people to move and access alternative options to meet changing circumstances either within Riverside or with partner organisations
- Work with partnerships, other providers, local authorities and supported housing agencies
- Work with local authorities to meet local housing needs through partnership agreements
- Apply a right first time approach to allocations to deliver a positive customer experience whilst minimising waste and service failures
- Ensure long term organisational viability
- Improve our services through feedback and consultation with current customers and partners, and analysis of the impact and outcomes we have achieved
- Comply with all legal and regulatory requirements

This policy will be communicated to all key stakeholders and made available upon request.

Riverside's Housing Services Committee must agree any changes to this policy statement.