

Annexe A- Allocation procedures

Finding a home – How properties are Allocated?

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1.1 Finding a Home through choice based letting

Tamworth Borough Council uses Choice Based Lettings known as *finding a home* to advertise the majority of its properties. The Council believes that by providing applicants with more say and greater choice over the accommodation they are allocated is a key contributor to achieving balanced and sustainable communities.

The Council know that tenants who are offered a choice in their accommodation are more likely to be satisfied and live in their home for much longer.¹

The Council will work with all registered social landlords to maximise housing choices and manage expectations locally in terms of general housing provision.

The Council has a dedicated web-site – finding a home –for people to access available properties. Access is also promoted through:-

Dedicated portals at the reception in Marmion House for access to the website
Online access through the web
Posters at key sites such as sheltered schemes

1.2 Summary of steps

There are 5 key steps to finding a home, in summary

Step One	Advertising Each week all available properties will be advertised
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¹ Monitoring the longer term impact of CBL, Herriott Watt University and BMRB, October 2006 referenced by CLG code of Guidance 041209

	with a closing date. Properties will be clearly labelled in terms of eligibility and bids invited.
Step Two	<p>Expressing an Interest/Bidding</p> <p>Customers will be able to bid through the web, on their own device, portals available in Marmion House reception or via a proxy bid during the weekly cycle.</p> <p>To place a bid applicants will first need to register on the Finding a Home website using their unique reference number. When the registration is complete applicants can then log in and place bids.</p> <p>The web address is www.findingahometamworth.co.uk.</p> <p>Applicants can view and amend their bids within the current bidding cycle.</p>
Step Three	<p>Sorting Bids and Verification</p> <p>At the end of the cycle a list will be generated with all eligible applications and the allocations team will offer to the applicant in most need at the of that list</p>
Step Four	<p>Allocation</p> <p>The allocation will be verified by the allocations team and the customer given an expected move in date</p>
Step Five	<p>Publish Results</p> <p>Unsuccessful applicants will not be contacted but results will be published on the web including band details and length of wait in Band.</p>

1.3 Step One- Advertising cycle

All available properties will be added to the web site each week as well as advertised as outlined in 1.4

The adverts will be clearly labelled with eligibility and household criteria as well as displaying pictures and other useful property information, an example is shown below.

1.4 Step Two- Bidding

Applicants can place a bid anytime during the 7-day cycle in a number of ways:-

- Online
- In Person at Marmion House
- Via a third party
- Via a proxy bid

Applicants will not be restricted in the number of bids they make. Applicants will need to ensure bids they place are suitable for them as refusing 3 properties may mean they are disqualified for a period of 12months.

Applicants will need their housing application reference number to bid and this is a simple action.

Applicants will only be able to place bids on properties they are eligible for unless the property has been advertised as an open allocation in which case this would not be restricted. The criteria allowed for a property is clearly displayed on any property advert for applicants to be aware before placing a bid.

Bids can be made by third parties or through proxy bids. Proxy bids are those made on behalf of an applicant. Proxy bids will only be made by officers where applicants are in Band 1 or Band1+ or where there are other exceptional reasons. To balance priority need with choice applicants will be invited to bid for themselves, but if a suitable property is identified the case officer will make a bid on the applicants behalf. The applicant is still able to refuse this offer, but it will be assessed as to whether this is a reasonable refusal and whether their priority should be reduced or the homeless duty is discharged.

1.5 Step Three- Sorting bids

Once the closing date is known, all eligible bids will be uploaded into Orchard and the top 3 applicants selected for verification by the allocations team. The Bids will be sorted by order of bands, Band 1+ being at top and continuing until band 4

The applicant in most need- the one in the highest band once verified, will be offered the property. If they refuse then the next applicant will be considered and so on.

Verification will include satisfactory identification, post inspection where appropriate and personal circumstances match the original form.

In the case of two applicants having the same needs and same waiting time - effectively joint first, then the Assistant Director- Neighbourhoods will determine the most suitable allocation based on best use of the stock.

Properties which are expected to be selected first will generally be sorted based on the time frame a property will become available. Properties that are ready sooner will generally be allocated first over ones that may have a longer notice period to help create a more efficient process and help minimise void waiting times.

1.6 Step Four- Allocation

Once the allocations team have contacted the prospective tenant and confirmed they are successful an accompanied viewing will be arranged. If the offer is accepted this will be recorded on orchard until the void works are complete and the sign up can be arranged.

The customer will be informed of the lettable standard and the likely date of completion of the works.

1.7 Step Five- Publishing results

Once the allocation has successfully been made then the results will be published on the lettings page confirming the property, successful band number, date of application, number of bids, times advertised.

Properties allocated as direct lets will also be published, so that the scheme remains open and transparent.

Nominations results of the band and band date of the successful are also advertised.