[This policy sets out how we will allocate and let properties to both new and existing customers, across Amplius, in a fair and transparent way.]

Allocations Policy

Document management

Directorate	Operations
Policy sponsor	Chief Operations Officer
Policy owner	Director of Housing Services
Policy author	Director of Housing Services

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Part 2

Overview

Scope

This policy supports Amplius' values and is a commitment to improving lives and supporting colleagues by:

- Providing an effective lettings service that meets the requirements of the Regulator of Social Housing (RSH) and tenancy standard.
- Making sure there is consistency across Amplius, while also considering local differences.
- Reflecting the communities we work in. Ensuring that these communities are sustainable.
- Helping provide affordable homes for single people, couples and families as well as specific schemes for older people and those with additional needs.
- Helping local authorities to carry out their required duties.
- Reducing the time that properties are left unoccupied.

The term Amplius incorporates all member companies and subsidiaries, which includes The Teetotal Homes.

The policy applies to:

- All customers who register interest in housing with us, up to the stage of tenancy agreement.
- Customers who apply for one of our properties through Choice Based Lettings (CBL) schemes will also be subject to this policy.

Legal responsibility is held jointly by:

- Amplius Chief Executive; and
- Chief Operations Officer

Operational responsibility is held by:

- Director of Housing Services
- Regional Directors

Procedural responsibility is held by:

- Housing Managers

Day-to-day responsibility is held by:

- Housing Officers
- Allocations Co-Ordinators
- Senior Allocations Co-Ordinators

The policy does not form part of any colleague's contract of employment and the policy may be amended at any time.

Part 3

Policy details

Definitions within the Policy

Choice Based Lettings (CBL) – A system used by many councils and housing associations where people can apply for available social housing by expressing interest in advertised properties. People have to register for housing with their local council to be able to apply for properties using CBL

Fast Track Lettings – A process we use to let homes more quickly when a local authority cannot provide a suitable nomination.

Local Lettings Plan (LLP) – An agreed approach with the local authority that sets specific criteria for letting homes in a particular area, this is often used to support balanced and sustainable communities. An example of this is that we may have an LLP in place for an area to only allocate homes to those aged 55 and above,

Nominations - A home is allocated to someone because a council (or another organisation) has put their name forward for it**,** rather than the person getting it directly through open advertising or bidding (CBL). This may happen when someone has a high-priority need for a property.

Applying for Housing

If a local authority does not have a Choice-Based Letting (CBL) scheme, we will work with them to help meet their responsibilities for homelessness and general housing needs.

Applicants will need to apply to the local authority, and their housing needs will be assessed. Instead of bidding for a property, they may be nominated for a property that is owned or managed by Amplius.

Eligibility

Certain groups of people are currently ineligible by law to be considered for social housing.

We will assess each case individually following Government guidelines.

Verification

We will use a verification process to assess whether an applicant can:

- Afford to live in one of our homes.
- If they are ready for a tenancy and
- Maintain the tenancy.

The financial standards we use are based on the Consumer Price Index and are updated every year. We will also consider factors like council tax and heating types when assessing affordability.

The process will also check the applicant's background to determine if there is any risk in offering them a property in a specific area. We consider:

- The applicant
- Other people
- The property
- The local community
- Our colleagues.

We will not re-house or offer a property to any applicant who hasn't shown they can maintain a tenancy after completing the necessary checks.

Applicants must cover the costs of providing required documents. If we suspect money laundering, we will follow our Anti-Money Laundering Procedure.

If we find evidence of fraudulent housing applications, we will inform the local authority and take appropriate action.

Approach to Lettings

We will allocate properties based on any agreements or Choice-Based Letting (CBL) schemes we are part of across Amplius.

We will follow the rules set out in these agreements or schemes. If the agreements don't provide specific details, we will use this Allocations Policy to make decisions.

Properties will be offered and allocated to the applicant with the highest housing need. This is either through the local authority scheme or by nomination.

At the start of the new tenancy, the customer will need to pay four weeks' rent in advance.

All new customers are encouraged to set up a direct debit to pay their rent.

If no suitable applicants are found for a property, we can offer it to other people applying for housing through different methods. For example, responding to an advertisement on a property website.

Homeowners

Customers who are homeowners may apply for re-housing if they meet any of the criteria below:

- they meet the age and/or disability criteria for sheltered accommodation.
- their mortgage lender is repossessing their home.
- their relationship has broken down and as a result they need to sell their home.
- their current home is unsuitable due to serious ill health or disability; or
- the Applicant has separated and left the family home but remains a mortgage holder for financial reasons.

Where a homeowner application has come through a fast-track route financial restrictions may apply.

Housing Colleagues

Colleagues and Board members of Amplius, along with their families, have the same right to apply for housing and transfer as any other applicant.

To ensure the process remains fair and transparent, Amplius will not accept or approve direct requests from colleagues to be housed. We will provide advice and support, guiding colleagues on how to apply for housing through the proper channels.

In rare and exceptional cases, a colleague may need extra support, this will be reviewed and approved by the Director of Housing Services and the Director of Governance, Compliance and Regulation.

Rehousing Minors

Applicants aged 16 and 17, will be given an equitable tenancy until they are 18. A starter tenancy will be issued at 18 if there are no tenancy breaches.

Applicants must meet at least one of the following criteria:

- the applicant(s) have a dependent child, or they are expecting a baby; and/or:
- their Local Authority has accepted them as homeless; and
- their support needs have been assessed, and they are able to maintain a tenancy without additional support, or have support in place; and
- they are entitled to the housing element of universal credit.

Survivors Fleeing Domestic Abuse

For all survivors fleeing domestic abuse, we will offer an assured tenancy as standard when moving into their new home, providing security of tenure.

Best Use of Stock

For homes designed for people with disabilities, we will work with the local authority to find a suitable tenant. If we can't find anyone, we will contact social services and other relevant agencies before offering the property to someone who does not need an adapted home.

Retirement / Supported / Adapted Accommodation

There are specific age and disability requirements for supported accommodation and other types of housing that offer support services, such as an independent living advisor and community alarm systems.

Allocations

Children in Flats

Amplius will not offer flats above the ground floor to families with children under four years old. Ground floor flats are available to families with children of any age.

Children Sharing a Room

We follow government rules on how children should share a bedroom, based on the social sector size criteria. The following arrangements are allowed:

- Two children of the same sex under 16 can share a room.
- Two children of any sex under 10 can share a room.
- A child under 1 will need to share a room with a parent or guardian.

We will not allocate a property if the household needs more bedrooms than allowed under the English Housing Survey Bedroom standard, unless required by a specific agreement or scheme we are part of.

However, we may offer a property to a large household or those with shared parenting arrangements while keeping within the limits set by the Housing Act 1985. In some cases, if a property has smaller second or third bedrooms, we may only allow one person, usually a child under 10, to occupy those rooms.

Families with Children Under 18

We will prioritise applications for houses with gardens if there are children under 18. Applications from individuals or couples, will also be considered and assessed according to the Lettings policy.

Local Lettings Plan (LLP)

Where possible, we aim to create balanced and sustainable communities by offering properties for:

- Outright sale
- Shared ownership
- Rented housing.

In agreement with the local authority, we may use specific lettings plans to help build diverse communities. These plans can also address issues like anti-social behaviour by setting restrictions or criteria on who can be offered a property in certain areas.

Other Requests for Housing

We will work with the Home Office, government, or local authorities to house people with special housing needs, such as asylum seekers or those in the National Witness Protection Scheme. These requests are usually handled outside of our normal housing allocation process.

Sensitive Lettings

We may classify certain properties as requiring a "sensitive letting" to address specific issues in an area, such as:

- An eviction
- Ongoing anti-social behaviour
- A request from our partners to consider the impact of housing certain people in that location.

In this situation, we may not be able to offer a property to the highest priority applicant if they do not meet the criteria for that specific property.

Fast Track Lettings

Our preferred way of letting homes is by working with Local Authorities (LA) based on local arrangements. If a Local Authority is unable provide nominations or if their shortlist is used up, we will use our Fast Track Lettings Process.

A property will be classified as suitable for Fast Track if it meets any of the following criteria:

- The Local Authority has failed to supply a nomination/shortlist as agreed (failure to nominate).
- The allowed number of refusals under the nomination agreement has been reached.
- We are using our own nomination rights, especially if we're concerned about the long-term success of a scheme.
- We have a Local Lettings Plan in place.
- The property is leased through a third-party organisation.

If a property is classified for Fast Track letting, we may advertise it through any of the following methods, although this list is not exhaustive.

- National lettings websites such as Rightmove.
- Local press.
- Our websites
- Facebook and other social and digital media channels
- Homeswapper
- Local agencies such as Age Concern.

Our goal as a social housing provider is to make sure that we house those in the greatest need. We will assess applicants' eligibility which may include financial assessments.

Current customers of Amplius can also apply for a home with us through Rightmove or other letting services. They will be verified through the usual process.

There is no right to appeal decisions made through our Fast Track lettings process.

Schemes which Amplius Manage on Behalf of a Third-Party Organisation

Amplius may enter into agreements with external organisations to manage homes on their behalf. Each lease agreement will be specific to the scheme. They may include rules about how the properties can be let, including which priority housing groups can apply.

Examples of priority groups for these schemes include:

- Homelessness
- Keyworkers
- Armed forces Victims of domestic abuse

If the lease agreements do not involve any Section 106 funding (government funding linked to the properties), Amplius may choose to use the Fast Track Lettings process instead of following any nomination agreements with the Local Authority.

For keyworker schemes, applicants must have a total household income of less than £80,000 to be eligible. If total income is over £80,000 but they have an urgent housing need, their application will be reviewed individually.

If a property is meant to be let to a specific priority group but Amplius cannot fill all available homes using the Fast Track process, we may then offer those properties to other applicants with a clearly defined housing need.

As the managing agent, Amplius is not the landlord. We may not be the one issuing the tenancy agreement. If the third-party organisation is the landlord, they may issue different types of tenancy agreements, such as Fixed Term Tenancies or Periodic Assured Shorthold Tenancies. This will depend on the terms of the lease agreement.

Excluding Applicants

Sometimes, we may need to exclude an applicant from being considered for housing. Applicants can appeal this decision by writing or emailing to us outlining the reasons for appeal. This does not apply to Fast Track allocations.

Reasons for exclusion may include, but are not limited to:

- Applicants providing false or misleading information on the housing application.
- Applicants or anyone in their household have faced:
    - Legal action for unacceptable behaviour or breaking tenancy rules
    - Have been involved in legal proceedings against their tenancy before leaving.
    - Have been guilty of unacceptable behaviour that would have led us to take legal action if they were our customers.
- Applicants have a history of violence, harassment, racial harassment, threatening behaviour or any other forms of antisocial behaviour.
- Previous physical or verbal abuse towards colleagues or contractors working for Amplius or another landlord.
- Causing damage to their current or former home due to waste, neglect or any other breaches of tenancy
- Using the premises for the sale or supply of illegal drugs.

These exclusions may not always apply if the unacceptable behaviour occurred two or more years before the application. This is if the applicant or household member has had a tenancy for at least 9 months since then without any issues.

However, if the behaviours are still considered a significant risk, then we reserve the right to permanently exclude an applicant. If an applicant(s) is excluded, they will be informed in writing of the reasons for our decision.

The list of reasons for exclusion is not exhaustive, and we will consider each case individually.

Refusing and Withdrawals

We may refuse an applicant for the following reasons:

- If the applicant needs more support than we can provide to sustain their tenancy, even with our support services, and there is little or no help available from other organisations.
- If it is clear that the applicant or the community could be at risk, and the risk cannot be managed.
    - For example, we work with public safety agencies when housing violent or sexual offenders to make sure the accommodation and area are suitable.
- If the rent is not affordable for the household.

- If new information comes to light after an offer is made that shows the applicant cannot make best use a specially adapted property, or they don't meet eligibility requirements under this policy or the local authority's policy.

If an applicant is refused, they have the right to appeal. They may also need to appeal to the local authority based on their policy.

Debt

If an applicant owes rent or other debts (like for repairs) to their current or past landlord, we will only consider their application if they have paid at least 80% of the debt. They must also have kept up with regular payments without missing any.

Withdrawal of an offer

Amplius can withdraw an offer of accommodation at any point during the process. We will send a written decision explaining why. We may withdraw an offer for reasons like:

- The property is required for an emergency decant (moving a customer temporarily to a new home).
- A fraudulent application is identified.
- Right to remain issues are identified.
- The applicant owes money to us.
- We learn about a significant criminal history which may pose a risk to Amplius customers, colleagues, contractors or the community.

If information shows that the offer of tenancy would have been withdrawn if the information had been declared, tenancy enforcement action may be considered.

Investigating Fraud

Amplius will look into any possible fraud thoroughly and quickly to reduce the impact on our social housing stock. We will respond promptly to reports or suspicions of Fraud and collect evidence from different sources.

Types of fraud under this policy could include but are not limited to:

- Obtaining a tenancy through dishonest means; or
- Trying to obtain a tenancy through dishonest means.

Equality, Diversity and Inclusion

As a standard we will provide documentation in English – if a tenancy agreement is required in another language, this could then be provided on request.

Amplius is committed to Equality, Diversity and Inclusion and such will make reasonable adjustments to the policy to recognise, accommodate and support individual needs, where needed.

Amplius is committed to ensuring that no person or group of persons will be treated less favourably than another person or group of persons and will carry out our duty with positive regard for the following protected characteristics: Age, Disability, Race, Gender Reassignment, Sex, Sexual Orientation, Religion or Belief, Marriage and Civil Partnership and Pregnancy and Maternity.

Additional Support Needs and Reasonable Adjustments

Amplius understands that customers and service users may need additional support because of their circumstances. These needs may be temporary, long term, situational, or change over time.

We will consider relevant guidance from the Housing Ombudsman and other regulatory bodies when developing and applying our policies. We will take a proactive approach to identifying and responding to additional support needs. Where appropriate, we will make reasonable adjustments and tailor our services so customers can access them fairly.

Summary of Local Variations

Local variations may apply depending on what the Local Authority needs.

Where housing has been transferred from the local authority, there may still be legal agreements in place that we must follow when allocating properties.

Part 4

Compliance and administration

Legal and Regulatory Compliance

This policy fully complies with Amplius' legal and regulatory obligations.

- Regulator of Social Housing (RSH) Neighbourhood Community Tenancy Standard
- The Housing Acts
- The Data Protection Act 2018.

This list is not exhaustive, and policy authors will undertake thorough research and/or seek professional advice to ensure that Amplius meets its obligations and complies with the current and relevant legislation and regulations.

Evaluation, Review and Performance Monitoring

This policy will be reviewed on a Triennial basis to ensure that it remains fit for purpose. A policy review may also be required earlier, in response to internal or external changes for example changes in legislation. Prompt and effective action will be taken where improvements are identified.

Performance data for lettings and voids will be produced each month by the Quality Assurance Team.

Information on re-lets against local authority nomination agreement service level agreements will be provided, as applicable, at a local level through the Lettings Team.

Each region will carry out monthly audits to monitor compliance. Regular checks will also be completed by our auditors.

Related Policies

- Declarations of Interests Policy
- Decant Policy
- Equality, Diversity and Inclusion Policy
- Managing Transfers and Direct Lets Policy
- Mutual Exchange Policy
- Tenancy Management Policy

Part 5

Appendices

A. Associated Documents - Internal procedural document, colleague use only

- NA.

Part 6

Changelog

Amended date	Summary of changes	Version №
23/02/2026	Scope section updated to include The Teetotal Homes.	1.1
21/09/2026	Policy reviewed and amended following customer consultation. Changes were made to improve clarity and accessibility, including updates to definitions, allocation routes and decision-making criteria.	1.2
19/10/2026	Updated the Additional Support Needs section to reflect our approach to support needs and reasonable adjustments; aligning with the Accessibility and Adjustments policy.	1.3