

# LETTINGS POLICY

Customer Services

GENERAL - EXTERNAL

Policy Reference:

Policy Version:



## 1. Purpose

Riverside are committed to ensuring that properties are offered to potential customers, the majority of whom are unable to compete on the open market, in an efficient, customer focused and timely manner. The policy also aims to help us make the best use of our housing stock to achieve mixed, sustainable communities.

Riverside aims to ensure that applicants can access clear information on how to apply and obtain housing and the services and standards they can expect from us.

Riverside has housing stock over a large geographical area, located in many local authority areas. There are a variety of arrangements for the allocation of properties, in line with Section 106 Agreements, local lettings plans and nomination agreements with Local Authorities. Riverside will seek to co-operate with local authorities strategic housing functions in line with the Regulator of Social Housing Standards and the general requirement on the Registered Provider to assist local authorities to discharge their statutory duties (section 170 Housing Act 1996)

## 2. Scope

This policy applies to lettings of General Needs (England) and Retirement Living Intermediate, Social and Affordable Rent homes. It does not apply to Supported Housing Schemes and Care Services, Market Rent and Shared Ownership homes, or garages.

## 3. Principles

The guiding principles of this policy are:

- Openness, fairness and efficiency
- Affordability
- To provide a positive experience for customers, through excellent communication, efficient ways of working and clear outcomes
- Adherence to Riverside Equality & Diversity principles
- Assessment of priority on the basis of housing need
- Sustainability of neighbourhoods
- To enable customers to exercise choice and preferences where possible

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- To 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
- Cooperation with local authorities in meeting their responsibilities towards homeless households and those in housing need
- Suitability of properties to meet the needs of individual households
- To adopt a marketing and letting approach to get the right property for the right customer, using a range of channels
- To 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
- To maximise opportunities to help people to move and access alternative options to meet changing circumstances either within Riverside or with partner organisations
- To apply a right first time approach to allocations to deliver a positive customer experience whilst minimising waste and service failures
- To ensure long term organisational viability
- To improve our services through feedback and consultation with current customers and partners, and analysis of the impact and outcomes we have achieved
- Adherence to the Regulator of Social Housing regulatory standards
- Compliance with all legal requirements

## 4. Further Information & Support

For Suspensions, please refer to Riverside's Suspensions Procedure.

## 5. Equality, Diversity and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities and organisations, taking into account the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's [Equality, Diversity and Inclusion Policy](#) and has been subject to an Equality Impact Assessment.

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Policy Reference:		Policy Version:	
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Version	
Reference	
Total Pages	3
Policy Sponsor	Patrick New, ED Customer Service
Policy Owner	Karen Dooley, Director Customer Services
Policy Writer	Andy Williams, Head of Shared Services
Review Date	January 2024
Knowledge Tags	
Data Classification	

**Change Category (Internal Use ONLY)**

Category of Change	Tick Box
Minor Changes (Non-Strategic)	<input checked="" type="checkbox"/>
Major Changes (Re-Write)	<input type="checkbox"/>
Summary of Changes Made	
Inclusion of legislative and regulatory summary	

**Quality Assurance and Approval (Internal Use ONLY)**

Consultation and Approval	Tick Box	Date
Associated Documents Reviewed: Reviews conducted by the Chartered Institute for Housing and the National Housing Federation	<input checked="" type="checkbox"/>	
In Consultation with: Representatives from across Social Housing and the Riverside Customer Voice Executive	<input checked="" type="checkbox"/>	06/19
Executive Director	<input checked="" type="checkbox"/>	01/21
Director of People and Culture	<input type="checkbox"/>	
UNITE Convenor	<input type="checkbox"/>	
Governance (where applicable)	<input type="checkbox"/>	
EQIA Complete	<input checked="" type="checkbox"/>	05/20
DPIA Complete	<input type="checkbox"/>	
Document stored in xxx	<input type="checkbox"/>	

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