



# D&S Allocations Policy

Turning homes and neighbourhoods  
into places where people  
want to live and choose to stay

# Allocation Policy

If you would like the help of an interpreter to understand this document, or to talk to us, please contact your local Neighbourhood Office or Harvest Response on LoCall 0845 345 0272 or Minicom 0845 345 7484.

**This leaflet is also available in other formats, such as Braille, large print or audio (CD or tape).**

## Arabic

تتعلق هذه الكراسة بحماية البيانات. إنها تقوم بشرح قانون حماية البيانات، وما هي الحقوق المتوفرة لك بشأن المعلومات التي تحتفظ بها عنك وكيف ستقوم باستخدام بياناتك.

إن كنت بحاجة إلى مساعدة مترجم لتتمكن من فهم هذه الكراسة، أو التحدث معنا، يرجى الاتصال بالمكتب المحلي لـ "تالير هود" - Neighbourhood أو مكتب "هارفست ريسبونس" - Harvest Response على الرقم بالتعريف المنخفضة الآتي: 0845 345 0272 أو الـ مينيكوم رقم 0845 345 7484.

تتوفر هذه الكراسة أيضاً بصيغ أخرى، مثل طريقة برايل للمكفوفين أو بالحروف الطباعية الكبيرة أو بالصوت (شرط كاسيت أو قرص مدمج).

## Bengali

সম্পর্কিত ডাটাজি, মডিফাই, শেয়ার অনারশীপ, "হোমবুই" (HomeBuy) এবং ব্যক্তিগতভাবে ডাটা নেওয়া-সহ যখন কোন বাড়া-ঘর কিনাখন অথবা ডাটা নিবনন তখন মেসার অপনশ (যুক্তিসা) পাওয়া যায় সেভ মেসার বা-পারে এই প্রচারপত্র যুগ্মপষ্টে বাখায়া রদোছে।

এই ডকুমেন্ট (দলিত) কোথায় জন্ম অথবা আমাদের সঙ্গে কথাবাড়ি করার জন্য আপনি যদি কোন মেসায়োর সহায়তা চান তাহলে অর্ডার করতে সোনকান মেইবারড অফিস অথবা হারফেস্ট রেসপন্সলন্স LoCall 0845 345 0272 নম্বর সোনকান অথবা 0845 345 7484 নম্বর মিনিকম সোনকান মেসায়োগ কলকরা।

ব্রুইন. বড়ো ছাপা অক্ষর অথবা অডিও CD অথবা টেপ-সহ এই প্রচারপত্র অন্যান্য আকারেও পাওয়া যায়।

## Cantonese

本資訊單介紹資訊保護方面的內容。它解釋了《資訊保護法》的規定，告知你對我們掌控的有關你的資訊應當享有哪項權利，以及我們將如何使用這些資訊。

若你希望有翻譯的幫助來閱讀本資料或與我們交談，敬請聯絡當地的“鄰裡辦事處”或“Harvest 住房協會查詢處”。電話號碼是：0845 345 0272 或內部總機0845 345 7484 (均為本地電話費率)。

本文件亦有盲文或大字號印刷版本，其內容已錄製成CD盤或錄音帶。

## Gujarati

આ પત્રિકા ડેટા પ્રટેક્શન (Data Protection) વિષે છે. તે ડેટા પ્રટેક્શન એક્ટનો, અને અમારી પાસે રહેલ તમારી માહિતી વિષે તમારા અધિકારો અને અમે તમારા ડેટા કે માહિતીનો કેવી રીતે ઉપયોગ કરીશું તેનો ખુલાસો કરે છે.

જો તમને આ દસ્તાવેજ સમજવામાં અથવા અમારી સાથે વાતચીત કરવામાં ઈન્ટરપ્રિટરની મદદ જોઈતી હોય તો, કૃપા કરી તમારી સ્થાનિક નેઇબરહુડ ઓફિસનો સંપર્ક કરો અથવા હાર્વેસ્ટ રિસ્પોન્સનો (Harvest Response) લોકોલ (LoCall) 0845 345 0272 ઉપર અથવા મિનિકોમ 0845 345 7484.

આ પત્રિકા બીજી રચનાઓમાં જેવીકે અંદલિપિ (બ્રેઇલ), મોટા છાપેલા અક્ષરોમાં અથવા ઓડિઓમાં (CD અથવા ટેઇપ) પણ મળી રહે છે.

## Hindi

इस पत्रिका में बताया गया है कि यदि आप यू-के में मकान खरीदने या किराये पर लेना चाहते हैं तो आपके लिये कितनी तरह के विकल्प उपलब्ध हैं। इनमें सोशल-हाउसिंग यानी हाउसिंग एसोसिएशन के मकान, मिश्र प्रकार की मॉर्गेज, शैर्ड-ऑनशिप (साझेदारी के मकान) • होम-चाय • और प्राइवेट किरायेदारी जैसे विकल्प भी शामिल हैं।

इस दस्तवेज को समझने, या हमसे बात करने के लिये यदि आपको अनुवादक (इंटरप्रेटर) की सहायता चाहिये तो कृपया अपने स्थानीय नेबरहुड ऑफिस या हार्वेस्ट रिसपोन्स से लो-कॉल नंबर 0845 345 0272 या मिनिकॉम नंबर 0845 345 7484 पर संपर्क करें।

यह पुस्तिका अन्य रूपों में भी उपलब्ध है, जैसे ब्रेल, बड़े अक्षरों की छपाई या सुनने वाली टेप या सीडी पर।

## Somali

Buugyarahaan wuxuu ku saabsan yahay iialainta macluumaadka. Wuxuu kuu sharxayaa Xeerka Ilaalinta Macluumaadka, xuquuqyadaada ku saabsan wararka aan kaa hayno iyo sida aan u isticmaali doonno macluumaadkaaga.

Haddii aad jeceshahay inuu turjimaan kugu caawiyo sida aad u fahanto dokumentigaan, ama annaga nala hadasho, fadlan la xiriir xaiska Jiiraanka xaafaddaada ama Harvest Response lambarka deegaanka 0845 345 0272 ama Minicom 0845 345 7484.

Buugyarahaan waxaa xitaa lagu heli karaa habab kale sida farta indhoolaha Braille, daabacad far waa-wayn ama dhegaysi (CD ama cajal).

## Urdu

ذاتی کوائف کا تحفظ (ڈیٹا پروٹیکشن)

یہ کتابچہ اس بات سے کہ آپ کے ذاتی کوائف کس طرح محفوظ رکھے جاتے ہیں۔ اس کتابچے میں 'ڈیٹا پروٹیکشن ایکٹ' کے بارے میں وضاحت کی گئی ہے، اور یہ بتایا گیا ہے کہ آپ کے بارے میں جو معلومات ہمارے پاس ہیں ان سے متعلق آپ کے کیا حقوق ہیں اور اس معلومات کو ہم کس طرح استعمال کر سکتے ہیں۔

اس دستاویز کو سمجھنے یا ہم سے بات کرنے کے لیے اگر آپ کو ترجمان (انٹریپرٹر) کی ضرورت ہو تو ہمارے سربراہی اسپتے مقامی 'نئے ہیرا' آفس یا 'ہارویسٹ ریسپانس' سے 0845 345 0272 یا 0845 345 7484 پر رابطہ کریں۔

یہ کتابچہ دیگر شکلوں میں بھی دستیاب ہے، جیسے بڑے، بڑے حروف کی چھپائی، یا سننے والی ٹیپ یا سی ڈی پر۔



Harvest Response  
LoCall 0845 345 0272

# Derwent & Solway's allocation policy

This leaflet explains our policy for letting homes.

## Your choices

We offer a range of homes from 2 or 3-bedroomed houses to 1 or 2 bedroomed bungalows and flats. Some homes have adaptations for disabled people or support from resident and mobile wardens, or both.

You can apply for any type of housing in any area. However, where there is a high demand for our homes we will give priority to people the home is most suitable for, for example, 3-bedroomed houses for families with children. We want to maintain balanced communities and encourage people from all walks of life to apply to us.

## Interested in other landlords?

If you are interested in applying to other housing associations, you should contact them direct. You can find details in our “A-Z Guide to Housing Association Homes in Allerdale” in our application pack or in Allerdale Borough Council's booklet, “Finding a Home to Rent in Allerdale”. This is available free of charge from all councils offices in Allerdale.

## How we allocate vacancies

Homes in some part of Allerdale are more readily available than in others. In these parts you can get a home if you meet our “general eligibility criteria”, such as not owing us money and having a good record from any previous tenancy with us.

In areas of high demand, we allocate homes by applying a points system. This measures fairly the priority of each application. In specific areas we will apply restrictions which limit access to housing e.g. minimum or maximum age of applicants, or specific client groups.

In the next few pages, we set out our allocations policy and points system.



# How you apply

Anyone over 18 can apply by completing our application form in full. For advice on completing the form, contact Harvest Response on LoCall 0845 345 0272 or visit your local neighbourhood office. If you have difficulty filling in the form, ask one of our Customer Support Officers to help you with it. Post your application form to Harvest Response or hand it in to any neighbourhood office. In some situations, we may consider people between 16 and 18. This is mainly if they have a dependent child or if they are homeless and in priority need. We usually ask for a guarantor to make sure they keep to the terms of their tenancy and pay their rent.

We will acknowledge all applications and transfer requests within two working days. When you return your forms with all the details we need, we will process it within five working days.

You will go on our main waiting list and be given a reference number for when you contact us in future. Please quote this number when you write to us or make an enquiry. We will let you know whether we are considering your application or whether we have placed it on the deferred list.

## The deferred list

A few people will not be considered for a home. We will hold these applications on a deferred list until they qualify for consideration or their circumstances change.

You will go on the deferred list if:

- You have voluntarily given up one of our tenancies in the last 12 months
- You have been a tenant with us for less than 12 months
- You are a tied tenant and do not need housing at present
- You ask us not to consider your application until a future date.

## Change of circumstances

If there are any changes to your circumstances, please let us know straight away as this could affect your application.

If you don't tell us of your changes, this may delay your application. The sort of changes we need to know about include:

- You have a baby
- Someone comes to live with you
- Someone dies or leaves home
- You become disabled or your health deteriorates
- You move to another address.

## Exclusions, review and appeals

We will exclude you from our lists if you have a history of antisocial behaviour or have been physically or verbally abusive to members of staff.

If we exclude your application, we will tell you in writing and you have a right to appeal against the decision. If you wish to appeal, you should do so in writing and send it to:

The Director  
Derwent & Solway HA  
Stoneleigh  
Park End Road  
Workington  
Cumbria  
CA14 4DN.

A senior member of staff who has not been involved with the initial decision will carry out the review. You can see full details of our guidelines for excluding applicants at our Stoneleigh Office.

## Complaints

If you are not satisfied with the way we deal with your application or any service you receive from us, please tell us straight away and we will try to correct any mistakes there and then. If you are not happy with our response, you can complain to us in writing or by phone. You can get a leaflet explaining the complaints procedure from all our neighbourhood offices or by calling Harvest Response on **LoCall 0845 345 0272**.

# How we allocate our homes

We make allocations from our waiting list first. In some areas where we have lots of homes to rent we may consider applicants on the deferred list, or advertise the home locally and nationally. All homes are offered according to “household type”

## Houses

When we have a house to let, we will offer it first to people with dependent children, or those expecting a child within three months. We will then offer it in the following order to:

- People expecting a baby
- Those with “confirmed staying access” (where you have permission to look after your children overnight, at weekends or during holidays) or with non-dependent children
- Couples
- Single people. In some areas, we will not consider single people for a three-bedroomed house

Where four-bedroomed houses become available, we will consider people with four or more children. We will not offer a four bedroomed house to people with only one child.

## Bungalows and ground-floor flats

Bungalows or ground floor flats are offered to people who have a medical reason for a ground-floor home. They will then be offered to couples and single people.

We take your age into account when allocating bungalows and flats in certain areas.

## Sheltered housing

Sheltered housing is available to people who are:

- Over 55
- Normally able to look after themselves physically
- Not unduly confused

If you are under 55, you may be considered if you have any medical conditions.

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## Offers of accommodation

You will be offered homes only in the areas you choose. You can be very specific about where you want to live and you can state particular streets where you would not accept a property. If you have any particular requests, you must tell us on the application form.

To be fair to everyone and to help us manage our waiting list, you are allowed to refuse up to four offers without penalty. If you refuse more than four reasonable offers of a home, we will take you off the list.

# How the points scheme works

## Owner-occupiers

If you are an owner-occupier with no priority need for re-housing and live within the Borough of Allerdale you can go on the waiting list with other applicants. However, you will not be eligible for any points.

## Out of Borough residents

Due to high demand and low turnover throughout Allerdale, D&S have temporarily closed the family waiting list to new applicants who reside outside the Borough of Allerdale. We are still accepting applications from households who want 1 or 2-bed flats or sheltered housing (for over 55's). The closure will be reviewed annually.

Anyone who feels that they have an urgent need to move into Allerdale Borough should approach their own Local Authority Housing Department for advice and assistance.

Derwent & Solway will accept applications from Prisoners currently residing outside the Borough provided that they were living in the Borough continuously for 5-years at the time they were remanded in custody or have a significant local connection with the area.

## Waiting-time points

We award points according to the information you give us on your application form and the length of time you have been on the waiting list. Everyone who qualifies for the waiting list will receive one point per month up to a maximum of 48 points.

## The priority list

Derwent & Solway grants priority to the following categories of applicant and also assists Allerdale Borough Council where The Council has a legal duty to re-house people within these categories.



## These applicants get 250 points:

- **Slum Clearance** - if your home has to be demolished
- **Rent Agricultural Act** - for people recommended by the Agricultural Dwellings Advisory Committee
- **Retirement from tied accommodation** - where you have been on the housing register for two years, are retiring due to age (at least 55 years old) or disability, and have lived in tied accommodation in the Allerdale area.
- **Forces personnel** - where you lived permanently in the Borough before joining up, and have served a total of at least three years in the Forces. Priority is given to both family and single person applicants.
- **Essential workers** - where you get a job that was advertised locally but not filled by a local person and The Council recommends that you are offered a home. In some exceptional cases the Council may recommend that we offer you a home if you take another job.
- **Temporary accommodation** - for households whose homes are undergoing grant-assisted work, as arranged by Allerdale Borough Council.
- **Decants** - where we can, if we wish, offer temporary housing because large-scale improvements are under way in the area where you live now.
- **Management moves** - you get 600 points if we have to move you for the sake of good housing management. These are exceptional cases and are judged individually.
- **Management let** - you get 600 points if you are awarded points under this category. You will only be awarded points under this category if we feel that your circumstances are exceptional and fail to be adequately reflected elsewhere within the policy. Cases are judged individually prior to the award of these points.

# Medical points

If you have a major medical condition, you get **150 points**.

We award “major” medical points if you cannot cope with stairs on your own but have to use stairs or steps to get into your current home or to get to the bathroom or toilet.

If you have a serious medical condition, you receive **80 points**.

We award “serious” medical points if you would be better living on the ground floor or on one level without stairs.

If you have a minor medical condition, you receive **10 points**.

We award “minor” medical points if your present living conditions make a particular medical condition worse.

## Welfare reasons

We award 150 points if you need settled accommodation and are vulnerable for specific personal reasons. Settled accommodation is where you hold a long-term tenancy. We will ask other agencies involved with you to assess your needs.

If you need to move to another town to support or be supported by a relative, you get 40 points.

If you live in the same town but for specific reasons need to move nearer to a relative to support or be supported by them, you get 15 points. This does not apply if you just wish to move to another part of your neighbourhood.

## Additional need for settled accommodation

Where we have awarded points for major or serious medical or welfare reasons (150 points), we can add a further 10 points if you particularly need settled/long-term accommodation and have more difficulty than other people in getting it.



## Security of tenure

We award two sets of points, depending on the degree of insecurity. If you have been placed in temporary accommodation, we award points to reflect the length of time you have been there. These points include points awarded for tenure types, as follows:

Owner-occupier facing the loss of their home through court action	<b>30 points</b>
Private tenant with a non-renewable tenancy	<b>30 points</b>
Living in someone else's home with a valid notice to quit	<b>60 points</b>
Living in a caravan with valid notice to quit	<b>60 points</b>
Private tenant with a valid notice to quit	<b>60 points</b>
Owner-occupier waiting to be repossessed	<b>60 points</b>
Owner-occupier with forced sale	<b>60 points</b>
You are unsafe in your current home	<b>60 points</b>
Placed in temporary accommodation by the Council	<b>60 points</b>
Over one year in temporary accommodation arranged by the Council	<b>70 points</b>
At the end of two years in temporary accommodation	<b>80 points</b>
Vulnerability points	<b>20 points</b>
Applicants requiring move-on accommodation from supported housing following a successful placement period.	<b>60 points</b>

We award additional points if you are at risk of losing your home and are vulnerable as defined by the 2002 homelessness legislation. Allerdale Borough Council will tell us if this applies to you.

## Overcrowding

If you are a D&S or other housing association tenant and need another bedroom, you get **50 points** for the first extra bedroom you need and **10 points** for each additional room.

Non-housing association tenants who need another bedroom get **30 points** for the first extra bedroom they need and **10 points** for each additional room.

You need additional bedrooms when:

- You don't have your own bedroom
- Children of the opposite sex are sharing a bedroom and at least one of them is over 5 years old
- Three children are sharing a bedroom.

## Property conditions

We award points for poor property conditions as below:

Property in poor structural states	<b>20 points</b>
No bath or shower	<b>20 points</b>
No hot water supply	<b>20 points</b>
No satisfactory cooking facilities	<b>20 points</b>
No inside toilet	<b>20 points</b>

## Tenure points

Points are awarded if you:

Are living in or lodging with someone **30 points**

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Are living in a caravan **20 points**

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Have no permanent address **60 points**

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Are a private tenant **20 points**

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Live in a house of multiple occupation **30 points**

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Live in bed-and-breakfast lodgings **30 points**

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To be awarded points for no permanent address, you must give details of the addresses you are moving between.

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Under-occupancy **60 points**

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If you are a D&S or other housing association tenant and you wish to move from a house to a flat or bungalow, you get **60 points**. You do not get these points if you have already been awarded “major” or “serious” medical points.

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Living above the ground floor **30 points**

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You get these points if you have children under the age of 5 and you are living entirely above the ground floor.

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Long-standing transfer **20 points**

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If you have lived in your present home as a D&S tenant for over 15 years and you now want to transfer, you get **20 points**.

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Economic and social points **10 points**

## Local connection points

If you have a local connection, you get **30 points**. We only award local connection points if you want to live in one of the rural parishes listed below, and you were born there or you have lived there continuously for 10 years.

If you were born in Allerdale and want to live in a rural parish listed below, you get **5 points**.

### Rural parishes

Aspatria	Bassenthwaite
Borrowdale	Broughton
Broughton Moor	Caldbeck
Cockermouth	Crosby
Crosby Villa	Dearham
Flimby	Great Clifton
Harriston	Keswick
Papcastle	Prospect
Seaton	Silloth
Wigton	

## Harvest Housing Group

Harvest is a group of housing associations and companies which provide over 18,000 affordable, quality homes across the North West and beyond. The unique way of working delivers Group-wide resources at a truly local level, whether this is to our own homes, to other businesses or our partners.

## Group members



### Harvest

Parent body and service provider – strategic direction, corporate services, finance, business and service development and Harvest Response, our shared service centre.



### Derwent & Solway Housing Association

Delivering housing and neighbourhood services in Cumbria.



### Eaves Brook

Delivering housing and neighbourhood services in Lancashire.



### Frontis

Developing market rent, key worker, affordable and other new housing products across the country. Responsible for the housing and neighbourhood services in Warrington.



### Manchester & District Housing Association

Delivering housing and neighbourhood services in Manchester, Cheshire and High Peak.



### Moorlands

Delivering housing and neighbourhood services in Leek, Cheadle and Biddulph.



### Outlook Homes

Delivering management services for our own market rent and key worker housing and for other landlords, both commercial and residential properties.



### Partington Housing Association

Delivering housing and neighbourhood services in Partington.

M&D and D&S are charitable organisations



## Harvest Response

### Winner of Customer Contact Association Award 2007

Telephone: LoCall **0845 345 0272** – Minicom **0845 345 7484**

All calls are charged at a local rate. Incoming and outgoing telephone calls are recorded for training, security and monitoring purposes.

Email: [response@harvesthousing.org.uk](mailto:response@harvesthousing.org.uk)

Write to us at: Harvest Response, PO Box 593, Preston PR2 2WU



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CCA MEMBER 2008

The registered office for all Group members is:

### Harvest Housing Group Limited

Apex House, 266 Moseley Road,  
Levenshulme, Manchester M19 2LH

Telephone: 0161 248 2300

Fax: 0161 248 2401

email: [info@harvesthousing.org.uk](mailto:info@harvesthousing.org.uk)

[www.harvesthousing.org.uk](http://www.harvesthousing.org.uk)

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