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### 1.0 Scope

- 1.1 This policy covers all lettings to Metropolitan Housing Partnership managed properties except where a landlord of the Partnership has its own policy in place.

### 2.0 Aims and objectives

- 2.1 Metropolitan Housing Trust (MHT) provides housing to those in need of affordable housing.
- 2.2 MHT aims to:
- Work closely with Local Authorities to help in meeting local housing needs.
  - Let properties as quickly as possible according to objective and fair criteria.
  - Ensure that our tenancies and estates are sustainable.

- Be responsive, fair and fully accountable when dealing with people who are applying for housing.
- Give priority to those in greatest housing need.
- Promote mobility within its own stock and with other social landlords locally, regionally and nationally.

### **3.0 Valuing diversity**

- 3.1 MHT's Valuing Diversity Policy will be observed at all points in the way that we allocate our homes. Copies of our Valuing Diversity Policy are available on request.
- 3.2 Where MHT works with Referral Agents, it will require those agents to have diversity or similar policies, in respect of their own allocation and selection procedures and to submit them to MHT.

### **4.0 Confidentiality**

- 4.1 MHT has a confidentiality policy, which sets out how we deal with confidential information about tenants and applicants. Further details can be obtained from MHT staff dealing with applications for housing. The information which applicants give is treated in confidence and only used in connection with their housing application or the detection of fraud.

### **5.0 People housed by MHT**

- 5.1 MHT house people who are in the following categories:
- Local Authority Nominations.
  - Direct applicants (in the MHT Midlands Region only).
  - Transfers and major repairs decants for existing tenants.
  - Referral Agencies including key workers schemes.
  - Move-ons from MHT's supported housing.
  - Nominations via local, regional and national mobility schemes.
  - Mutual exchanges.

People under 18 years of age will be housed in exceptional circumstances and where there is support provided.

- 5.2 Preference for housing will be primarily assessed on a housing need basis. These will include such factors as:
- Living in overcrowded, unsanitary or unsuitable housing conditions.
  - Living in housing which is temporary or occupied on insecure terms.

- Households which consist of, or include someone, with a particular need for settled accommodation on medical needs or welfare grounds.
- Households who need to be rehoused because of severe harassment or domestic violence.
- People in MHT's supported housing that are no longer in need of the support service provided.
- In the case of rehousing MHT tenants, time waiting for a transfer.

5.3 Additionally, in its supported housing or special needs/older persons accommodation, MHT will only house applicants who meet the following criteria:

- People with a support need.
- People who require accommodation designed to enable them to cope with a physical disability.
- People who are able to benefit from the support or specialist accommodation provided.
- Single people (exceptionally, couples may be accepted for joint tenancies in self-contained accommodation).
- People aged at least 16 years old.
- People who can maintain their tenancy agreement with the level of support provided by MHT.

5.4 In supported housing or special needs/older persons' accommodation, MHT will refuse referrals or nominations where the applicant:

- Requires more support than can be provided in the scheme to which they were nominated.
- Has a history of arson or serious violence and we assess there is a continued risk of them repeating this behaviour.
- Is pregnant or has children (except in some older persons' housing).
- Has a cohabitee and the accommodation is designed for single people only.
- Is assessed by the Trust as not needing the support offered by MHT.

N.B. Exceptions will be made where schemes are intended for one of the client groups listed above, e.g. young people who are pregnant.

5.5 In the case of General Needs Housing, MHT may refuse a nomination where the applicant needs support in order to sustain the tenancy, and such support cannot be provided by MHT or any other agency.

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5.6 Priority other than greatest housing need and where we will refuse to house applicants or people referred or nominated to us

There are some circumstances where we may not offer a property to the applicant in greatest need, or we may not accept to house a direct applicant, referral from an agency or a nominee from a local authority. These circumstances are:

- There is an estate or local lettings plan in place to deal with or prevent serious housing management problems on the estate.
- As part of the workings of MHT's banding system for the allocations of properties to transfer cases (see section 6).
- The property is hard to let, and it would be let faster to an applicant who has less priority than those in greatest need.
- In order to make better use of our housing stock by housing a transfer case in a smaller property who is under-occupying their current property.
- In order to rehouse a tenant who needs urgent rehousing to allow major repairs to be carried out on their home.
- Management transfers – where there is a pressing management need to move a tenant. These can include claims against the maintenance departments or requests by social services.
- Where an MHT tenant has to be moved because their property is to be sold.
- Where an applicant in greatest need cannot be supported to enable them to sustain a tenancy.
- If the applicant in greatest priority has a particular need that can be best met by another property or scheme.
- Where the property is not suitable for the applicant in greatest need e.g. where there are access problems.
- Where an applicant/referral/local authority nominee has a history of serious anti-social behaviour/racial or other harassment/criminal behaviour, and we assess that they continue to pose a risk to others.\*
- Where an applicant/referral/local authority nominee has a history of breaching previous tenancy agreements (e.g. rent arrears) and we assess that they are likely to repeat this behaviour.\*

\*Evidence in this context would include previous evictions for breaches of tenancy, previous of current Anti-social Behaviour Orders or criminal convictions.

## **6.0 How MHT allocates its properties**

6.1 Each year, we estimate how many properties will become available for letting in business unit of MHT. A lettings plan is then drawn up every year by each MHT business unit. We set targets to ensure that we house people from all categories (where appropriate) listed in section 5.1.

6.2 Some areas have estate or local lettings plans. These plans aim to deal with or prevent housing management problems on estates by creating sustainable communities. Where possible, we will work with local authorities to create lettings plans for new housing developments.

6.3 We review lettings plans, and nominations arrangements with local authorities and other agencies, every year.

6.4 For some supported housing schemes which are for specific client groups and which have specific selection criteria, MHT may enter into arrangements for single referrals agencies to them.

6.5 MHT has separate selection criteria for schemes developed under the Rough Sleepers Initiative. For these schemes, nominations are received only from the Rough Sleepers Initiative clearing house.

#### 6.6 Rehousing transfer cases

MHT uses a points system to assess the priority of cases of tenants applying for rehousing. From October 2005 the points system will be replaced by a 3-band date order system to prioritise its transfer cases, with Band A cases having the highest priority and Band C with the lowest priority. Information on both systems is included in Appendix 5 of this policy.

Any tenant can request a transfer. However, tenants will only be considered for a transfer if they have had a material change in circumstances or they have been in a bedsit for at least two years.

#### Tenants with rent arrears

Tenants with rent arrears will not be accepted on to the transfer list unless they qualify for Band A transfer status (critical housing need) or are moving for medical needs. In such cases we would expect the tenant to enter into an agreement to clear their rent arrears.

If a tenant accrues rent arrears whilst they are on the waiting list, they will not be made an offer of accommodation until the arrears have been cleared.

See Allocations Procedure for how this will be dealt with.

#### Court Orders

An offer of accommodation will not be made where the tenant is under a Court Order or where legal action is being taken (e.g. A Notice of Seeking Possession has been served) because of a breach of the tenancy agreement. This is because a transfer to alternative accommodation would have the affect of terminating the legal proceedings.

#### 6.7 MHT Midlands Waiting List

Each year MHT Midlands will house a number of direct or waiting list applicants. Allocation to waiting list applicants will be done on the basis of housing need using a points system to assess need (details of MHT Midlands Waiting List are set out in Appendix 6).

Where the number of waiting list applicants for an area and/or type of property far exceeds the number of likely lettings to waiting list applicants in a certain period, MHT Midlands may temporarily close the waiting list (for that area and/or type of property).

**6.8 Seeking multiple expressions of interest in a property**

In areas where we find it difficult to let homes we may seek expressions of interests from several applicants/tenants about the same property. Where more than one applicant/tenant expresses an interest in a property we will offer the property to the applicant/tenant in greatest need.

6.9 In Supported Housing, properties are allocated in conjunction with the support provider.

6.10 MHT has specific nomination agreements with individual local authorities that are monitored and reviewed annually.

**7.0 Size and type of property offered to applicants/tenants**

7.1 The size of property we offer depends on the size and type of household and the availability of accommodation. We attempt to offer accommodation that we feel most closely meets the known needs of the household. The minimum standards are shown in Appendix 3 of this policy.

7.2 Where we transfer MHT tenants due to problems of harassment (racial or otherwise) anti-social behaviour or fear of violence, they will be rehoused on a 'like for like' basis. Our interpretation of like for like refers to the number of bedrooms in the tenant's current home, and not to the overall floor size or layout of a property. In these cases and domestic violence cases, we will look to rehouse the tenant in a geographical area outside of the locality of their current home. Our aim here is to reduce the possibility of the tenant needing to move from their new home for the same reason.

**7.3 Household criteria**

MHT will consider rehousing members of an extended family with the tenant provided that evidence can be produced to show that they

have been living with the tenant for at least one year. This approval will only be given provided the following conditions are satisfied:

- If the person is over 18 years old:
  - The relationship must be long-term i.e. they are not staying at the property because they have an employment contract or a course in the area.
  - They should not have a tenancy or right to a tenancy elsewhere. The exception is if the person is elderly and unable to maintain a tenancy.
  - They should not have the means to buy a property.
  - Their residency at the property must be disclosed as part of any claim by the tenant for state benefits.
  - They must be giving or receiving support/care for a medical or social need from the family i.e. not simply a lodger albeit a family member.
- If the person is under 18 years:
  - The child should be living with the tenant on a full-time and permanent basis.
  - There must be proof of guardianship

## **8.0 Starter tenancies**

8.1 In some areas we may offer new tenants Starter Tenancies. Where this is the case, the implications will be fully explained to the applicant before they accept the offer.

## **9.0 Nominations/referrals**

9.1 We make nomination agreements with local authorities which contain an agreed time limit for them to put forward the names of referrals.

9.2 Vacancies will be offered to other sources if they do not provide names of referrals within the agreed time limit. The eventual letting will be counted against the local authority quota.

9.3 Referral agencies and local authorities will be asked to complete the MHT's referral application form in all cases except where a separate arrangement has been entered into with the local authority or agency. Nominations may be refused if forms are not fully completed after further requests to do so.

9.4 Referral agencies are also expected to put forward the names of referrals within an agreed time limit.

9.5 Where schemes are not tied to specific referral agencies, vacancies will be offered to other sources if referral agencies do not provide names of referrals within 5 working days of being requested.

9.6 MHT reserves the right to make the final decision on whether a referral is accepted.

## **10.0 Referral agencies**

10.1 MHT's Business Management Teams (or equivalents) will only accept agencies onto the approved list if they meet its referral agency selection criteria (refer to appendix 4).

10.2 Referral agencies on the list will be reviewed every two years.

## **11.0 How MHT deals with refusals of offers**

11.1 We aim to offer suitable properties to all applicants.

11.2 We will normally only make one offer of accommodation to applicants from:

- A local authority.
- National mobility and rehousing schemes.
- Referral agencies.

11.3 MHT tenants on the transfer list will be entitled to three reasonable offers of accommodation. If all three offers are refused the tenant will be removed from the transfer list and their application will be cancelled. A tenant can reapply for a transfer after one year, when their case will be treated and assessed as a new application.

11.4 Tenants will be notified in writing before their transfer application is cancelled.

Tenants can appeal against offers of accommodation under the Appeals Procedure (see section 14.2).

- 11.5 MHT Midlands applicants will not lose waiting list points for refusing the offer of a property or properties.

## **12.0 MHT Employees and Board Members**

- 12.1 MHT will not offer accommodation to Board members, members of staff or the close relatives\* of Board members or employees (including those in tied accommodation) unless:
- the person concerned was an MHT tenant before becoming a Board member or employee, and
  - there has been a change in their circumstances that requires them to seek a transfer.
  - We have a contractual responsibility to rehouse a former employee who is in tied accommodation.
  - As part of an official claim by MHT for an exemption from Schedule 1 of the Housing Act 1996. Refer to appendix 2 of this policy for more information.
- 12.2 MHT will ensure that MHT employees, Board members or their close relatives do not receive a special advantage when being considered for accommodation.
- 12.3 \*The term close relatives in this context covers husband, wife, partner, grandparents, children, grandchildren, brothers and sisters and similar relationships by marriage (e.g. step children, brother-in-law etc).

## **13.0 Monitoring and Board reporting**

- 13.1 The implementation of this policy will be monitored by regular reporting to MHT's Business Management Teams (or equivalents) and, in exceptional circumstances, to Board.
- 13.2 We will assist the Housing Corporation in monitoring lettings statistics by submitting data on our lettings as part of the Continuous Recording (CORE) system.

#### **14.0 Appeals and Complaints**

14.1 Any individual, who feels that this policy has been unfairly applied, or who has suffered loss or damage as a result of the actions of MHT, may appeal using the Complaints Procedure.

14.2 Where a tenant feels that the offer of accommodation is unreasonable then they should appeal in writing to the relevant officer/manager in their local office.

## APPENDICES

### APPENDIX 1: DEFINITION OF TERMS

**General needs accommodation:** this is accommodation provided on the assumption that the tenant does not require support from other agencies to carry out everyday tasks to maintain their home and tenancy. This is the type of accommodation that MHT Group provides to the majority of its tenants.

**Supported housing accommodation:** this is accommodation designed or designated to house people with a specific support need.

**Supporting People:** this is the name given to the funding and administrative system established by government to provide housing-related support to vulnerable people. The support is designed to enable people to live independently.

**Lettings Plans:** these set out how properties will be allocated between the different categories of applicants as set out in Section 5.1 over a specific period of time.

**Mobility schemes:** these are schemes designed and run by social landlords and/or other agencies to help tenants move to other properties locally, regionally or nationally.

**Referral agency:** these are organisations such as advice centres that may refer clients to MHT in line with an agreement to do so.

**Move on:** this applies to the tenants in MHT Group's supported housing who no longer need support and need to move to unsupported housing in general needs properties.

**Advisory Group:** these are groups made up of professional such as Social Workers, Community Psychiatric Nurses, and General Practitioners etc who specialise in the service provided at some Supported Housing schemes and who advise on the overall running of the scheme.

## **APPENDIX 2: LEGAL AND REGULATORY FRAMEWORK**

This policy and procedure document complies with the Housing Act 1985, which requires housing associations to have written procedures governing the allocation of their housing stock.

It also complies with the expectations of the Housing Corporation as spelt out in the Regulatory Code and their charter for housing association applicants and residents.

### Claiming an exemption from Schedule 1 of the Housing Act 1996

Under Schedule 1 of the Housing Act, housing associations are not permitted to grant non-contractual payments or benefits to their staff, board members or their families. The term benefit includes the grant of a tenancy or licence. The Housing Corporation can make exceptions to Schedule 1 by issuing:

- General determinations or exemptions. The exemptions relating to allocations and lettings are given below.
- Special determinations on specific cases.

### The '3rd exemption' from Schedule 1 – 'Housing of Employees and their relatives'

The Housing Corporation has stated that housing associations can claim an exemption from Schedule 1 when housing employees, former employees and their close relatives. Where this exemption is claimed the following conditions should apply:

- The person in question should receive treatment of their case to same standard and criteria applied to other tenants or applicants.
- Accommodation should not be offered with a job unless it is necessary for the post holder to carry out their job effectively (e.g. warden or a caretaker). In these cases the offer of accommodation should be referred to in the contract of employment.

N.B. In cases of the rehousing of ex-wardens, the Housing Corporation advises that this issue should be dealt with as part of the contract for employment. The Corporation states that without this contractual provision use of this exemption may not be appropriate.

\*N.B. The term close relatives in this context covers husband, wife, partner, grandparents, children, grandchildren, brothers and sisters and similar relationships by marriage (e.g. step children, brother-in-law etc).

### The '5<sup>th</sup> exemption' from Schedule 1 – 'Housing of officers' relatives with special needs'

This exemption allows associations that manage specialist supported provisions for the elderly, the handicapped or others with special needs to give accommodation to the relatives of board members who would

otherwise qualify. It does not cover general elderly accommodation where no special services are provided.

The '6<sup>th</sup> exemption' from Schedule 2 – 'Housing of officers and their relatives'  
This exemption allows associations to house a board member or relative provided they fully meet the association's published criteria and priorities.

The applicant must have no involvement in or influence over the decision making process, but it is for the association rather than the applicant to assess whether or not there is alternative housing available. What is most important in making the allocation is that housing need is the key consideration and that the process is scrupulously fair.

If MHT decides to use one of the above exemptions, the decision will be taken and approved by the MHT (Group) Board and recorded in the Board minutes. The Board will also approve applications for special determination.

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### APPENDIX 3: THE SIZE AND TYPE OF PROPERTY THAT WILL BE OFFERED

**We will try to meet applicants' preferences for the type of accommodation they would like. However please be aware in most areas, demand for housing far exceeds the supply, and it is not always possible to meet applicants' preferences. The standards or the size of accommodation that will be offered are set out below.**

- Couple/single parent Double bedroom
- Single adult Single bedroom
- Child under 18 Single bedroom
- 2 children of the same sex aged up to 16 Double bedroom
- 2 children of different sexes until the oldest is 10 Double bedroom
- Anyone with a confirmed medical need for their own bedroom.

There may be exceptions to these standards where a property is hard to let or there are under-occupation policies in local estate plans.

#### **N.B.** Management Transfers

Where we transfer MHT tenants due to problems of harassment (racial or otherwise) anti-social behaviour or fear of violence, they will be rehoused on a 'like for like' basis. Our interpretation of 'like for like' refers to the number of bedrooms they currently have in their home. It does not refer to overall floor size or layout of a property. In these cases and domestic violence cases, we will look to rehouse the tenant in a geographical area outside of the locality of their current home. Our aim here is to reduce the possibility of the tenant needing to move from their new home for the same reason.

Management transfer tenants who were overcrowded in their original property but are moved on an emergency (and like for like) basis, can remain on the transfer waiting list (if they have already been approved) or apply to be considered for an overcrowding transfer.

#### **APPENDIX 4: REFERRAL AGENCY SELECTION CRITERIA**

MHT will hold a list of approved referral agencies. Referral agencies will be accepted onto the list if they meet the following criteria:

- their client group reflects the catchment area in which MHT works,
- their client group would benefit from the nature of provision and support services offered by support providers working with MHT.
- the client group is in housing need but would not necessarily have access (or have very low priority) to housing via Local Authority Housing Registers.

**and/or;**

- a referral from them is required by scheme specific funding or contractual agreements.

MHT will require referral agencies to provide a copy of their aims and objectives, their equal opportunities statement and targeting policy (if any) and a copy of their selection criteria.

MHT's Business Management Teams will be responsible for approving the entry of a referral agency onto the list. The list will be reviewed every two years.

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## APPENDIX 5: THE ASSESSMENT OF TRANSFER CASES

### The points systems (to be used until July 2005)

|   | <u>Points</u> |
|---|---------------|
| <b>1100 Overcrowding</b>  |               |
| For every extra room required   | 10            |
| For every extra bedspace required   | 5             |
| <b>2200 Under occupation</b>  |               |
| For every room underoccupied  | 10            |
| For every bedspace underoccupied  | 5             |
| <b>3300 Medical needs</b>   |               |
| Where there is medical evidence confirming that current housing conditions are affecting health -e.g. damp conditions affecting asthma                  | 15            |
| Where cannot cope in current home due to physical infirmity   | 30            |
| <b>4. Dwelling type</b>   |               |
| Where a former tenant has terminated their tenancy, e.g. to serve a prison sentence or to go into hospital and the Trust has undertaken to rehouse them | 30            |
| <b>5. Families with children under 10, whose home is wholly above the 2nd floor without a lift</b>  | 10            |
| <b>6. Elderly people (over 60 years of age)</b>   |               |
| Where current home has poor access to shops and transport   | 5             |
| Where property is above ground floor and without a lift.  | 5             |
| Where bathroom/W.C. upstairs  | 5             |
| <b>7. Social needs</b>  |               |
| Where the victim of harassment, domestic violence or child abuse  | 45            |
| Where support of family required by OAP/disabled person   | 20            |

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|  |    |
|--|----|
| Where other social needs, e.g. victim of burglary, neighbourhood dispute<br>But not relationship breakdown                                 | 15 |
| Where family required to give support  | 10 |
| Where applicant has local connections in the area  | 10 |
| Where applicant is required to give support to a member of the family  | 10 |
| <b>8. Sharing amenities</b>  |    |
| Where different households are sharing: living room/Kitchen/Bathroom/hot water supply or toilet  | 5  |
| <b>9. Decants</b>  |    |
| Where funding available, property identified for sale - Notice served on property (e.g. Environmental Health), or a property deemed unsafe | 75 |
| Where there is no funding available  | 40 |
| <b>10. Time on list</b>  |    |
| For every year registered on transfer list   | 5  |
| <b>11. Bedsit Policy</b>   |    |
| After two year in bedsit   | 10 |
| <b>12. Refusal of reasonable offer</b>   |    |
| Deduction of 5 points for each reasonable offer refused  | -5 |

### **THE BANDING SYSTEM (replaces the points system from October 2005)**

From October 2005 the points system will be replaced by a 3-band date order system to prioritise its transfer cases, with Band A cases having the highest priority and Band C with the lowest priority.

- Band A is for those cases assessed as being in critical housing need.
- Band B is for those cases assessed as being in high housing need.
- Band C is for those cases assessed as being in moderate housing need.

Priority within each band will be assessed on a date order basis; i.e. those applicants who have been waiting the longest will be housed first. We will review all transfer cases to ensure that the circumstances that led to the transfer application are still relevant and current.

As part of their lettings plan each business unit will estimate how many transfer cases they will allocate to each band. For example:

- 60% of transfer cases going to band A cases,
- 30% to band B, and
- 10% to band C.

Once it is decided which transfer band a property will be allocated to, a property will be normally allocated to the tenant at the top of that band. Decisions to depart from this must be ratified by the relevant manager giving written reasons in line with procedure. For extremely urgent cases the system will be adjusted to ensure the rehousing of a vulnerable tenant.

Band A covers the following situations (or factors):

- Households short of 2 or more bedrooms
- Critical medical need
- Critical welfare need (management transfer)
- Fear of violence/racial harassment/harassment/domestic violence (management transfer)
- Decants
- 'Move Ons' from Refugee Housing Association and supported housing
- Under-occupiers giving up 2 or more bedrooms
- Combined factors = High medical need + Band B or C factor(s)

Band B covers the following situations:

- Households short of 1 bedroom
- High medical need
- High welfare need
- Under-occupiers giving up 1 bedroom
- Combined factors = Moderate medical need + Band C factor(s)

Band C covers the following situations

- Moderate medical need
- Low welfare need

Treatment of cases with combined factors (excluding medical reasons)

Where a tenant has several factors (other than medical) behind their application the status of transfer application is determined behind the factor that has the highest priority. For example, where a tenant has a moderate medical need and their household is short of 2 or more bedrooms then they would be awarded band A transfer status.

**Reviewing transfer cases and band status**

We will review all transfer cases to ensure that the circumstances that led to the transfer application are still relevant and current.

- Band A cases will be reviewed at least every 6 months (and lose status if the circumstances that warranted A status have lessened significantly.)
- Band B cases will be reviewed at least every 12 months (and lose status if the circumstances that warranted B status have lessened significantly).
- Band C cases will be reviewed at least every 12 months.

**Evidence required to support transfer applications**

Tenants will need to supply evidence to support their transfer application. Examples of the evidence required are summarised in table 1.

Table 1: supporting evidence for transfers

| Reason for transfer request                                 | Evidence required   |
|---|---|
| Harassment, racial or otherwise                             | Confirmation by Neighbourhood Officer with summary of actions taken to resolve the case |
| Domestic violence   | Letters from doctor and police  |
| Child abuse   | Letters from doctor, police and social services   |
| Medical needs   | Letter from doctor or hospital  |
| Welfare need –Support of family required by tenant          | Letter from doctor or social services   |
| Victim of repeated crime (vulnerable property)              | Police report, confirmation by Neighbourhood Officer                                    |
| Neighbour dispute   | Confirmation by Neighbourhood Officer with summary of actions taken to resolve the case |
| Overcrowding  | Birth certificates, confirmation of child benefit, school and GP letters                |
| Welfare needs –Tenant is required to give support to family | Letter from doctor or social services   |
| Moving for employment reasons                               | Confirmation of employment  |

N.B. The tenant will have to supply evidence confirming the residency of new members (or household members previously unknown to MHT) of their household.

### **Medical assessments and band status**

The following criteria is used when assessing transfer requests on medical grounds. The medical condition in question can either affect the tenant or a member of their household.

#### Band A

- Medical condition is terminal & rehousing the household aims at giving quality of life.
- Medical condition is life threatening and the household's existing accommodation is undermining health.
- The household's current housing is so severely affecting health that it could become life threatening (rapid deterioration if not rehoused).
- The household's accommodation is totally unsuitable/move is essential

#### Band B

Housing affects medical condition to a significant degree and there is a clear link between housing and medical condition.

#### Band C

Housing affects medical condition to some degree and so a move is desirable.

#### No medical priority

The need for rehousing on medical ground is not demonstrated. There may be a medical condition but rehousing the household would not improve/stabilise medical condition in question.

N.B. In cases where there is more than one person with a medical condition that is affected by their housing, the medical priority of the applicant is determined by the person with the most serious condition.

### **Fear of violence/welfare need**

#### Applications for Band A status

#### Fear of violence/harassment – Management Transfer

In cases of racial/other harassment/anti-social behaviour an application for Band A status should be seen as a last resort after all other steps had been

taken to resolve the situation. For example, by taking action against the alleged perpetrator/s.

Other cases within this category include cases of domestic violence and child abuse.

Applications for Band B - high welfare need

This is where there is a strong case to move the tenant on welfare grounds but not an immediate need for rehousing. For example:

- Long term sick or disabled person wishing to move nearer to relatives/carer for support and improve quality of life.
- Need to move to be nearer to Special School

Band C – moderate welfare need

In these cases there is a proven need to move the tenant but it is not of an urgent or pressing nature. For example:

- Irreconcilable neighbour dispute
- Tenants wishing to move nearer to friends/relatives to either give or receive support. (needs must be specified and evidence provided)
- Need to move to be nearer to employment

**APPENDIX 6: Points system for the MHT Midlands Waiting List**

| <b>Factor</b>  | <b>Points awarded</b>                   |
|--|---|
| Overcrowding   | 10 points for every extra room required |
| Under occupation   | 10 points for every room underoccupied  |
| <u>Medical needs</u>   |   |
| Where there is medical evidence confirming that current housing conditions are affecting health, e.g. damp conditions affecting asthma | 15                                      |
| Where cannot cope in current home due to physical infirmity  | 30                                      |
| <u>Dwelling type</u>   |   |
| Hostel   | 30                                      |
| In hospital  | 30                                      |
| Institution (prison, children's home etc)  | 30                                      |
| Bed and breakfast  | 30                                      |
| Tent, car or other non-standard housing  | 30                                      |
| Women's refuge   | 30                                      |
| Rough sleeper  | 30                                      |
| Caravan  | 20                                      |
| Families with children under 10, whose home is wholly above the 1 <sup>st</sup> floor with or without a lift                           | 10                                      |
| <u>Elderly people (over 60 years of age)</u>   |   |
| Where current home has poor access to shops and transport  | 5                                       |
| Where property is above ground floor and without a lift  | 5                                       |

|   |    |
|---|----|
| Where bathroom/WC upstairs                                  | 5  |
| <u>Social needs</u>   |    |
| At risk of racial harassment, domestic violence/child abuse | 45 |
| Racial harassment/domestic violence/child abuse in the past | 30 |
| Referred by Social Services or other agency                 | 30 |
| Children separated from any/all parents who have custody    | 30 |
| Children separated from one parent who has joint custody    | 20 |
| Victim of burglary/vandalism                                | 15 |
| Neighbour dispute   | 15 |
| Strained relationships                                      | 15 |
| Relationship Breakdown                                      | 15 |
| Moving to take up work                                      | 15 |
| Children in Bed and Breakfast                               | 15 |
| Hotel dweller in night shelter/salvation army               | 15 |

|  |    |
|--|----|
| <u>Sharing amenities</u>                           |    |
| Kitchen facilities                                 | 5  |
| Living Room  | 5  |
| Bathroom   | 5  |
| Inside toilet                                      | 5  |
| Hot water supply                                   | 5  |
| <u>Lacking amenities</u>                           |    |
| Living room  | 10 |
| Kitchen facilities                                 | 10 |
| Inside toilet                                      | 10 |
| Bathroom   | 10 |
| Hot water supply                                   | 10 |
| <u>Security of tenure</u>                          |    |
| Homeless as defined by MHT                         | 75 |
| Family Lease termination                           | 20 |
| House sale   | 20 |
| In hostel  | 20 |
| Bed and breakfast                                  | 20 |
| Landlord harassment                                | 20 |
| End of tied accommodation                          | 20 |
| <u>Property condition</u>                          |    |
| Uninhabitable (Environmental health notice served) | 30 |
| Damp   | 5  |
| Poor or faulty wiring                              | 5  |

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|---|---|
| Roof leak                                 | 5 |
| No heating or only a gas or electric fire |   |