



Liverpool Mutual Homes Allocation Policy Document

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Background

1.1 In preparation for stock transfer, LMH Allocation Policy was originally approved by the Shadow Board on 4 April 2007 when it was agreed a review would be completed following stock transfer.

1.2 A review of the policy was considered by the Board on 4 November 2008 when the recommendations contained in the report were approved. The main changes relate to the number of bands and the date of application applied for awarding priority within each band. The number of bands has now been reduced from 6 to 4 and applicants are no longer allowed to keep their original date of application, if their circumstances change and they are eligible to be placed in a higher priority band.

1.3 The new policy came into effect on 19 January 2009.

1.4 This document provides a detailed description of both our Allocation Policy and our strategic relationship with the City Council and other Housing Associations (HAs) to deliver first class and sustainable housing for all residents of Liverpool.

1.5 It is not intended this document will describe every procedural element of our Allocation Policy. A number of individual procedures have also been developed to support this policy and more information about each procedure can be obtained by logging onto our web site at www.liverpoolmutualhomes.org and selecting 'knowledge maps'. Where appropriate, each procedure will make it clear the service standards customers can expect to receive.

1.6 The service standards contained in each procedure have been developed in conjunction with a focus group of tenants and will be subject to annual review.

Introduction

2.1 We recognise the need to comply with the following statutory requirements:

- Housing Act 1996
- Equality Act 2010
- Code of Guidance issued by the Communities for Local Government August 2008

2.2 We believe our policy is compliant, fair, consistent, transparent, promotes social inclusion and reduces barriers to applicants who want to access social housing. This policy also reinforces commitment to LMH Corporate Plan 2008/13 and more specifically, the Operational Plan 2010/11 through:

- A review of all applications on the waiting list to make sure information is accurate and up to date;
- Involvement and empowerment of staff in the development and production of any associated procedures;
- Continue to provide an opportunity for customers to express choice through participation in Choice Based Lettings (CBL) – [propertypool](#) and work towards an extension of the scheme on a Sub Regional basis.
- Deliver a policy that is non discriminatory and responsive to demand;
- Reinforce our commitment to reduce voids by making the most appropriate lettings;
- Direct offers to those in the greatest housing need; and
- Work in partnership with the City Council and other Housing Associations to champion the means to tackle homelessness in Liverpool.

Partnership arrangements with the City Council

3.1 Prior to stock transfer, the City instigated a review of its Allocation Policy and, following extensive consultation with tenants and applicants, presented a report to the City Council on 15 October 2008. The recommendation to implement changes to the way in which cases were banded was approved and came into effect on 19 January 2009.

3.2 As a result of this decision, all applications registered on CBL were reassessed and placed in the most appropriate band to enable applicants to continue bidding for properties advertised via [propertypool](#).

3.3 The Council's new banding helped to overcome shortcomings in the LMH Allocation Policy and also helps us to meet the targets set out in the transfer agreement in relation to our nomination arrangement with the City Council. We are required to provide 80% of our lettings to the Council via [propertypool](#) rather than a traditional nominations scheme.

3.4 The transfer agreement also includes the targets the City Council expects us to achieve in relation to each of the bands and sub bands. At the point of stock transfer, there was a backlog of homeless cases and the length of stay in temporary accommodation in Liverpool was considerably higher than other Local Authorities across the Country. In an effort to improve the situation, all HAs were set a relatively high target for rehousing homeless cases during 2008/09 and the target for LMH was 45%. Considerable progress was made and the targets have now been reviewed - see **section 9.5**. Our revised target is now 15% which provides an opportunity to increase the number of properties available to people in the other bands and sub bands.

3.5 However, we remain committed to working both constructively and strategically with the City Council to improve the rehousing options for homeless applicants and deliver the best services to prevent homelessness, where we can and have confirmed this commitment by signing up to the National Federation North West commitments to tackling homelessness.

3.6 This approach is further endorsed in the content of this Policy. At the meeting of the LMH Board on 4 November 2008, LMH agreed to adopt the same broad banding policy as the Council, making the process of applying for rehousing much simpler, more transparent and easy to understand for customers.

3.7 All LMH applicants are included on [propertypool](#) and have been reassessed in accordance with the Council's revised policy. Any decision to implement a completely different and separate policy would create a two tier system and confusion for customers. LMH has therefore agreed to adopt the same banding for applications with priority within each band being based upon date of application. This approach is also applied whether they are being considered for the 80% voids that constitute LMH nominations or, the residual 20% voids let directly by LMH.

3.8 Immediately following approval by the Board in November 2008, a letter was sent to all applicants registered with LMH advising of the proposed changes; confirming the impact on their application and providing an opportunity to have their application reassessed in accordance with the new policy.

3.9 Applicants who requested a review within the specified timescale were advised they would keep their original date of application. Although applicants were originally given 4 weeks to request a review, it was recognised some applicants might have found the changes complicated or difficult to understand and the deadline for requesting a review of the banding was extended until the end of February 2009.

3.10 Any applicant requesting a review after this date, who is subsequently placed in a higher priority is no longer eligible to be considered for rehousing on the basis of their original date of application but the date the additional priority for rehousing is confirmed.

Basic Principles of the Scheme

4.1 Our Allocation Policy is open and fair and provides equal access to both existing tenants and new customers. The policy has also been developed to encourage and promote social inclusion and we aim to reduce barriers to applicants who want to access social housing whilst creating sustainable communities throughout the City. The policy and accompanying procedures have been designed to help us to reduce any barriers and to provide an effective and efficient service to our customers.

4.2 All applicants are assessed on an individual basis to make sure no applicant is discriminated against. We will encourage all customers to help us create sustainable communities by developing and supporting networks that provide a healthier environment for all residents.

4.3 The scheme shows how we determine priority between eligible applicants, how we help vulnerable people and provide choice to applicants, making the policy transparent and accessible to all customers.

4.4 LMH has participated in [propertypool](#) since stock transfer and the Allocation Policy aims to balance choice and housing need. Customers can exercise choice in a number of ways: -

- by choosing a property available for letting via [propertypool](#) see **section 9.3**, or
- by identifying the area and type of property they would like to move to when applying to LMH or any of the participating HAs. Applicants are selected for vacant properties depending upon their degree of housing need according to the procedure for making direct offers explained in **section 8**.

4.5 Choice is available to all eligible applicants. The only restrictions imposed are on particular types of properties such as specially adapted properties and sheltered accommodation, but this is explained in **sections 9.7** or where a local letting policy is in place see **section 9.12**. Restrictions are also imposed when applicants have a history of anti social behaviour or owe a debt to a social landlord and this is explained in **section 11**.

4.6 The policy is designed to reflect a variety of different needs and give applicants a wide choice of accommodation. Applicants will be able to understand their re-housing prospects, given their particular needs, circumstances and preferences.

4.7 As part of the proposals for Sub Regional CBL, a review of the current policy has taken place. A letter was sent to all applicants registered on [propertypool](#) inviting comments and the consultation phase closed on 15 November 2010. The outcome of the consultation will be presented to LMH Board in March 2011 with a proposed implementation of October 2011. This document will be amended as soon as the Board has approved the revised policy.

Legal Framework

5.1 We recognise our legal obligations and our Allocation Scheme has been framed in such a way that we will address all requirements of the Housing Act 1996, Homelessness Act 2002 and the Code of Guidance.

5.2 The Code of Guidance was published in February 2003 following the introduction of the Homelessness Act 2002, which amends Part 6 of the 1996 Act. It is aimed specifically at housing authority members and staff but is also relevant to HAs who have a duty to co-operate with the Local Authority in the way we manage our waiting list, provide choice and encourage mobility. The revisions are intended to:

- provide an opportunity for new and existing applicants to choose their accommodation;
- widen access to social housing through the removal of “blanket exclusions” of certain categories of applicants;
- rationalise the reasonable preference categories;
- ensure transfer applicants and new applicants are considered on the same basis;
- ensure free advice is available and afforded to those who have difficulty in applying for housing.

Housing Regeneration Strategy

6.1 In considering the impact of the Housing Market Renewal Initiative (HMRI), the City Council in conjunction with Liverpool First for Housing, its strategic housing partnership, agreed to develop a comprehensive framework for housing renewal. LMH is an active member of Liverpool First for Housing and has given a firm commitment to work collaboratively with the City and its partners to help restructure the housing market and at the same time, provide sustainable housing.

6.2 The Housing Regeneration Strategy recognises major housing market renewal was needed and substantial decanting and clearance was an integral part of this renewal. In conjunction with the City Council and other HAs, LMH has undertaken to maximise re-housing opportunities for those affected by clearance to make sure we deliver the clearance in a timely and efficient manner.

6.3 LMH agreed to support the City Wide Order of Priorities (CWOP) for clearance, providing an opportunity for all tenants and residents affected by the proposals to be re-housed in a timescale they understand and, as far as possible, in areas of their choice throughout the City. A great deal of progress has now been made with the majority of tenants and residents moving to improved housing in areas of their choice.

Equality and Diversity Strategy

7.1 LMH is committed to providing equality of opportunity, tackling discrimination and valuing the diversity of the communities we serve. Equality is used within our Strategy as a short-hand for "Equal Opportunities" and is based on the legal requirements to comply with anti discrimination legislation; protecting people from being discriminated against on the grounds of their race, disability, sexual orientation, religion or belief, marital status, sex, gender reassignment, age, marriage and civil partnership and pregnancy and maternity.

7.2 Within our Equality and Diversity Strategy, diversity is understood to mean:

"recognising, respecting, accepting and valuing differences between people"

7.3 The social housing sector by nature includes some of the most disadvantaged groups within the community and LMH believes we have a key role to play within Liverpool in tackling disadvantage as a landlord. We therefore aim to become one of the lead agencies in championing equality within Liverpool.

7.4 LMH aims to comply with all relevant anti discrimination legislation, codes of practice and regulatory requirements. We are committed to promoting equality throughout the organisation and require all staff, residents, Board members, partners, stakeholders and contractors to participate fully in achieving our aims.

7.5 In order to achieve this, it is essential all applicants have equal access to good quality housing. This policy and the associated procedures will therefore be equality impact assessed to help us identify any shortcomings in service provision and opportunities for improvement.

7.6 All applicants are encouraged to complete an equality and diversity section on the common housing application form when they apply for housing. This will not be a requirement for acceptance of an application but it does help us to monitor the level of service provided to all sectors of the community.

7.7 We do not tolerate any unfair or unlawful discrimination that provides a lower standard of service to any group or individual. We will take action against any form of racial harassment and racial discrimination. We will also take action against any other form of harassment and offer support for the victims of any such harassment.

Choice Based Lettings (CBL) - **propertypool**

8.1 Housing Legislation gives Local Authorities a continued responsibility for the way social housing is let in the City, particularly for the following applicants:

- Homeless (within the meaning of part V11 of the Housing Act 1996);
- Other homeless categories;
- People in unsatisfactory housing conditions;
- People who are overcrowded;
- People who need to move on medical or welfare grounds; and
- Those who need to move to another area.

8.2 The City Council has decided the most effective way of achieving its strategic and legislative housing requirements is via **propertypool** and all HAs have been encouraged to participate. LMH has been an active member of **propertypool** since stock transfer. The following HAs are also participating in the scheme: -

Arena, Plus Dane (which includes CDS Housing and Hornby Homes), Cosmopolitan, Vicinity (which includes Liverpool Housing Trust, Cobalt and Rodney Housing), Maritime, Pierhead, Riverside (which includes Berrybridge, Community Seven and Lee Valley Housing), South Liverpool Housing and Venture.

8.3 The scheme is Internet based and therefore straightforward to access and use. Customers can access the system either by:

- logging onto the web site **www.propertypool.org.uk**;
- visiting one of the Councils One Stop Shops; or
- visiting the offices of the participating HAs, including LMH.

They can see what properties are available each week, what properties they are eligible for and where they will be ranked for any property, before making a bid. This helps customers make an informed decision about how likely their application would be to succeed. They can also see the details of any outstanding bids and the current ranking for the bids, providing an opportunity to remove any bids from any given cycle and replace them with new bids - provided they do not exceed the maximum of 3 bids allowed each cycle.

8.4 The benefits this scheme provides to applicants includes: -

- access to the vacant properties of all of the participating landlords;
- an opportunity to either visit the web- site **www.propertypool.org.uk** or the offices of any of the participating landlords to obtain the detail of the properties available and to make bids;
- an opportunity to view the details of the properties in the main community languages;
- access to a variety of information about local services;
- an opportunity to select a property and landlord of their choice;
- an opportunity to express an interest in up to 3 properties each cycle;
- an opportunity to obtain information about the number of people with more priority, which helps to make the best use of any bids;
- confirmation if they are not eligible for particular properties; and
- an opportunity to register with any of the landlords, if not currently registered.

8.5 The Government is encouraging local authorities and HAs to develop a Sub-Regional CBL system and Liverpool, Knowsley, Wirral, Sefton and Halton are in

the process of developing a system to roll out across the region. Again, LMH is taking a proactive role in the development of this scheme and a further review of this policy might develop from these discussions.

8.6 The consultation phase for the revised policy came to an end on 15 November 2010 and the outcome will be presented to LMH Board in March 2011. The Local Authorities taking the lead on this initiative have undertaken to complete an Equality Impact Assessment (EIA) before the policy is finalised and this will help all partners, including LMH, to reinforce our commitment to Equality and Diversity.

The Allocation Scheme

9.1 Eligibility

As a general rule, all applicants will be treated as “eligible” for accommodation, other than some people from abroad who are subject to immigration control within the meaning of the Asylum and Immigration Act 1996.

The Secretary of State has prescribed the classes of persons who are subject to Immigration control, but are nonetheless eligible to be allocated accommodation. The main categories are as follows: -

- Existing Tenants;
- British nationals;
- EEA nationals;
- Persons subject to immigration control who have been granted refugee status or exceptional leave to remain provided there is no condition that they shall not be a charge on public funds, or indefinite leave to remain under certain conditions; and
- Persons subject to immigration control who are nationals of a country that has ratified the European Convention on Social and Medical Assistance or the European Social Charter.

All other applicants are eligible to apply, but some will have a low priority for re-housing.

9.2 Residency

Until the proposals for the Sub-Regional CBL scheme are finalised, applicants who live outside the City boundary can apply to be included in the Low Priority Band – general sub band. Access to this sub band will, continue to be subject to satisfactory proof of residence and appropriate references. Requests from people who live outside the boundary, who would normally fit into the higher priority bands will only be considered in the most extreme circumstances and will also be subject to a satisfactory reference from the relevant authority.

9.3 Bands and Sub-Bands

We operate 4 main bands and within each band there are a number of sub-bands in priority order as follows: -

Band	Sub-brand
Urgent Priority	Health/Welfare (Life at Risk)
	Statutory Homeless
	Decant (CWOP)
High Priority	Health/Welfare (High)
	Overcrowded
	Non Priority Homeless
	High level disrepair
Medium Priority	Health/Welfare (Medium/Low)
	Living with Family/Friends
Low Priority	General Need

A summary of the bands and sub-bands is set out on the next page, but a more detailed explanation including the method of awarding priority, additional priority, number of offers and consequences of refusing an offer is attached at **Appendix A**.

Urgent Priority

This band has been created specifically for those applicants who are considered to have the most urgent need for a move and reflects the requirements of the Housing Act 1996 (as amended by the Homelessness Act 2002) for awarding “priority” and “additional priority” to certain applicants. The sub-bands are listed in priority order.

Health/Welfare (Life at Risk)

This is a new sub-band and has been specifically created to demonstrate that ‘additional’ priority for certain applicants needs to be more apparent within the Allocation Policy. It will provide a facility to move people when their needs are so urgent that unless a quick offer is made, their life could be at significant risk and re-housing is needed to remove them from immediate danger.

It will include applicants in the public and private sector and admittance to this sub-band will be limited to the most urgent and severe cases. Responsibility for determining eligibility within LMH will be restricted to the Director of Housing and Customer Services (DHCS) and **the date of this decision will determine their priority**. It may be necessary to refer cases in the private sector to the City Council Housing Options Service, if the applicant is at risk of becoming homeless. LMH will only consider tenants of other HAs if they can demonstrate they are unable to provide an offer (including temporary rehousing) to remove the applicant from the immediate danger.

Only one reasonable offer will be made. When considering the “reasonableness” of an offer, it is recognised it may not be possible to provide an offer in the applicants specific area of choice, but every effort will be made to meet this requirement;

Statutory Homeless

This sub-band will include applicants who are accepted by the City Council Housing Options Service as being homeless and in priority need in accordance with part V1 and V11 of the Housing Act 1996. It will also include applicants leaving institutions including care leavers, prison, hospital and residential discharge who are classed as being Homeless and in Priority Need.

Applicants in this sub-band will continue to be considered for re-housing on the basis of **the date they are accepted as being homeless**. This approach is taken to prevent homelessness and give priority to people who have been homeless the longest.

In the event LMH is unable to meet any multiple needs when re-housed (e.g overcrowding), applicants will have an opportunity to remain on the waiting list in the band appropriate to their multiple needs, after re-housing as a homeless applicant, to enable any additional needs to be addressed.

Any decision to award additional priority to individual homeless applicants is the responsibility of the City Council. The legislation requires Local Authorities to have a flexible system that considers cases out of turn; people with urgent housing need; and also to provide additional preference to people who satisfy the following: -

- those owed a duty as a result of violence, threats of violence, including domestic violence, racial harassment, witnesses of crime or victims of crime;
- those who need to move because of urgent medical needs.

Because of the need to extend choice to homeless applicants, the City’s Housing Options Service will advise homeless applicants to place bids for properties advertised via **propertypool**. However, in the event the City Council feels a case is particularly urgent and needs to be considered for an offer outside the date order system, LMH will, as far as possible, co operate with such requests. This approach is set out in **section 9.8**.

The Council policy for people being discharged from prison has been in operation for many years and in view of the action now being taken to prevent homelessness, a review of this particular policy by the City Council is underway. Until the review is complete, the current arrangements will remain in place.

At the moment therefore, applicants in prison are not allowed to submit a housing application until they have been released and their date of discharge is their effective date of application. The City Council has always afforded more priority to applicants who

are currently homeless as opposed to those currently serving a sentence. Unless they are accepted as being priority homeless when they are released, many have to wait a considerable time before receiving an offer.

LMH will however, continue to work with the City Council in this respect.

Decant (CWOP)

This sub-band is specifically for residents being displaced as a result of their home being included in the City Wide Order of Priorities (CWOP) for clearance/disposal. Only those schemes approved by the City Council will be included in this sub-band.

Applicants within this sub band are prioritised in accordance with their CWOP phase and each phase priority is then decided either by their tenancy date or date of purchase.

Because of the need to re-house families in a programmed manner, the majority of applicants in this sub band will receive direct offers outside the arrangements for **propertypool**. However, while they are waiting for a direct offer, applicants will be encouraged to consider any properties advertised on **propertypool** and place bids accordingly. When we provide a direct offer outside **propertypool**, the City Council will count it against our target for decant cases, if the offer complies with the priority contained within the CWOP.

Once a scheme has been declared, the following will determine the order of priority within each scheme: -

- tenancy date for tenants, irrespective of landlord; or
- date of purchase for owner occupiers or tenancy date prior to purchase for Right to Buy applicants; or
- date of application for authorised sub-tenants; or
- the cumulative housing needs of individual families within individual phases of the clearance programme.

There may be occasions when it is necessary to respond to urgent and specific situations that may arise within individual clearance areas. In these circumstances, the DHCS will consider requests of

this nature, if it can be demonstrated their needs are more urgent than those who currently have more priority and opportunities for temporary rehousing has been exhausted.

High Priority

This band has been created for people with severe health or welfare problems, people who are overcrowded, non priority homeless or people living in insanitary housing. The sub-bands are listed in priority order.

Health/Welfare (High)

Applicants accepted as having an urgent need to move, but where there is no evidence to suggest they are in immediate danger.

This sub-band includes: -

- Harassment;
- Domestic Violence;
- Victims of Hate Crime;
- Forces Cases;
- Move-on referrals; and
- People with severe health conditions.

This band will include formal referrals from the City Council Adult/Children Services where it is confirmed the applicants have an urgent need to move such as Children Act referrals. It will also include applicants in supported accommodation where the support will continue in their new tenancy (i.e Move-on referrals).

People with severe health or mobility difficulties will be included in this sub-band. Applicants with a mobility difficulty will be subject to an assessment by ACCESS Liverpool while applicants with a severe health condition will be assessed by the appropriate landlord following the completion of the separate Health Assessment form and if appropriate, presented to the panel of HA representatives for a decision.

Priority for re-housing all applicants in this sub-band will be considered on the basis of the date **the urgent need for a move is confirmed**. This approach is taken to provide a solution to their immediate

problem and if we are able to respond to any other needs at the time, such as a health condition, we will do so.

However, the need to provide a quick offer often overrides the availability of accommodation needed to satisfy other, less urgent needs. Taking multiple needs into account will almost certainly create delays in re-housing people which could also jeopardise the well being of those who need to move for very urgent reasons such as domestic violence and/or racial harassment.

In the event we are unable to meet any multiple needs, applicants will remain on the waiting list in the appropriate band after re-housing (keeping their original date of application), to enable any multiple needs to be addressed. This provides an opportunity for applicants with an urgent need to move to secure re-housing and provides an opportunity to have their cumulative need addressed at a later date.

Overcrowded

This sub-band includes tenants or owners of a property who, by the application of the bedroom standard **see section 9.1**, are overcrowded in their current tenancy; or, applicants living with family/friends who are living in overcrowded conditions and who are requesting a home of their own.

The degree of overcrowding is considered before the tenure of an applicant. Priority between all applicants in this band will continue to be determined by the **degree of overcrowding and then by the date the overcrowding was confirmed**.

On 17 December 2007, the former Communities for Local Government (CLG) announced an intention by Government to revise the method of calculating overcrowding. Liverpool has been identified as 1 of 38 Pathfinder Authorities to work with the CLG to implement and test the new proposals and to look at new ways of reducing the level of overcrowding. LMH has therefore agreed to amend the bedroom standard adopted by the City Council to reflect the requirements of CLG.

Non Priority Homeless

This sub-band includes applicants accepted by the City's Council Housing Options Service as being homeless but not in priority need, in accordance with part V11 of the Housing Act 1996. Authority for making any decision about Non Priority status will continue to rest solely with staff in the Housing Options Service and their date of application will be determined by the **date the non priority status is confirmed**.

Non Priority homeless applicants will be required to place bids for properties advertised via **propertypool**. No additional priority will be awarded to applicants in this sub-band.

In the event we are unable to meet any multiple needs, applicants will remain on the waiting list in the appropriate band after re-housing (keeping their original date of application), to enable any multiple needs to be addressed. This provides an opportunity for applicants to secure re-housing and provides an opportunity to have their cumulative need addressed at a later date.

High Level of Disrepair

This sub-band will include: -

- applicants living in the private sector where the properties have been declared a danger to health and safety by Environmental Health; or
- applicants living in an LMH property which has been confirmed to be in a state of disrepair and rehousing is necessary; or
- applicants who are living in insanitary conditions such as lacking/sharing essential facilities such as bathroom, kitchen, internal WC, water supply or electricity and, they don't occupy a self contained property.

Priority will be determined by the **date the property is determined as being unsuitable** and applicants will be required to place bids via **propertypool**.

In the event Environmental Health confirm a property is dangerous, the recommendation will be referred to the DHCS to be considered for enhanced status and if appropriate, moved to the Urgent Priority Band, health/welfare (life at risk) sub band.

Medium Priority

This band has been created for people living in unsatisfactory housing conditions, but where the living conditions are not considered serious enough to be included in the High Priority Band. The Sub-Bands are listed in priority order.

Health/Welfare (Medium/Low)

This sub-band includes: -

- those applicants where moving home will help improve the quality of life and who have a medical condition that is caused or made worse by their living conditions;
- people whose relationship has broken down. This includes LMH tenants, owner occupiers and private sector tenants;
- people who are living in a property in disrepair, but where Environmental Health has confirmed that while the property is not considered to be a danger to health and safety, the landlord is unwilling to complete the repairs within an acceptable timescale; and

Priority will be determined by the **date the difficulty is confirmed** and applicants will be required to place bids via **propertypool**. Unless the situation deteriorates and the applicant is eligible to be included in the high or urgent band, no additional priority will be awarded.

Living with Family/Friends

Applicants who do not have a tenancy of their own, are living with family/friends, are not overcrowded but want to secure a home of their own will be included in this sub band. This will include applications from people who live in separate addresses but are looking to secure joint re-housing.

Priority will be determined by **the date they applied for re-housing** and applicants will be required to place bids via **propertypool**.

Unless the situation deteriorates sufficiently for the applicants to be included in either the high or urgent band, no additional priority will be awarded to applicants in this sub-band.

Low Priority

This band has been created for applicants with no recognised housing need or those who do not satisfy the criteria to be included in one of the other bands.

This band will include: -

- applicants with no other housing need who want to be near friends or relatives;
- applicants who are adequately housed but have insecurity of tenure by virtue of having an assured shorthold tenancy; and
- applicants who are adequately housed but would prefer to live in another property/location.

Priority will be determined by **the date they applied for rehousing** and applicants will be required to place bids via **propertypool**. No additional priority will be granted unless the situation deteriorates and the applicant is eligible to be included in one of the higher priority bands.

9.4 Health Assessment

The need to introduce a health assessment has been recognised within the new banding system. A medical examination will not be carried out but priority will be based upon information applicants supply and will result in them being placed in one of the sub-bands depending upon their circumstances.

The assessment will be made on the basis of information supplied on the separate health assessment form. Applicants in this sub band will be reviewed every 12 months in line with the renewal of the application to ensure applicants continue to be eligible.

The assessment will take into account: -

- whether the health of the applicant or household member is being adversely affected by their current living conditions; and
- the applicant cannot resolve his or her own housing situation.

In some situations, a home visit may be required to complete the assessment.

The health assessment does not necessarily mean that priority will be awarded because some health conditions are not affected by housing. If the present home is considered to be suitable for the needs, for example, an applicant may not be accepted.

Applicants who are accepted will be placed in one of three sub-bands depending upon the severity of the situation and again, this approach demonstrates our commitment to provide 'additional' priority to certain applicants.

The health assessment will recommend the type of housing that is suitable. If the applicant refuses to accept the recommendation, they will lose their status and be placed in a lower band.

9.5 Target Setting

To achieve the objectives of the Council's Housing Strategy, particularly the demand from homeless and vulnerable households, the City Council has agreed individual targets for allocating properties to applicants in the priority bands with all HAs. The

targets set for LMH were originally included in the Transfer Documents at the point of stock transfer, but have since been reviewed with the City Council to reflect the demand for LMH properties and the contribution each Housing and Neighbourhood Management Area can make, based upon the turnover of vacancies in each area.

The percentage targets attached to each band and sub band reflect the hierarchy, in terms of priority for an offer. This provides an opportunity for customers to see how much priority their case attracts and what proportion of properties will be allocated to each band.

Using the number of general needs lettings during 2009/10 in each area, the chart below identifies the number of lettings likely to be made to applicants in each band and sub band, based upon the targets set by the City Council. Performance will be monitored by LMH and the City Council and will be subject to review. It is likely the targets will be reviewed on an annual basis unless legislative or strategic matters prompt an earlier review.

Band	Sub-Band	East	South	West	North	North West	Total	
		Estimated Lettings	Estimated Lettings	Estimated Lettings	Estimated Lettings	Estimated Lettings	Target %	Estimated Lettings
Urgent Priority 30%	Health/ Welfare (Life at Risk)	2	1	2	3	3	1%	11
	Statutory Homeless	34	19	26	46	48	15%	173
	Decant (CWOP)	32	18	24	44	45	14%	163
	Sub Total	68	38	52	93	96	30%	347
High Priority 45%	Health/ Welfare (High)	41	23	31	56	58	18%	209
	Over-crowded	43	24	33	59	61	19%	220
	Non Priority Homeless	13	8	11	19	19	6%	70
	High level disrepair	4	2	4	6	6	2%	22
	Sub Total	101	57	79	140	144	45%	521
Medium Priority 22%	Health/ Welfare (Medium/ Low)	36	20	28	50	51	16%	185
	Living with Family/ Friends	14	8	11	19	19	6%	71
	Sub Total	50	28	39	69	70	22%	256
Low Priority 3%	General Need	7	4	5	9	10	3%	35
	Sub Total	7	4	5	9	10	3%	35
Total		226	127	175	311	320	100%	1159

Priority within each band is decided by factors specific to that band. The number of properties we expect to let to each band will be set and published annually and this will provide very useful information to applicants, helping them to identify how long they might expect to wait for an offer.

9.6 Meeting Multiple Needs

If we are able to meet any cumulative needs we will do so. However, the need to provide a quick offer often overrides the availability of accommodation that might be needed to satisfy other, less urgent needs. Taking multiple needs into account will almost certainly create additional delays.

In the event we are unable to meet any multiple needs, applicants are allowed to remain on the waiting list in the appropriate band (keeping their original date of application) after re-housing, to enable the additional needs to be addressed. This provides an opportunity for LMH to re-house applicants with a specific need, in accordance with the urgency of their present circumstances and, provide an opportunity for people to have their cumulative need addressed at a later date.

9.7 Adapted/Sheltered properties

People with serious mobility problems or those requesting sheltered accommodation are referred to ACCESS Liverpool for inclusion on the accessible register. Any adapted properties or sheltered accommodation is referred to ACCESS and staff will match the property to the requirements of people on their register.

If ACCESS is unable to identify a suitable case that also satisfies LMH allocation policy, LMH will then let the property outside the arrangements with ACCESS.

ACCESS will only consider adapted properties where the adaptations include a level access shower (LAS). In the event an adapted property becomes empty but does not include a LAS, LMH will allocate the property in accordance with the Policy set out in this document.

9.8 Direct Offers

LMH will provide direct offers to people in the Urgent and High priority bands but applicants in all bands

are encouraged to participate in [propertypool](#). Direct offers may also be made for a limited number of low demand properties to applicants in the Medium and Low priority bands. LMH is required to provide 80% of properties via [propertypool](#) and the remainder will be let as a result of a direct letting outside these arrangements to some applicants, including: -

Decanting (CWOP)

If residents in the CWOP were only allowed to secure accommodation via [propertypool](#) it would result in vacant properties being pepper potted around estates creating further difficulties for the remaining residents. In order to clear areas effectively and efficiently, it is necessary to re-house people in a programmed manner and as such, LMH will continue to make direct offers to residents in the CWOP outside the arrangements for [propertypool](#).

However, while applicants are waiting for a direct offer, they will be eligible to place bids for any appropriate properties advertised.

Homeless and in Priority Need

Unless the City's Housing Option Service approach LMH for a direct offer, homeless applicants will be required to place bids for properties advertised via [propertypool](#). Authority for requesting a direct offer rests with Development Manager responsible for the Homeless Service.

In circumstances involving applications including people with a history of sexual or violent offences, where it is not considered to be advisable or practical to offer a choice of accommodation, the City Council will approach HAs for a direct offer. Any decision by LMH to provide an offer in these circumstances will depend upon the outcome of a risk assessment completed by the referring agency and the availability of suitable accommodation.

Health/Welfare (Life at Risk)

The very nature of the urgency of these cases will mean that LMH tenants are more likely to receive a direct offer.

Move-on referrals

LMH together with five other HAs agreed to pilot a move-on, move-in scheme in conjunction with the City Council. The purpose of this scheme was to consider the suitability of accepting applications from single people who are currently living in supported accommodation, but where the support agencies believe they are capable of moving into mainstream accommodation.

Applicants who are accepted for this scheme receive a direct offer and often, support is maintained during the early months of their tenancy to help them settle into their new home. This releases the supported units for other applicants needing this type of accommodation.

The pilot has proven to be very successful, has been extended to include young people leaving care and the City Council is now in the process of rolling this out to other HAs in the City.

Vulnerable Households

If it is established that an applicant with special needs is unable to participate in [propertypool](#), LMH will make a direct offer in accordance with their priority in the appropriate sub band in accordance with their date of application in the appropriate band.

When a direct offer is being made out of turn, LMH will make every effort to provide an offer in the area of choice. However, offers may be made outside the area of choice if there are no vacancies in the area requested at the time, or they are unlikely to become vacant in the near future.

A direct offer will be counted as a formal offer in accordance with the number of offers an applicant is eligible to be considered for.

LMH has also given a commitment to work with the City Council and other HAs to develop the "Gateway Project". Although it is only in the development stage, it is intended this project will become an extension of the "move-on" scheme, directing offers to vulnerable applicants and those with support needs.

9.9 Number of Offers

There are currently 14,300 applicants registered on [propertypool](#) and of this, 4,500 have registered with LMH. Against the background of the Allocation Targets set by the City Council, many applicants, particularly those in the medium and low priority bands, will experience lengthy waiting times for an offer. In order to meet the demand and maximise rehousing opportunities available, a limit has been attached to the number of offers to the bands and sub bands. The number of offers made to each sub-band is set out in **Appendix A**, including the implications of refusing an offer.

When we are considering the number of offers made to applicants, it will include either direct offers or those made via [propertypool](#).

Some applicants continue to place bids for properties they are not really interested in. As offers are made in strict priority order, this creates problems for those applicants with less priority who are interested in the property, but also results in wasted offers and creates delays in the letting process.

The void relet time is a key priority for LMH and every effort will be made to make sure offers and time are not wasted.

Any property offered following a bid via [propertypool](#) and subsequently refused is counted by LMH as a formal offer within the offer entitlement for the appropriate sub-band.

There will however, be situations when the reason for refusing an offer is considered to be reasonable and in this situation, the offer will not be considered as a formal offer. With the exception of homeless applicants (where the decision about the "reasonableness" of a refusal will be made by the City Council Housing Options Service), LMH will decide whether or not the reason for refusing an offer is considered to be reasonable.

It is difficult to be explicit about the grounds for deciding whether or not the reason for refusing an offer is reasonable, but the following factors will be taken into account: -

Reasonable Reason for Refusal	Unreasonable reason for refusal
The property is in the immediate location of someone who could present a danger to the applicant	The applicant says the property is "too small" but it does meet their needs according to the bedroom standard.
The property has stairs which the applicant is unable to manage and this is confirmed by the health assessment.	The applicant would prefer a house or a bungalow, but the property offered suits their needs.
The applicant needs an adapted property or the adaptations do not satisfy the applicants needs and this is confirmed by an OT assessment	The property is not situated in the applicants specific area of choice but meets their needs.
The applicant is from one of the BRM communities and racial tensions in the immediate area are apparent.	The applicant, would prefer an offer on an other level eg: upper floor/ground floor, but there is no information to suggest they are unable to manage the property offered.
The applicant refuses an offer because of a cultural or faith based belief	N/A

9.10 Age Restrictions

This policy applies to all applicants over the age of 16 requesting rehousing. However, LMH will not grant shorthold tenancies to applicants under the age of 18.

Provided the applicant is next in line to be offered a property, a licence will be issued. The applicant will be required to have a suitable named guarantor for the licence and receive ongoing support until they reach a minimum of 18 years (depending upon the nature of support required). This criteria has been established to make sure the tenant acquires the adequate life skills to be able to maintain the terms and conditions of their tenancy. Provided the licence has been conducted appropriately, a shorthold tenancy agreement will be issued when the licensee becomes 18.

LMH has a limited supply of bungalows compared to demand and eligibility is therefore restricted to those households who will benefit most from this type of accommodation. Eligibility for bungalows is therefore limited to applicants who are either unable to manage stairs as a result of a health or mobility difficulty, or where at least one member of the household is aged 60 years or more.

When properties are advertised via [propertypool](#), the age criteria is displayed in the marketing information.

9.11 Size of accommodation offered

In conjunction with the City Council and other HAs participating in [propertypool](#), the bedroom standard has been reviewed to reflect the minimum standard set down by CLG and has now been included in our policy. We now use the following rules for working out how many bedrooms applicants need: -

- applicants and their partner will normally be expected to share a bedroom;
- a bedroom is then added for the following people living with the applicant: -
 - one child irrespective of age;
 - two children aged 7 years or under regardless of sex;
 - Two children/ adolescents aged 0-20 years of the same sex;
 - any single adult aged 21 years or more;

- a carer/group of carers (where 24 hour care is being provided).

- when working out the number of bedrooms, we do not expect people of different generations to share a bedroom;
- households with an expectant mother are treated as though the child is born;
- access to children from a previous relationship will be taken into account when considering the number of bedrooms (but this will not necessarily alter the type of accommodation they are eligible for);
- applications from families which include additions to a household, since the original application/tenancy, are accepted provided: -
 - the arrangements are permanent; and
 - the additional family members are using the dwelling as their only and principal home.

9.12 Local Letting Policy

In some areas it is necessary to rehouse people of a particular description to help us achieve a wide variety of housing management and other policy objectives such as helping to create balanced communities, sustainable tenancies, reducing the level of anti social behaviour or deal with concentrations of deprivation. In doing this, we recognise the need to restrict local lettings to a limited part of our stock and this will be applied as an exception to the Allocation Policy.

In order to maintain openness and transparency, the local letting policy will be identified when properties are advertised on [propertypool](#). Lettings will continue to be made to eligible applicants in the appropriate bands and officers will ensure compliance with both Section 167 of the 1996 Housing Act and the Code of Guidance (issued in August 2008) by the Communities and Local Government (CLG).

Our approach to local lettings is set out in a separate document and a copy can be obtained by logging onto our web site www.liverpoolmutualhomes.org

Local letting schemes have been introduced in the Soho/Trinity area of Liverpool 3 and Rock/

Childers/Bibby area of Liverpool 13 and following consultation with local tenants and residents, this approach will be extended to include additional properties in the future.

9.13 Low Demand properties

LMH does have a limited number of properties where demand from applicants on the waiting list is low. In the long term, the completion of both the Improvement Programme and communal works will improve both the turnover of vacancies and demand for properties.

In order to reduce the blight caused by vacant properties pepper potted throughout estates and improve the overall safety of tenants and residents, officers have the authority to let some properties outside the normal policy:-

When a property is suffering from low demand, is situated in an area where there is a high turnover of vacancies (bringing with it high levels of crime and/or anti social behaviour), it has been vacant for more than 2 weeks and refused on 3 occasions, officers have delegated authority to offer the property outside the priority banding and date order system.

Applying for Accommodation

10.1 Application Form

A copy of the common application form can be downloaded from the Council's web site or by logging onto www.propertypool.org.uk and printing a copy, completing an on-line application or by asking any of the participating HAs to send you a copy. All HAs will process applications from their own tenants or any applicant in the private sector who submits an application to them.

Applicants to LMH are required to provide two proofs of residence for all adults listed; one proof of evidence for all children listed; **and** proof of the National Insurance Number for all household members aged 16 years and over.

Acceptable proof of residence includes: driving license, child benefit book, post office savings book, medical card, or any similar documents from an official

organisation with the household member listed. If applicants need help filling in the form, staff in any of the LMH offices will be happy to help. This includes arranging any specialist help that might be needed i.e. interpreter, Braille etc. to fill in the form.

The following documents are some examples of the type of supporting evidence that applicants will be required to attach to their application: -

- Child Benefit book) - showing all of the children on the application;
- Letter from the Benefit Agency (or benefit book) for all adults on the application;
- Bank statement;
- Recently paid utility bill;
- Passport;
- Medical card;
- Recent GP prescription;
- Recent letter from employer confirming applicant is registered from this property;
- Recent letter from a social worker, if for example, an applicant has access to a child.
- Driving licence
- Recent letter from hostel.

10.2 References

All applicants who are not currently a tenant of LMH will be asked to provide two suitable references before an application is accepted or an offer is made. The references are intended to demonstrate to the applicant that LMH is keen to make sure that all new tenants will abide by all tenancy conditions. The references will also provide advice to staff, about the likelihood of any tenancy issues that may arise in the future.

Ideally, everyone should provide two references, from a current or former landlord, employer or former

employer, or any other professional person who is able to demonstrate the applicant is capable of maintaining the terms and conditions of a tenancy.

Every assistance will be given to applicants to help them secure references, but references from family/friends will not be accepted.

Staff in the City's Housing Options Service will be required to provide at least 1 reference for Priority Homeless and Non Priority Homeless applicants living in hostels.

Some vulnerable applicants may genuinely be unable to provide references from landlords, employers or other professional people. They may never have been a tenant or been in employment and simply do not know a "professional person". They may be able to provide one, but not two references. Such cases will be considered on an individual basis.

If, for whatever reason, an applicant is unable to provide one or two references, the applicant will be advised during an interview, of their responsibility as a tenant. Inability to provide satisfactory references will not automatically exclude or reduce the priority of applicants on the waiting list but will be considered on an individual basis.

10.3 Checks and investigation of the application

Only eligible applicants explained in **section 9.1**, will be accepted onto the waiting list. The following checks are completed before an application will be accepted: -

All relevant questions have been answered

If all relevant questions are not completed, the application will be returned to the applicant identifying which section(s) need to be completed before the application can proceed.

It is important that applicants provide as much information as possible to avoid any delays. Applicants must keep LMH informed of any changes or any additional information that is relevant to their application. Applicants should also be aware that it is a criminal offence to provide false information on their application.

Where the applicants currently hold or previously have held a tenancy, LMH may contact the relevant landlord to find out if there are any rent arrears, court costs or charges for disrepair outstanding on a current or previous tenancy. Applicants can speed up this process by providing a final rent statement or reference from the landlord.

If there is a debt, a decision will be made whether to place the applicant in one of the need bands or to suspend their application.

If there is any information to suggest nuisance from a previous or current tenancy, this will be taken into account when deciding whether or not to suspend the application, as explained in **Section 11**.

If the applicant qualifies after all checks are completed, the application will be registered on [propertypool](#). The details are held on a computerised system and the applicant will be sent a letter confirming their registration. This letter will also confirm the name of the band they have been placed in, their date of application and information about how to place bids via [propertypool](#).

There is a duty on all applicants to declare if they are related to any LMH staff or Board member in section 6 of the [propertypool](#) application form. Any application that falls within this criteria and is being considered for a tenancy will be formally referred to the DHCS and Chief Executive for approval **before** an offer is made. Any such allocation will be recorded under the Declarations of Interest in the relevant register and reported to LMH Board.

10.4 Decision not to include

Applicants will be advised in writing if the application does not qualify to be included on the waiting list and will receive an explanation. The letter will also include details about how to ask for a review of the decision, see **section 10.11**.

10.5 Misleading information

Any applicant seeking to obtain accommodation by making a false statement or by withholding relevant information or by failing to tell us about any material change in circumstances commits a criminal offence and is liable to have his/her application cancelled.

10.6 Removing applicants from the list once registered

The following circumstances will result in applications being removed or suspended from the waiting list: -

- at the applicants request;
- the applicant has been re-housed;
- notification by the executor or personal representatives that the applicant is deceased;
- the applicant has gone away;
- the applicant fails to renew the application;
- the applicant no longer/has never qualified for housing, or the application is suspended;
- the applicant fails to notify of a change in their circumstances.

10.7 Change of circumstances

Applicants who experience a material change in their circumstances at any time should confirm the change by completing a new application form. This will be necessary in the following situations:-

- a change in medical/mobility circumstances;
- a change of address, for themselves or any other person on the application;
- any additions to the family or any other person joining the application;
- any member of the family or any other person included in the application who has left the accommodation;
- any criminal convictions relating to any member of the household included on the application.

Where the applicant's circumstances change or the applicant moves into a higher band, the application date will be the date from which those changed circumstances applied. The only exception to this will be when the applicant has moved from one short hold tenancy to another, in an effort to avoid homelessness. In this situation, subject to their being no other material change to their application, other than the address, they will be entitled to keep their original date of application.

10.8 Data Protection

LMH is obliged to comply with the Data Protection Act 1998, which sets out rules governing the sharing, processing of personal information and data. The guidelines cover both electronic and manual records and governs what can be done with the data, including collecting, sharing, using and disposing of it.

The reasons why LMH retains, collects, processes and transfers information, are documented within its Data Protection Notification which the Information Officer (data Controller), within Corporate Services.

10.9 Access to Information

Applicants have the right to request general information which will enable them to assess how their application will be treated under the scheme, whether accommodation is likely to be made available and if so the length of time before accommodation becomes available.

10.10 Renewal of applications

To make sure accommodation is allocated fairly, and to take account of any change in circumstances affecting an applicant's eligibility or, current or future housing need, applicants are required to renew their application every 12 months. Anyone who fails to renew will be removed from the waiting list. However, the following will apply:-

- applicants who continue to renew their application will be entitled to their original date of application if they continue to have a recognised housing need in the same band;
- applicants who fail to renew within 28 days will be withdrawn from [propertypool](#)

- in circumstances when an applicant fails to renew their application, but reapplies within 3 months of the date they were removed, will be eligible for their original date of application if they have continued to live in the property from which they applied and they continue to have a recognised housing need in the same band;

10.11 Review Procedure

LMH applicants can ask for a review of any decision relating to their application by contacting their local LMH office. If the request relates to a decision to either reject or suspend the application, the request will be considered under the Review Procedure. If the request relates to any other allocation issue, the matter will be dealt with under LMH Complaints Procedure.

Suspension Procedure

11.1 This aspect of our policy is applied to those people who we consider to be unsuitable tenants. When a landlord is satisfied that an applicant (or member of the household) is guilty of behaviour serious enough to make him/her unsuitable to be a tenant, the Housing Act 1996 permits the landlord to decide to treat the applicant as ineligible for an allocation. However, exclusion policies, which effectively exclude applicants for life from access to the waiting list (blanket exclusions), are contrary to the principles of natural justice and may even be in breach of the Human Rights Act 1998.

11.2 The City Council is currently in the process of discussing a common suspension procedure as part of the proposals for Sub Regional CBL and this may result in some changes to our current procedure but in the meantime, LMH will continue to operate the policy set out in this document

11.3 LMH suspension policy is strict but reasonable and, offers housing applicants an opportunity to demonstrate they are capable of fulfilling the terms and conditions of their tenancy agreement. At the same time, it sends out a clear message to all tenants and residents in Liverpool, that any form of anti-social behaviour will not be tolerated. You can obtain more information about the suspension categories and how it is applied from the separate Suspension Procedure.

Appendix A

Priority, additional priority, number of offers and consequences of refusing an offer.

Band: Urgent Priority		Sub-Band 1: Health/Welfare (Life at Risk)
Priority: Date urgency confirmed		Number of Offers: 1
Description	Additional Priority	Consequences of refusing an offer
Applicants in the public and private sector where their lives are considered to be in immediate danger unless they are re-housed. Inclusion in this sub-band for LMH is subject to the approval of the DHCS.	Only the most sever cases will be included in this sub band and therefore no additional priority will be awarded.	<p>The purpose of this band is to provide an opportunity to remove people from immediate danger. Applicants are therefore likely to receive a direct offer and the location and type of property offered will be limited to availability at the time.</p> <p>Following the refusal of 1 offer (whether propertypool or direct), applicants will be removed from the Urgent Priority Band, transferred to the High Priority Band – Health/Welfare and considered for offers in accordance with their priority in that band.</p>

Band: Urgent Priority		Sub-Band 2: Statutory Homeless
Priority: Date accepted as homeless		Number of Offers: 1
Description	Additional Priority	Consequences of refusing an offer
Applicants accepted by the City Council Housing Options Service as being homeless and in priority need in accordance with part V1 and V11 of the Housing Act 1996. This band will also include care leavers, prison, hospital and residential discharge where the applicants do not have a home to go to.	Additional priority can be awarded by the Development Manager within the Housing Options Service of Liverpool City Council when an applicant is considered to have multiple needs and their circumstances are considered to be extreme and urgent. In this situation the applicant will be made a direct offer out of turn	<p>Following the refusal of 1 offer (whether via propertypool or a direct offer), the homeless duty will be discharged, the applicant removed from the Urgent Priority Band and reassessed for possible inclusion in one of the other Bands. If the application is accepted, priority will be determined by one of the following, depending upon the circumstances of the case:</p> <ol style="list-style-type: none"> 1.Date of application if they had a live application immediately prior to being accepted as homeless; or 2.The date accepted as homeless will be attached to their new band

Band: Urgent Priority Sub-Band 3: Decant (CWOP) Priority: Order within CWOP and then Date Number of Offers: 3		
Description	Additional Priority	Consequences of refusing an offer
Residents being displaced as a result of their home being included in the City Wide Order of Priorities (CWOP) for clearance/disposal. Only those schemes approved by the City Council will be included	Additional priority within each scheme/phase will be considered when an applicant is considered to have multiple needs and when an offer of temporary accommodation (in any part of the City) is not possible	Following the refusal of 3 offers (whether via propertypool or a direct offer), applicants will be advised that proceedings to obtain vacant possession of the property will commence

Band: High Priority Sub-Band 1: Health/Welfare (High) Priority: Date urgency confirmed Number of Offers: 1		
Description	Additional Priority	Consequences of refusing an offer
Applicants in the public and private sector accepted as having an urgent need to move, but there is no evidence to suggest they are in immediate danger. This will include: Racial Harassment; Domestic Violence; Harassment; Victims of Hate Crime; Forces Cases; Move-on referrals, SHAP referrals. It will also include people with a severe health condition whose current housing is unsuitable on health grounds - where the applicant is unable to use the facilities without excessive pain and/or difficulty, or is unable to easily access facilities inside and outside the property.	Additional priority will be granted to applicants who are considered to be in immediate danger by transferring to the Urgent Priority band.	The majority of applicants will be considered for offers via propertypool . Following the refusal of 1 offer (whether propertypool or direct), applicants will be removed from the High Priority Band, transferred to the Medium Priority Band – Health/Welfare (medium/low) and considered for offers in accordance with their priority in that band.

Band: High Priority Sub-Band 2: Overcrowded Priority: Date overcrowding confirmed Number of Offers: 1		
Description	Additional Priority	Consequences of refusing an offer
Tenants and owner occupiers, who, by the application of the bedroom standard are overcrowded in their current tenancy; or, applicants living with family friends who are living in overcrowded conditions and who are requesting a home of their own	Additional priority is determined by the degree of overcrowding. Therefore, those applications who are the most severely overcrowded receive the greatest priority	Applicants will be required to place bids via propertypool to secure an offer. Following the refusal of an offer, the date of application will be amended to reflect the date they refused the offer.

Band: High Priority Sub-Band 3: Non Priority Homeless Priority: Date accepted Number of Offers: 1		
Description	Additional Priority	Consequences of refusing an offer
<p>Applicants accepted by the City Council Housing Option Service as being homeless and not in priority need in accordance with section V11 of the Housing Act 1996.</p>	<p>No additional priority will be awarded unless the Development Manager within the City Council Housing Options Service confirms the applicant is in immediate danger</p>	<p>In the event the homeless applicant is identified as having additional priority, they will receive a direct offer. However, the majority of applicants will receive an offer via propertypool.</p> <p>Following the refusal of 1 offer, the non priority status will be cancelled, applicants removed from the High priority band and reassessed for inclusion in one of the lower priority bands. If the application is accepted, priority will be determined by the following depending upon the circumstances of the case:</p> <ol style="list-style-type: none"> 1. date of application if they had a live application immediately prior to being accepted as non priority homeless; or 2. date of application accepted as non priority homeless in their new band

Band: High Priority Sub-Band 4: High Level of disrepair Priority: Date declared unfit Number of Offers: 1		
Description	Additional Priority	Consequences of refusing an offer
<p>Any properties in the private sector considered to be a danger to health and safety by Environmental health or any LMH property where it is confirmed the property is in disrepair and the tenant cannot be expected to remain in occupation.</p>	<p>Additional priority will be awarded, by placing the applicant in the Urgent Priority Band (life at risk) if the property deteriorates and is considered to be dangerous</p>	<p>Applicants will be required to bid for properties via propertypool. Following the refusal of 1 offer, the application will be removed from this band and considered for inclusion in one of the lower priority bands</p>

Band: Medium Priority Priority: Date accepted		Sub-Band 1: Health/Welfare (Medium/Low) Number of Offers: 3
Description	Additional Priority	Consequences of refusing an offer
People living in unsatisfactory housing conditions, but where the living conditions are not considered serious enough to be included in the high priority band. This will include applicants who need to move home to improve their quality of life and where they have a health condition that is made worse by their living conditions; applicants whose relationship has broken down; people living in a property in disrepair, but where Environmental Health has confirmed that while the property is not unfit, the landlord is unwilling to complete the repairs within an acceptable timescale; applicants who need to move to another locality to alleviate hardship to themselves or others	Additional priority will be awarded if the situation deteriorates sufficiently to place the applicant in one of the Sub-Bands of the Urgent Priority band	Applicants will be required to bid for properties via propertypool . Following the refusal of 3 offers, their date of application will be amended to the date they refused the third offer

Band: Medium Priority Priority: Date accepted		Sub-Band 2: Living with Family/Friends Number of Offers: 3
Description	Additional Priority	Consequences of refusing an offer
Applicants who do not have a tenancy of their own, are living with family/friends, are not overcrowded but want to secure a home of their own. This will include applicants who are living in separate addresses but are looking to secure joint re-housing	Additional priority will be awarded if the situation deteriorates sufficiently to place them in one of the Sub-Bands of the High Priority Band	Applicants will be required to bid for properties via propertypool . Following the refusal of 3 offers, their date of application will be amended to the date they refused the third offer

Band: Low Priority Priority: Date accepted Number of Offers: 3		
Description	Additional Priority	Consequences of refusing an offer
This will include applicants who are not eligible to be included in one of the higher priority bands but who: want to be near friends or relatives to give or receive support; applicants who are adequately re-housed but would prefer to live in another property/location	Additional priority will be granted if the situation deteriorates sufficiently to place them in one of higher priority bands	Applicants will be required to bid for properties via propertypool . Following the refusal of 3 offers, their date of application will be amended to the date they refused the third offer

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