

NEXT STEP HOMES
ALLOCATIONS POLICY

1. AIMS

Next Step Homes provides home ownership and rental options to enable people to make informed choices about the type of property and tenure that is most suitable to their needs.

We provide affordable home ownership for people who would not otherwise be able to buy their own home through Shared Ownership and Equity Sharing. We will provide affordable rented accommodation for owners whose circumstances have changed rendering them unable to maintain mortgage repayments through the Mortgage to Rent Scheme. We provide rented accommodation at less than commercial rates, prioritising applicants who will free up a social sector home.

We will also give priority to key workers to assist with recruitment and retention of specific skills as determined by the Local Authorities in whose areas we work.

2. OBJECTIVES

- To provide information and advice on housing and resettlement.
- To ensure that the process of applying for housing is widely available, easy to follow, and available in formats and languages as required by our customers.
- To ensure that the selection and allocation process is fair, transparent and non-discriminatory, efficient, and accurately recorded.
- To process applications within one working day of receipt and to advise the applicant of their status within 5 days thereafter.
- To ensure that all communication with the applicant is as clear and unambiguous as possible, and in a format consistent with the applicants' requirements.

3. PROCEDURES

Next Step Homes will ensure that access to its range of housing options is open to as many potential applicants as possible and that appropriate publicity is available to promote the Association's services and that such material should be available in a format and language consistent with customer needs.

The Association will select and assess applicants and thereafter allocate homes fairly. All allocations decisions are available for inspection subject to the Data Protection Act.

Information leaflets on selection and allocation are available to applicants and other interested parties.

The Association's Allocation Policy and selection and allocation information is also available on the Association's website.

4. STAFF RESOURCES AND TRAINING

The Policy is implemented by a dedicated member of staff working in the Customer Services Department of the Managing Agent.

Training includes:

- Regular ongoing training on the legal framework affecting the allocation of houses.
- Regular ongoing training on the legal framework affecting buying and selling properties in Scotland.

5. MONITORING AND REVIEW

Activity reports are made to each meeting of the Committee of Management of Next Step Homes. These include:

- Composition of various Housing Lists
- Time taken to process and respond to applications
- Housing List numbers
- Turnover of properties
- Legal actions

6. EQUALITY STATEMENT

Next Step Homes is committed to advancing equality and diversity and all our policies and objectives are underpinned by our belief in fairness for all. We will promote the following for everyone associated with Next Step Homes:

- To be treated with respect and dignity
- To be treated fairly at all times.

Right to Complain

In the event you are not satisfied with the service you have received in relation to this policy, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.

Approved by Committee: 4 February 2009

Review Date: 2 February 2011

Signed: (Chair)