

Democratic Services Officer: Erica Fredericks (Ext. 37547)

18 December 2014

HOUSING & CUSTOMER SERVICES WORKING GROUP

A meeting of the Housing & Customer Services Working Group will be held in **Dove Lodge, Amberley Room, 49 Beach Road, Littlehampton, BN17 5JG** on **Thursday 08 January 2015 at 6.00pm** and you are requested to attend.

Members: Councillors; Clayden (Chairman), Edwards (Vice-Chairman), Bicknell, Mrs Bower, Mrs Goad, Mrs Harrison, Mrs Oakley, Oliver-Redgate, Mrs Pendleton and Squires.

A G E N D A

1. APOLOGIES FOR ABSENCE

Please send your apologies to Erica Fredericks – tel: 01903 737547 or e-mail: erica.fredericks@arun.gov.uk

2. DECLARATIONS OF INTEREST

Members and Officers are reminded to make any declaration of personal and/or prejudicial/pecuniary interests that they may have in relation to items on this agenda.

You should declare your interest by stating:

- a) the item you have the interest in
- b) whether it is a personal interest and the nature of the interest
- c) whether it is also a prejudicial/pecuniary interest

You then need to re-declare your interest and the nature of the interest at the commencement of the item or when the interest becomes apparent.

3. MINUTES

To approve as a correct record the Minutes of the meeting of the Housing & Customer Services Working Group held on 23 October 2014 (attached).

4. ITEMS NOT ON THE AGENDA THAT THE CHAIRMAN OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASON OF SPECIAL CIRCUMSTANCES

5. GAS SAFETY CERTIFICATES VERBAL UPDATE

The Head of Housing will update Members on the current position with respect to Gas Safety Certificates.

6. ROUGH SLEEPER UPDATE

The Head of Housing will update Members on the current numbers of Rough Sleepers in the Arun District.

7. *RENT SETTING POLICY FROM APRIL 2015

This report sets out the current rent setting policy, and the changes in Government policy effective from April 2015.

8. *AMENDMENTS TO HOUSING ALLOCATION SCHEME 2014

This report (with Appendix) sets out proposed further amendments to the Allocation Scheme 2014.

9. ARUN DISTRICT COUNCIL'S WEBSITE VERBAL UPDATE

A verbal report, for information, will be given by the Service Development Manager.

10. *WORK PROGRAMME

To note the work programme for 2014/15 and make any necessary amendments (attached).

11. *GREENSPACE MANAGEMENT CONTRACT RETENDER

The information in this report is of an exempt nature and is not for publication by virtue of paragraph 3 of Part 1 of schedule 12A of the Local Government Act 1972, as amended.

(Note: Indicates report is attached for Members of the Committee only and the press (excluding exempt items). Copies of reports can be viewed on the Council's web site at www.arun.gov.uk or can be obtained on request from the Committee Manager.)

'Subject to Approval at the Next Working Group Meeting'

HOUSING & CUSTOMER SERVICES WORKING GROUP

23 October 2014 at 6.00 p.m.

Present: - Councillors Clayden (Chairman), Bicknell (from Minute 24), Mrs Bower, Mrs Oakley, Mrs Pendleton (from Minute 24) and Squires.

Councillor Elkins and Councillor Gammon were also present.

20. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors; Edwards, Mrs Goad, Mrs Harrison and Oliver-Redgate.

21. DECLARATIONS OF INTEREST

There were no declarations of interest.

22. MINUTES

The Minutes of the meeting held on 4 September 2014 were approved by the Working Group and were signed by the Chairman.

23. GAS SAFETY CERTIFICATES VERBAL UPDATE

The Head of Housing reported that there were no Gas Safety Certificates outstanding. The working group congratulated Housing Services on this achievement.

24. ROUGH SLEEPER VERBAL UPDATE

The Head of Housing informed the working group that since July 2014 Stonepillow had received 90 clients, a quarter of these were from self referrals and a further third referred from the Crime Reduction Initiative and Arun District Council.

It was noted that 41% of homelessness was caused by family breakdown closely followed by substance misuse. The largest age group supported by Stonepillow was noted as 25 to 44 year olds at 62%. Stonepillow had referred 8 homeless cases for mental health support, 42 to substance misuse support and 1 to domestic violence support.

The Hub at Harwood Road, Littlehampton was receiving 10 to 15 clients daily.

Cllr Squires asked whether Housing Services could inform the Littlehampton Town Council about this work because they had raised concerns about rough sleepers and street drinkers, largely in relation to impact on local retailers. The Head of Housing agreed that this would be

‘Subject to Approval at the Next Working Group Meeting’

arranged and informed Members that, in the future, a regular briefing note from Stonepillow would be circulated to the working group. It was suggested and agreed that this briefing note would be sent to all Members of Arun District Council.

25. DISCHARGE OF HOMELESS DUTY TO THE PRIVATE RENTED SECTOR

The working group received a report on the Discharge of Homeless Duty to the Private Rented Sector. Members were requested to consider the Council including offers of private rented sector tenancies as part of its homelessness duty.

It was noted that The Homelessness (Sustainability of Accommodation) (England) Order 2012, made under the Localism Act 2011, introduced powers to local authority housing departments to offer private rented properties as part of their homelessness duty. It was also noted that a number of local authorities had adopted policies to use these new powers as a solution to accommodating the increasing numbers of homeless clients to whom they owe a statutory duty.

The increasing demand of the Council’s homeless clients was outlined. In 2012/13 Arun District Council accepted a statutory duty to house 129 homeless clients who had met the assessment criteria of the homelessness legislation. This figure had increased to 142 in 2013/14 and in the first quarter of 2014/15 there were 61 homeless acceptances. Members were informed that in 2012/13, 2013/14 and the first part of 2014/15 homeless applicants were housed in Council or Housing Association properties with the percentage of those housed in this way increasing from 27% to 41%. It was reported that this indicated a need for alternative sources of accommodation from other tenures to help meet homelessness demand.

It was proposed that existing private rented sector checks and landlord accreditation would be used.

Members of the working group discussed the report and asked questions. It was felt that it was important that Landlords would be supported and potential tenants placed carefully. It was noted that if the scheme was accepted then the Council would require an increased amount of private rented housing stock and would need to encourage Landlords to join.

The Cabinet Member for Housing informed the working group that Arun District Council had a Landlords Forum which was well supported. The next meeting was noted as 12 November 2014 at Bognor Regis Town Hall. It was agreed that Landlords joining the Council’s accreditation scheme would benefit from talking to other Landlords at this forum.

It was noted that private landlords could still receive Housing Benefit payments directly.

The Housing & Customer Services Working Group

‘Subject to Approval at the Next Working Group Meeting’

RECOMMEND TO CABINET

that the Council includes offers of suitable private rented sector tenancies as part of its homelessness duty.

26. HOUSING ALLOCATIONS REVIEW

The working group received a report from the Housing Services Manager on the proposed amendments to the Housing Allocations Scheme.

It was reported that the Housing Allocation Scheme was reviewed in 2012 in the light of the new powers that had been given to local authorities by the Localism Act 2011. These powers enabled the Council to apply its own criteria to determine who may join the Housing Register. The Council’s Allocation Review of 2012 determined that two main criteria would apply: a housing need and a local connection to Arun would be required. In addition the priority bands were amended and Band D was removed so that in January 2013, when the change was implemented, there was a reduction in the number of housing applicants on the register from 6000 plus to approximately 1100.

It was noted that this review had proposed amendments to priority bands, a clearer requirement regarding debts to the Council and the removal of priority for Deposit Bond Customers. Priority Band amendments were noted as follows:

- Band A would apply to applicants with an emergency or high priority need or where rehousing the applicant is required for reasons which assist the Council. An example was given that all applicants who had been under-occupying would be placed in Band A.
- Band B would apply to applicants to whom the Council had a homeless statutory duty.
- Band C would apply to Arun tenants who needed to transfer for a reason which could not be met by the other priority reasons.

The review also proposed that applicants with any amount of debt would be excluded from the register until it was cleared.

The Housing Services Manager then referred Members to Section 6.4.10 of the Allocations Scheme and stated that another recommendation would be inserted for local lettings plans to add that preference would be given to local people of that ward. It was noted that the scheme would be implemented from April 2015 to coincide with the installation of new IT Software for Housing Services.

The Chairman and Members of the working group expressed concern that the amendments to the Housing Allocations Scheme were not put to Members prior to consultation. The Head of Housing and the Housing services Manager agreed that any future matters of Policy would be presented to Members for their comment prior to wider consultation. It was also requested that Members be kept informed of any Allocation issue that

‘Subject to Approval at the Next Working Group Meeting’

affected ward members so that Councillors were more able to deal with their constituents’ queries.

The Working Group then considered the content of the Housing Allocations Scheme and provided the Housing Services Manager with comment and amendments.

Following amendment the working group considered and agreed the report’s recommendation.

The Housing and Customer Services Working Group

RECOMMEND TO CABINET

that the proposed amendments to the Housing Allocation Scheme be accepted.

27. WORK PROGRAMME 2014/15

The Housing & Customer Services Working Group considered the work programme for 2014/15 and noted the included items.

(The meeting concluded at 7.25pm)

AGENDA ITEM NO.8ARUN DISTRICT COUNCILHOUSING & CUSTOMER SERVICES WORKING GROUP – 08 January 2015

Recommendation Paper

Subject : Rent setting policy from April 2015

Report by : Neil Jerram

Report date: 22nd October 2014

EXECUTIVE SUMMARY

This report sets out the current rent setting policy, and the changes in Government policy, effective from April 2015

RECOMMENDATIONS

Members are requested to recommend to Cabinet that the Council adopts the Government policy of increasing rents by CPI +1% (2015/2016 = 2.2%) for existing tenants and of charging formula rents on new tenancies from April 2015.

1.0 INTRODUCTION

- 1.1 Rent restructuring was introduced in 2002 by the then Labour Government. It was an attempt to develop a fairer system of affordable rents in the social housing sector and to end the inconsistency in rents being charged by different landlords for similar properties in a similar locality.
- 1.2 A formula or target rent was calculated by Government to which actual rents for each individual local authority and housing association home would converge to by a target date of 2011/12, using a combination of the relative value of the property, relative local earnings levels and the number of bedrooms in the property
- 1.3 Each year the annual rent review has been based on policy set by Government, where weekly rents have been increased by RPI + ½% plus up to £2 where the actual rent is less than the formula rent for a property.

- 1.4 Under the principles of the new local self-financing system for local authorities, local authorities are free to set their own rent levels. In practice this is problematic as the inherited debt from the previous local authority financing regime, the HRA subsidy system, is subject to a Government rent formula. If the rent formula is not applied, then the local authority could face problems repaying back the debt.
- 1.5 The Coalition Government has continued with the rent restructuring policy but with a revised target convergence date of 2015/16. However, this policy has been brought to an end, with some rents not having reached convergence, that is, the actual rent is still below the formula rent, some having exceeded formula rent, and some being equal to formula rent.

2.0 GOVERNMENT CHANGES

- 2.1 The Government has issued a 10 year rent policy, which details changes to rent setting, to be implemented from April 2015 in respect of the 2015-2016 rent year. In this policy they say that social rents should continue to be set on the current basis, and so the formula rent will continue to be calculated, based on the current formula, and using the values that are currently used for national average rent and capital value (as at January 1999 prices) and manual earnings levels. Using this formula ensures that affordability is considered, and provides stability to both current tenants and landlords.
- 2.2 The main change to social rent policy on rent increases is to move from an annual limit on weekly rent increases of RPI + ½% + up to £2.00, to a limit of CPI + 1%. The CPI figure used will be as at the previous September, the same basis as is used for RPI currently.

Date	RPI	Inc %	RPI + ½%	CPI	Inc %	CPI + 1%	Effect of change
Sept 2011	237.9			120.9			
Sept 2012	244.2	2.7%	3.2%	123.5	2.2%	3.2%	-
Sept 2013	251.9	3.2%	3.7%	126.8	2.7%	3.7%	-
Sept 2014	257.6	2.3%	2.8%	128.4	1.2%	2.2%	(0.6%)

As can be seen above, using this in April 2013 and April 2014 would have had no effect however in April 2015 CPI + 1% is lower than RPI + ½% by 0.6%.

- 2.3 Both formula or target rents and actual rents will be increased by the same formula of CPI +1%, thus ending the chance of convergence.

3.0 PROPOSAL FOR ADC HOUSING RENTS FROM APRIL 2015

- 3.1 The last rent review under the old rent restructuring basis took place for April 2014, at which time there were about 1,000 properties with rents in excess of formula rent at an average of 34 pence per property, about 2,420 properties with rents below formula rent at an average of £2.83 per property, and just nine where rent was equal to formula rent.
- 3.2 I would propose that from April 2015 we adopt the policy of changing to formula rent for new properties, both purchased and constructed, and for new tenants in existing properties. In those cases where the current rent exceeds formula rent, albeit only by a matter of pence, this would mean new tenancies would attract a slightly lower rent than at present. However in the majority of cases, the new formula rent applied would be higher than the current rent being charged. The overall impact of changing to formula rents for new tenancies cannot be quantified, it being totally dependent on the number of new tenancies and the properties being re-occupied.
- 3.3 Existing tenants, including those who undertake mutual exchanges or succession tenancies would receive transitional protection, and their rent increases would be limited to the new Government policy of increasing by CPI + 1%. This would mean that our rent increases to our current tenants would continue to be calculated at the Government's recommended rate, as they have been since the start of Rent Restructuring.
- 3.4 At the same time the charges for the Glenlogie and New Road Temporary Accommodation units will also be brought into line with the rest of the Council's stock by applying formula rent as the basis of setting the next year's rent. In the case of Glenlogie, where the former Hostel units with shared facilities have been converted into five 2 bed flats and one 1 bed flat each with their own facilities, this will better reflect the property type.

4.0 RECOMMENDATION

- 4.1 Members are requested to recommend to Cabinet that the Council adopts the Government policy of increasing rents by CPI +1% for existing tenants and of charging formula rents on new tenancies from April 2015.

Contact: Neil Jerram, Finance & Home Ownership Manager Ext: 37851

AGENDA ITEM NO.9ARUN DISTRICT COUNCILHOUSING & CUSTOMER SERVICES WORKING GROUP – 8th January 2015

Recommendation Paper

Subject : Amendments to Allocation Scheme 2014

Report by : Judy Knapp

Report date: 4th December 2014

EXECUTIVE SUMMARY

This report sets out proposed further amendments to the Council's Housing Allocation Scheme.

RECOMMENDATIONS

Members are requested to recommend to Cabinet the further amendments to the Allocation Scheme 2014.

1.0 INTRODUCTION

- 1.1 The Working Group considered changes to the Housing Allocation Scheme at their meeting in October 2014 and agreed to recommend the amended Scheme to Cabinet.
- 1.2 Subsequent to this, relevant case law has been established in the Supreme Court, which affects how local authorities manage the allocation of Council housing. As a consequence, it is proposed that further amendments are made to the Scheme.

2.0 REASONABLE PREFERENCE

- 2.1 The Supreme Court recently passed a judgment in the matter of *Jakimaviciute v Hammersmith & Fulham LBC* [2014] EWCA Civ 1438. The case considered whether the Council had acted lawfully in denying Ms *Jakimaviciute* access to their housing register. The case revolved around the issue of 'reasonable preference'.

- 2.2 The 'reasonable preference' afforded to certain vulnerable groups is set out in the Housing Act 1996, and these vulnerable groups are listed at Section 2.6 of the Allocation Scheme. The legislation requires local authorities to ensure these groups have some preference in access to social housing.
- 2.3 However, the Localism Act 2011 affected how Councils dealt with these reasonable preference groups when they took advantage of the new Localism powers and set their own criteria to join the housing register.
- 2.4 The tension between Reasonable Preference and Localism has not been clear to local authorities and in some cases the local connection criteria has meant that reasonable preference groups were disadvantaged or excluded.
- 2.5 In the case of Jakimaviciute, Hammersmith & Fulham had refused access to the housing register even though the client was homeless and in temporary accommodation. The Supreme Court found that this was unlawful.

3.0 INCLUDING REASONABLE PREFERENCE IN THE ALLOCATION SCHEME

- 3.1 The legal advice following Jakimaviciute is that local authority Allocation Schemes should be clear in the way reasonable preference groups will have access to the Scheme, and will not be excluded if they do not meet the Council's own local connection criteria.
- 3.2 The proposed changes to Arun's Allocation Scheme, in Section 6.1.1, clarify the Priority Bands which apply to the reasonable preference groups. They allow access into Priority categories B2, B3 & C2 for clients who are homeless or threatened with homelessness; categories A7 & C8 for clients living in insanitary or overcrowded housing; category C1 for those who need to move for medical or welfare grounds; and category C6 for clients who need to move to a particular area to avoid hardship.

4.0 OTHER AMENDMENTS TO THE ALLOCATION SCHEME

- 4.1 Some other minor changes to the Allocation Scheme are also proposed at this time to bring the Scheme in line with current good practice.
- 4.2 The use of the word 'eligible' has been restricted to its correct legal definition in this context, which is in terms of access to resources based on nationality. Where 'eligibility' has been used to determine other criteria, this has been changed to the correct term of 'qualification'.
- 4.3 It is also proposed to further clarify the Scheme with regard to clients with housing-related debts, which have accrued as a result of the Social sector

size criteria, at section 5.4.3. This amendment clarifies that the Council may assist these clients to move to a right-size property if their housing arrears will be cleared by the Under-occupation incentive payment, thus preventing them from further housing benefit penalties.

- 4.4 At Section 5.4.5 it is proposed to follow the government guidance regarding access to social housing registers for ex-armed forces personnel, whereby any compensation payments may be disregarded from the criteria excluding applicants with savings.

5.0 POTENTIAL FUTURE CHANGES TO THE ALLOCATION SCHEME

- 5.1 At the meeting of the Working Group held in October 2014, a question was raised about the detail of the Allocation Appeal process. The current process does not allow applicants to have third party representation at an Appeal panel. Members asked that this be reviewed. Legal advice has been sought but has not been concluded. An amendment to the Appeal process may be required as a result of this legal advice.

- 5.2 The Department of Communities and Local Government has carried out consultation during 2014 on the issue of a potential 'Right to Move' for the purposes of employment. The results of that consultation have not been publicized, and it is not yet known whether further government guidance may be issued recommending that local authority allocation schemes allow applicants to join the housing register if they need to move to a particular area to seek employment. If such guidance is issued, a further amendment to the Arun Allocation Scheme may be required.

6.0 RECOMMENDATION

- 6.1 Members are asked to recommend to Cabinet that the further amendments to the Housing Allocation Scheme are agreed, with the implementation date of April 2015.

Background Papers: Housing Allocation Scheme 2012
Housing Allocation Scheme 2014

Contact: Judy Knapp Housing Services Manager Ext:37740

Arun Housing Services
Housing Allocations Scheme 2012
Amended 2014

Approved by Cabinet on 10 September 2012
Decision Notice C/027/100912

CONTENTS

SECTION		PAGE
1.0	Introduction	3
2.0	Principles	3
3.0	Housing Register	5
3.2	Local Connection	5
3.3	Housing Need	6
3.4	Applications from under 18s	6
3.5	Joint applications	6
3.6	Applications from home owners	7
3.7	Transferring tenants	7
4.0	How to apply	7
4.1	Verifying and assessing housing need	7
4.2	Medical or care needs	8
4.3	Mobility needs	8
4.4	Registration of applications	9
4.5	Change of circumstances	9
4.6	Intentionally altering circumstances	10
4.7	False information	10
4.8	Renewing applications	11
5.0	Exclusions and removals from the Housing Register	11
5.4	Exclusions from the Housing Register	11
5.5	Removals from the Housing Register	13
6.0	The Priority Bands	13
6.2	Local Priority status	19
6.3	Band Registration date	19
6.4	Specific Qualification criteria	20
6.5	Bidding timescales	22
7.0	How vacant properties are advertised	22
8.0	How to bid	24
9.0	How applicants are selected	25
9.10	Direct allocations	26
10.0	Tenancy policy	26
11.0	Review and appeal procedures	27
12.0	Additional information	29
12.1	Consultation	28
12.2	Equalities Impact Assessment	29
12.3	Service standards	29
12.4	Information for applicants	30
12.5	Personal information	30
12.6	Implementation arrangements	30

Arun District Council – Allocations Scheme

1.0 Introduction

- 1.1 The Allocations Scheme sets out the priorities and procedures for the allocation of affordable (social) housing in the Arun District. The provision of an Allocations Scheme is a legal requirement: Section 167 of the Housing Act 1996 refers. The scheme has regard to relevant legislation and Government Codes of Guidance on social housing allocations.
- 1.2 The scheme has been developed in the context of the Localism Act 2011 which gives local authorities greater powers to determine the qualification criteria for social housing within their area and the priority given to applicants.
- 1.2 The scheme applies to applicants applying to join the housing register for the first time (referred to as ‘applicants’) and existing Council or Registered Provider tenants wanting to move (referred to as transfers).
- 1.3 The Council is committed to offering an element of choice to all those seeking housing, enabling people to make well-informed decisions about their housing options referred to as ‘Choice Based Lettings’. Available vacant properties are advertised for applicants to place ‘bids’ for properties which are suitable for their needs and in their desired location. Choice based lettings will help to improve the sustainability of the affordable housing stock across Arun by encouraging residents to have a stake in their community.
- 1.4 The Allocations Scheme has regard to the Council’s public sector equality duty, as defined in the Equality Act 2010 Section 149. It aims to ensure that the allocation of affordable homes and associated services is fair and that no service users are discriminated against on the grounds of their age, disability, race, colour, religion, ethnicity, gender, sexuality, family status, transgender or transexuality.
- 1.5 Access to the scheme may be more difficult for people with a disability, sight or hearing impairment and for those who do not speak English as a first language. The Council is committed to helping all those who need assistance to access the scheme particularly by working closely with other agencies and supported housing providers.
- 1.6 The scheme has been subject to an Equalities Impact Assessment. This is available on request and contains an action plan to ensure that the impact of the allocations policy is monitored and reported regularly.

2.0 Principles

The Allocations Scheme is based on the following key principles:

- 2.1 To allocate housing fairly, consistently and carefully and to ensure that allocation decisions are transparent.

- 2.2 To provide clear and easy to understand information to allow applicants to make informed choices, and ensure that the Allocations Scheme sets a clear framework by which to assess all applications, without fettering discretion.
- 2.3 To enable applicants to express choice in selecting their accommodation wherever possible.
- 2.4 To provide appropriate advice to applicants whom the Council is unable to house, including accurate and timely referrals to other agencies.
- 2.5 To provide a high quality service with clear standards. We expect staff to be able to do their jobs without fear of personal injury, abuse or discrimination.
- 2.6 To meet the requirements of Part VI Housing Act 1996 (as amended by the Homelessness Act 2002) and the Localism Act 2011 giving 'reasonable preference', as defined by the housing legislation, to those applicants in greatest need. The Council is required to give reasonable preference to the following categories of person:
- Those who are homeless or threatened with homelessness or to whom a duty has been accepted (within the meaning of the Housing Act 1996 as amended by the Homelessness Act 2002). (These applicants are placed in Band B, as defined by Priorities B2 & B3; and Band C, as defined by C2)
 - Those in unsanitary or overcrowded housing or living in unsatisfactory conditions. (These applicants are placed in Band A, as defined by Priority A7; and Band C, as defined by C8).
 - Those who need to move on medical or welfare grounds, including a disability. (These applicants are placed in C1)
 - Those who need to live in a particular locality in the district, where failure to meet that need would cause hardship to themselves or others. (These applicants are placed in Band C, as defined by Priority C6).

Applicants may fall into one or more of these categories. In such cases, the highest Priority Band will apply.

- 2.7 To have regard to the Codes of Guidance issued by the Government from time to time and best practice.
- 2.8 To take account of the Council's own published Housing, Tenancy and Homelessness Strategies and local priorities.
- 2.9 To create sustainable communities having regard for local circumstances.
- 2.10 To reduce the cost and use of emergency interim accommodation by providing advice and assistance to prevent homelessness and by making sure that homeless people and those threatened with homelessness are housed as soon as possible.
- 2.11 To make the best use of the affordable housing in the district ensuring that vacant

homes are let quickly and efficiently.

- 2.12 The Allocations Scheme will be reviewed from time to time to reflect any changes in the law or Government Guidance and ensure continued improvement.

3.0 Housing Register

3.1 The two main criteria for joining the Housing Register are:

- to have a local connection within the Arun district; and
- to be in housing need, as defined by the Scheme.

Other applicants who do not meet these two main criteria may join the housing register in exceptional circumstances as agreed by the Housing Services Manager.

3.2 Local connection

Local connection is defined as follows:-

- 3.2.1 The applicant or their partner are currently living in the Arun district and have lived in the Arun District permanently for at least 5 years immediately prior to the application date; or are currently living in the Arun district and have lived permanently in the Arun District for 10 years out of the last 15 years.
- 3.2.2 The applicant or their partner has worked on a full or part time basis (24 hours per week) in the Arun District for the past 2 years and remains in employment in the Arun District.
- 3.2.3 The applicant or their partner needs to be in the Arun District to give or receive regular daily support from or for a close relative (parents, adult children, brother and/or sister). This support must be required on an ongoing long term basis and cannot be provided by other family members or available support agencies. The family member must be permanently resident in Arun District and have lived here permanently for at least 10 years immediately prior to the application date.
- 3.2.4 An applicant has been accepted as being owed the main homeless duty. The Homelessness main duty is defined as the main duty under Section 193 Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002).
- 3.2.5 Other exceptional circumstances that the local authority might reasonably consider constitutes a local connection as agreed with the Housing Services Manager.
- 3.2.6 The Council will not disqualify the following applicants on the grounds that they do not have a local connection with the Authority's district:
- a) members of the Armed Forces and former Service personnel, where the application is made within five years of discharge
 - b) bereaved (or divorced or separated) spouses and civil partners of members of the Armed Forces leaving Services Family Accommodation

following the death of (or divorce or separation from) their spouse or partner

- c) serving or former members of the Reserve Forces who need to move because of serious injury, medical condition or disability sustained as a result of their service

3.3 Housing need

Housing need is defined as one of the criteria listed in the Priority Bands A, B & C. The Reasonable Preference categories are incorporated into these Priority Bands.

3.4 Applications from Under 18s

- 3.4.1 Anyone over the age of 16 can join the housing register, although accommodation is not usually offered until they are over 18. In the event that there is an urgent housing need, a further assessment will be carried out. Suitable accommodation will only be offered if the young person can live independently, can sustain a tenancy and has an identified package of support available to them.
- 3.4.2 A person under the age of 18 does not have the legal capacity to hold a tenancy. Therefore the Council or a Registered Provider partner will normally expect that any tenancy granted to a person who is under 18 will be held by Trustees until that person attains the age of 18.
- 3.4.3 If there is a joint application from a household which includes children and one or both of the applicants are under 18 a licence will be given until the youngest applicant reaches 18. The Council or Registered Provider will not unreasonably withhold granting a new joint tenancy to both parties when the youngest applicant reaches the age of 18.

3.5 Joint Applications

- 3.5.1 Applications from partners who are cohabiting may be registered as joint applications giving both parties joint and several rights and responsibilities for any future tenancy. Partners include same sex couples.
- 3.5.2 In some cases one partner may be ineligible due to their immigration status; in this case the other partner will be registered as the sole applicant.
- 3.5.3 Joint applicants will not be accepted where either applicant (or any person included on their application) meets the criteria for exclusion or removal from the housing register.
- 3.5.4 Dependents, family members or other adults who are not partners of the applicant (such as residential carers) cannot usually be joint applicants.
- 3.5.5 If joint applicants wish to change to sole applications (for example, due to relationship breakdown) but wish to remain registered, each sole applicant will retain the current application date as long as they are still eligible to join the housing register. The applicant with residency and parenting responsibilities for children may include them on the application. The other applicant may not

include the children, even if there is shared custody or access arrangement.

3.6 Applications from Home Owners

3.6.1 Home owners who are in housing need and do not have the financial resources to resolve their housing situation will be accepted onto the housing register.

3.6.2 Where there are medical problems, applications will be accepted from Owners in the following circumstances:

- Where it is not possible to adapt the current accommodation to meet the needs of the owner occupier's medical condition
- Where it is too expensive to adapt the existing accommodation to meet the needs of the owner occupier's medical condition and they cannot afford to buy or rent suitable alternative housing
- The sale of the property would not allow the owner occupier to purchase or rent an alternative property suitable to their needs
- Where there is low demand for a particular type of property e.g. some Sheltered Housing Schemes

3.7 Transferring tenants

3.7.1 Arun District Council tenants may apply to transfer to another property if they meet the criteria to join the housing register.

3.7.2 A reference will be provided by the Council's Neighbourhood housing team to verify that there are no grounds for exclusion, such as rent arrears or housing-related debt; anti-social behavior; or other breaches of the tenancy agreement such as deliberate damage, or failure to report repairs, or provide access to the Council's contractors.

3.7.3 Where there are breaches of tenancy related to property condition, the tenant will not be eligible to join the housing register until these matters have been resolved to the Council's satisfaction.

4.0 How to apply

All applicants must complete an application form to join the housing register.

Applicants are encouraged to apply on line at:

<https://www1.arun.gov.uk/ihousing/HousingApplication/appstart.asp>.

Help will be provided where requested to complete an application form.

If it is not possible for an application to be made online, paper applications can be made available by contacting the Housing Allocations Team. However a paper application form will only be provided if it is not possible for the applicant to apply on line.

4.1 Verifying and assessing housing need

4.1.1 Applicants will be assessed based on the information provided on the application form. It is the applicant's responsibility to ensure that the form has been completed accurately. Incorrect information could result in a change in priority at any stage of the process.

4.1.2 The Council will request additional information to clarify the applicant's circumstances and to verify the information that has been provided. Assessment of the application may be delayed while this is carried out. However, the Council will not delay the assessment of the application unreasonably.

4.1.3 The applicant will be asked to provide the following information:

- Personal ID for all members of the household (eg. birth certificate, passport, driving licence or similar)
- Proof of responsibility for any children in the household (eg. Child Benefit)
- Proof of current address, for all members of the household (eg. utility bills etc.)
- Proof of income and savings
- Proof of welfare benefits
- A copy of the present Tenancy Agreement, where applicable
- A Completion Statement if the applicants has sold a property within
the last 5 years
- Proof of Right to Reside in the UK

4.1.4 The Council may undertake further verification such as identity, address and income checks and it may be necessary to visit an applicant at home in order to assess the current housing circumstances.

4.1.5 No allocations will be made until the applicant has provided all verification requested. If this is not provided when required it may result in the applicant losing a potential offer of accommodation.

4.2 Medical or Care Needs

4.2.1 Applicants with medical or care needs which are affected by their current accommodation should include these details on the housing register application form.

4.2.2 The Council may require specialist advice to determine the applicant's housing need as a result of their medical or care requirements. Specialist advice may include referral to a medical adviser, social services or other individuals or agencies as appropriate. The applicant will be asked to obtain this supporting evidence or advice from their healthcare or other specialist adviser. The Council will not pay for medical reports or assessments, but may seek its own specialist advice to determine medical or care needs.

4.2.3 The Council may call a multi-agency panel with the applicant's consent when a member of the household has substantial and permanent medical or care needs.

4.3 Mobility Needs

4.3.1 The Council may seek the advice of the Occupational Therapy service to assess housing needs when a member of the household has a substantial and permanent physical disability or other mobility needs.

4.3.2 One of the following mobility groups will be awarded, based upon the Occupational Therapy recommendations:

1. Wheelchair user indoors and outdoors.
2. People who cannot manage steps or stairs and may use a wheelchair some of the time.
3. Independent but can only manage one or two steps or stairs.

4.4 Registration of applications

4.4.1 Once an application is verified and needs are assessed, the Council will register the application and apply a registration date. The registration date is the date the application is received, or in the case of homeless applicants to whom a full duty is accepted, it is the date that the Council accepts a duty to accommodate, if this is earlier.

4.4.2 The applicant will receive written confirmation of their registration date, their priority status and reason for it, the property size for which they can bid and any mobility group if appropriate.

4.4.3 If an applicant disagrees with their registration date, their priority band or the assessment of their needs, they may request a review. If the applicant is dissatisfied with the review decision they have a final right of appeal to the Housing Appeals Panel, Section 11 refers.

4.5 Change of circumstances

4.5.1 All applicants are required to inform the Council immediately when their housing circumstances change. A change in circumstances may mean an application is moved up or down a band, or local connection or local priority is altered. If any change results in a band change the Council will write to inform the applicant of the new band, their new priority date if applicable and their right to request a review of the decision, see 9.7 above.

4.5.2 If an applicant is moved into a higher band, then their priority date will be the date they were accepted into the higher band. If an applicant is moved to a lower band then their priority date will be their original acceptance date. If an applicant disagrees with the assessment of need the applicant can request a review. If the applicant is dissatisfied with the review decision they have a final right of appeal to the Housing Appeals Panel, as per Section 11.

4.5.3 Additional adults will not be added to an application where this results in the need for larger accommodation than the applicant's household was originally eligible, other than if an overriding need such as ill health or disability can be evidenced. Simply wishing to be part of the household is not sufficient reason for inclusion on the application.

4.5.4 Adults requiring an extra bedroom will only be added to an application if they have a demonstrable need to live with the applicant and if they plan to make their sole home with the applicant on a permanent basis.

4.5.5 Applicants who require an additional bedroom to enable full time (24 hour) care may include this on their application. Proof of this requirement will be sought.

4.5.6 An expected child (or children) will be eligible to be included on the application from when the mother is 6 months into her pregnancy. At this date housing need and housing requirements will be assessed including the expected child as a member of the household.

4.6 Intentionally altering circumstances

4.6.1 Applicants have a responsibility not to intentionally worsen their circumstances to join the housing register or to progress to a higher band.

4.6.2 If an applicant has voluntarily given up accommodation which is suitable for their needs; or where a deliberate act results in the worsening of overcrowding or other housing circumstances without good reason; or the applicant has failed to take the Council's housing advice regarding their housing need, the Council may assess the application based on their previous circumstances. The Council will assess the applicant's housing need at their previous accommodation prior to the intentional act. This may result in the application being excluded or removed from the housing register for the duration which applies to that exclusion or removal.

4.7 False Information

4.7.1 It is an offence under section 171 of the Housing Act 1996 to:

- Intentionally provide false information or
- Intentionally withhold information that should have been given to the Council

If an applicant intentionally provides false information or withholds information when applying to the Council for housing, the Council will exclude the application from the housing register for a period of 5 years. The Council may also take legal action against the applicant. This could include a fine of up to £5000.

4.7.2 If the applicant has already been granted a tenancy, and false information was used to obtain it, the Council may take action using the powers of the Housing Act 1996 and the Prevention of Social Housing Fraud Act 2013.

4.7.3 The Council will carry out occasional audits of allocation decisions to check for incorrect or fraudulent allocations.

4.7.4 Allocations of accommodation made to employees of Arun District Council or to Arun District Councillors, or to members of their family where these family links are known to the Council, will be checked and authorized by the Head of Housing to ensure these allocations comply fully with the Allocations Scheme.

4.8 Renewing Applications

- 4.8.1 The Council may write to an applicant on or after the anniversary of their application to establish whether an applicant wishes to remain on the housing register. If no response is received within 4 weeks a final letter will be sent advising the applicant that the application will be cancelled in one week if they fail to make contact. Where possible the Council will make additional contact with applicants who have a high a level of need.

5.0 Exclusions and removals from the Housing Register

- 5.1 If the Council decides that an applicant should be excluded or removed from the register, the Council will notify the applicant in writing setting out the reasons for the decision and the time period, where appropriate. Such a notice, if not received by the applicant, is treated as having been given if it is available at the Council's office for a reasonable period for collection either by the applicant or on the applicant's behalf.
- 5.2 If an applicant disagrees with the decision to exclude or remove their application from the register the applicant can request a review. If the applicant is dissatisfied with the review decision they have a final right of appeal to the Housing Appeals Panel, Section 11 refers.
- 5.3 Applicants who have been excluded or removed from the housing register may subsequently make a homelessness application to the Council, and the Council may accept a main (unintentional) duty to the applicant under Part VII of the Housing Act 1996 (as amended by the Homelessness Act 2002). The duty to these previously excluded or suspended applicants may be discharged by an offer to private rented sector accommodation.

5.4 Exclusions from the Housing Register

Applicants will not qualify for entry on the Housing Register for the allocation of affordable housing if one or more of the following criteria apply to their household:

5.4.1 Persons from abroad

By virtue of the Housing Act 1996 (section 160a), the Council cannot allocate housing to a person who is subject to immigration control within the meaning of the Asylum and Immigration Act 1996 unless that person falls within an exemption specified by the Secretary of State. The Allocations Scheme will abide by current eligibility criteria as in The Allocation of Housing and Homelessness (Eligibility) (England) (Amendment) regulations 2012. The scheme will also continue to abide by any future legislative changes to eligibility rules determining who may be allocated social housing in England.

5.4.2 Persons guilty of unacceptable behaviour

The Council will exclude an applicant from the register where the applicant, or a member of the household, has been guilty of unacceptable behaviour within the past 5 years, which if the applicant was a tenant of the council would entitle the Council to a possession order (Part 1 of Schedule 2 of the Housing Act 1985).

Unacceptable behaviour can include:-

- Serious proven breach of tenancy conditions including harassment, nuisance and violence including serious nuisance or annoyance to neighbours such as Demoted Tenancy, Notices upheld in respect of Environmental Protection Act or Noise Act.
- Conviction of using the accommodation or allowing its use for immoral or illegal purposes
- Allowing the property to be seriously damaged by the tenant or other residents or visitors which has resulted in an evidenced claim for the Council or other Landlord
- Conviction of an arrestable offence committed in the locality relating to violence or threats of violence
- Conviction of an arrestable offence relating to violence or threats of violence against Council staff
- Eviction from social housing for nuisance or harassment (racial or otherwise) where this behaviour is apparent at the time of application

Applicants excluded as a result of unacceptable behavior will remain excluded for a period of 5 years since the unacceptable behavior incident or offence. The applicants may re-apply to the housing register after this period of exclusion.

The Council will not exclude an applicant on the grounds of unacceptable behaviour where the events occurred more than 5 years ago.

5.4.3 Rent arrears and housing related debt

Applicants with rent arrears or housing related debts to the Council or other Registered Provider will not be accepted onto the register. Housing-related debt includes: rent bonds and deposits; any recoverable payments made on behalf of the applicant in respect of homelessness; debts in relation to previous tenancies with the Council or Registered Provider; Council Tax debt; and housing benefit overpayment. Applicants with housing debts, which are solely the result of the Social sector size criteria (or 'bedroom tax'), may qualify to join the housing register where there is a housing need to downsize to a right-size property, and where the debts will be cleared by qualification for the under-occupation incentive scheme.

Housing staff will carry out verification of housing related debts and will exempt any debts which result from benefit delay.

The applicant will remain excluded from the housing register until the debt is cleared in full.

5.4.5 Applicants with sufficient income and/or savings to secure alternative housing

Applicants will be considered as having sufficient financial resources to meet their own housing need if their total household income is three times greater than the Local Housing Allowance for their household size, or they have savings of more than £16,000 (or equivalent to savings/capital/asset limit for welfare benefit entitlement), or £50,000 for applicants eligible for sheltered housing. This will be reviewed in April each year.

Armed Forces compensation payments may not be considered in calculations of financial resources.

If an applicant has the means to secure their own accommodation, the Council will assess their housing need on this basis. This may result in the application being excluded or removed from the housing register.

5.5 Removals from the housing register

An application may be removed from the Housing Register in the following circumstances:

- An applicant does not respond to correspondence within 28 days
- An applicant asks the Council to cancel their application
- An applicant accepts the tenancy of a property provided by the Council or another social housing landlord
- An applicant accepts the offer of a home purchase by shared ownership
- An applicant no longer qualifies for the Register
- An applicant successfully moves under the mutual exchange scheme
- An applicant is no longer eligible to be on the housing register

If an applicant disagrees with the decision to remove their application from the register, the applicant can request a review. If the applicant is dissatisfied with the review decision they can have a final right of appeal to the Housing Appeals Panel, Section 11 refers.

6.0 The Priority Bands

6.1 There are three priority bands: Band A, which is the highest priority band, Band B and Band C. To prioritise between applicants within the same band, the additional priority criteria of Local Priority Status and Registration date are applied. Specific qualification criteria relating to the property, or area, or landlord may also be applied. In some areas a Local Lettings Plan may also apply. These are all explained and described below:

6.1.1 Band A

Band code	Criteria	Definition	Bidding requirement
A1	Medical A	The current housing conditions are having a serious or debilitating effect on a member of the household who has an emergency or life-threatening condition and it is essential to rectify the situation urgently. This serious or debilitating effect is to be confirmed by a healthcare professional. Examples could include when the applicant or member of household has recently become entirely	The Council will override the choice based lettings process to make a reasonable direct allocation of suitable alternative accommodation. If this allocation is refused, the priority of the case will be reviewed and may be down-banded or removed from the housing register.

		housebound; or cannot access the essential facilities of their current accommodation as a result of their medical condition; or the medical condition is acutely worsened by the current accommodation; <u>and</u> it is confirmed by a healthcare professional that these effects will be rectified in alternative suitable accommodation.	
A2	Under-occupying 1+ bedroom	Applicants living in Council or Registered Provider accommodation within the Arun District who are under-occupying one or more bedrooms.	No required timescale for bidding.
A3	Disabled adaptations	Applicants releasing an adapted property or to make best use of adapted stock where the tenant does not require adaptations.	No required timescale for bidding.
A4	Successors	Statutory and non-statutory successors living in Arun District Council properties, where the Council has agreed to rehouse an applicant to more suitable accommodation than that currently occupied by the applicant, as authorized by the Housing Services Manager.	Applicants required to bid within 12 weeks of being placed in Band A. However, the Council may override the choice based lettings process to make a reasonable direct allocation of suitable alternative accommodation.
A5	Fixed term tenants	Applicants who have a fixed term tenancy with Arun District Council, where the fixed term is due to expire, and the current property is not the right size for the household or contains disabled adaptations which are no longer required.	Where an applicant fails to bid successfully for an alternative property within 6 months of being instructed to do so, the Council will make one offer of suitable alternative accommodation, on a fixed term tenancy.
A6	Decant	Arun District Council transfer applicants needing temporary rehousing where the property is imminently required for essential works and the tenant cannot remain in the property.	The Council will override the choice based lettings bidding process to make a reasonable direct allocation of suitable alternative accommodation.
A7	Overcrowding Notice or Prohibition Order	An Overcrowding Notice or Prohibition Order has been served by the Council's Private Sector Housing Section as a result of overcrowding; or disrepair; and where there is an imminent risk to the household; or it would be impossible to remain in the property whilst remedial works are carried out.	The Council will override the choice based lettings process to make a reasonable direct allocation of suitable alternative accommodation. This may include an offer of suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.

A8	Emergency priority	Severe housing need for exceptional circumstances, in crisis situations which warrant emergency priority as agreed by the Housing Services Manager. This excludes homeless applicants to whom the Council has a duty under Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002).	The Council will override the choice based lettings process to make a reasonable direct allocation of suitable alternative accommodation.
----	--------------------	--	---

6.1.2 Band B

Band code	Criteria	Definition	Bidding requirement
B1	Medical B	The current housing conditions are having a significant adverse effect on the medical condition or learning difficulties of a member of the household; <u>and</u> there is evidence that the condition will be significantly worsened in the current accommodation; <u>and</u> there is evidence that this will be rectified by alternative suitable accommodation. This significant adverse effect to be confirmed by a healthcare professional.	Where an applicant fails to bid successfully within 3 months, the priority of the case to be reviewed, which may result in down-banding or the removal of the application. However, the Council may override the choice based lettings process to make a reasonable direct allocation of suitable alternative accommodation.
B2	Homeless (making own arrangements)	Homeless households owed the main (unintentional) duty by Arun District Council, and making their own temporary arrangements. Main unintentional duty is defined as in Section 193 Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002). Priority B2 includes homeless applicants owed the main (unintentional) duty by Arun District Council, who qualify for a 'reasonable preference' as per the Housing Act 1996, Part 6, and to whom the local connection criteria of the allocations scheme do not apply.	For homeless applicants making their own housing arrangements while bidding for permanent accommodation: no required timescale for bidding. The Council may make a reasonable direct allocation of suitable alternative accommodation. This may include an offer of suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.
B3	Homeless (in emergency or temporary accommodation)	Homeless households owed the main (unintentional) duty by Arun District Council, and placed in emergency or temporary accommodation. Main unintentional duty is defined as in Section 193 Part 7 of the Housing Act 1996 (as amended by the Homelessness Act	For homeless applicants placed in emergency or temporary accommodation: the Council will make a reasonable direct allocation of suitable alternative accommodation. This may include an offer of

		2002). Priority B3 includes homeless applicants owed the main (unintentional) duty by Arun District Council, who qualify for a 'reasonable preference' as per the Housing Act 1996, Part 6, and to whom the local connection criteria of the allocations scheme do not apply.	suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.
B4	Returning homeless after accommodated in the private rented sector	Previously homeless households accommodated in the private rented sector (which discharged Arun District Council's main unintentional duty) who have become unintentionally homeless again within 2 years. Main unintentional duty is defined as in Section 193 Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002). In these cases, the local connection criteria of the allocations scheme do not apply.	For homeless applicants making their own housing arrangements while bidding for permanent accommodation: no required timescale for bidding. For homeless applicants placed in emergency or temporary accommodation: the Council will make a reasonable direct allocation of suitable alternative accommodation. This may include an offer of suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.
B5	Lacking rooms	Applicants with dependent children lacking 1 bedroom <u>and</u> lacking kitchen or bathroom; or sharing kitchen or bathroom with non-family members (as defined by S.113 Housing Act 1985); or lacking 2 bedrooms. This excludes households in interim or temporary accommodation provided by Arun District Council	No required timescale for bidding
B6	Fostering or adoption	To enable fostering or adoption where an assessed need and an agreement has been reached between Social Services and the Housing Services Manager to provide permanent accommodation prior to any placement taking place	No required timescale for bidding
B7	Returning from institution	Applicants who were previously tenants of Arun District Council, who are returning from institutions, when a housing commitment was made in order to secure the relinquishment of the Council tenancy on entering the institution	No required timescale for bidding. However, the Council may override the choice based lettings bidding process to make a reasonable direct allocation of suitable alternative accommodation.
B8	From care or supported housing	Applicants moving on from care or supported housing, as authorised by the Housing Services Manager	No required timescale for bidding

6.1.3 Band C

Band code	Criteria	Definition	Bidding requirement
C1	Medical C	<p>The current housing conditions are affecting the medical condition or learning difficulties of a member of the household; <u>and</u> either the condition, or the person's ability to cope with it, is likely to be improved by alternative suitable accommodation.</p> <p>Priority C1 includes applicants who qualify for a 'reasonable preference' on medical or welfare grounds, as per the Housing Act 1996, Part 6, and to whom the local connection criteria of the allocation scheme do not apply.</p>	Where an applicant fails to bid successfully within 3 months, the priority of the case to be reviewed, which may result in the removal of the application. However, the Council may override the choice based lettings process to make a reasonable direct allocation of suitable alternative accommodation.
C2	Homeless prior to main duty	<p>Applicants who are defined as homeless or threatened with homelessness under Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002), prior to the main (unintentional) homelessness duty being determined.</p> <p>Priority C2 includes homeless applicants who qualify for a 'reasonable preference' as per the Housing Act 1996, Part 6, and to whom the local connection criteria of the allocations scheme do not apply.</p>	<p>No required timescale for bidding.</p> <p>The Council may make a reasonable direct allocation of suitable alternative accommodation.</p> <p>This may include an offer of suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.</p>
C3	Lacking 1 bedroom	Households lacking one bedroom.	No required timescale for bidding.
C4	Sharing kitchen/bathroom with family members	Applicants with dependent children living with, and sharing a kitchen or bathroom with, family members (as defined by S.113 Housing Act 1985) who are not part of the immediate household and not part of the housing application. This excludes households in interim or temporary accommodation provided by Arun District Council.	No required timescale for bidding.
C5	Management transfer	Applicants living in Arun District Council accommodation requiring a transfer to properties of the same size & type for significant reasons,	No required timescale for bidding. However, the Council may override the choice based lettings bidding process to

		as agreed by the Housing Services Manager. This will include retiring Sheltered Housing Managers to whom the Council owes a contractual duty.	make a reasonable direct allocation of suitable alternative accommodation. Where such direct allocations are refused, the Council will review the priority of the case and consider removal of the priority and removal from the housing register.
C6	Give or receive support	<p>Applicants who need to move to a particular area within Arun to give support, which cannot be met by others; or to receive support or specialised medical treatment, which is not available in the current location; and where failure to meet that need would cause hardship; and where the distance from the applicant's current location is significantly impacting on the ability to deliver or receive that support. The housing need within Arun to be confirmed by a healthcare professional or other statutory agency.</p> <p>Priority C6 includes applicants who qualify for a 'reasonable preference', as per the Housing Act 1996, Part 6, and to whom the local connection criteria of the allocation scheme do not apply.</p>	<p>No required timescale for bidding.</p> <p>The Council may make a reasonable direct allocation of suitable alternative accommodation.</p> <p>This may include an offer of suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.</p>
C7	Sheltered	Applicants for sheltered housing where there is no higher housing need.	No required timescale for bidding
C8	Insanitary or overcrowded housing	<p>Applicants living in insanitary or overcrowded housing.</p> <p>For C8 priority, 'insanitary housing' will contain Category 1 hazards as assessed under the Housing Health & Safety Rating System (HHSRS), as confirmed by the Council's Private Sector Housing team or the Neighbourhood Housing team; and where there is no planned remedial or improvement works or enforcement action.</p> <p>'Overcrowded housing' is defined by the statutory standard set out in the Housing Act 1985, sections 324 to 326, as confirmed by the Council's</p>	<p>No required timescale for bidding.</p> <p>The Council may make a reasonable direct allocation of suitable alternative accommodation.</p> <p>This may include an offer of suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.</p> <p>The priority of C8 cases will be reviewed regularly and applicants may be removed from the housing register if the</p>

		<p>Private Sector Housing team or the Neighbourhood Housing team; and where there is no planned remedy or enforcement action to resolve the overcrowding.</p> <p>Priority C8 includes applicants who qualify for a 'reasonable preference' on the grounds of insanitary or overcrowded housing, as per the Housing Act 1996, Part 6, and to whom the local connection criteria of the allocation scheme do not apply.</p>	<p>insanitary conditions or overcrowding have been resolved.</p>
--	--	---	--

6.2 Local Priority Status

6.2.1 Local priority status will be the first consideration when prioritising between applicants in the same band. The Local Priority classes have an equal status with each other.

6.2.2 Local Priority – Resident in Arun

The applicant is currently resident in the Arun district.

6.2.3 Local Priority - Economic Contribution

The applicant is currently making the following economic contribution:

- in paid employment in Arun (minimum of 24 hours per week); or
- attending a recognised vocational training course, leading to a qualification, which is likely to improve chances of employment; or
- undertaking voluntary work in Arun for a minimum of 8 hours per week, which has been verified;
- and has been carrying out one or more of these economic contributions for the last two years.

6.2.4 Local Priority – Move-on from Supported Housing

Applicants who need to move on from care or supported housing in Arun are placed in Band B with the agreement of the Housing Services Manager. Move-on accommodation is considered essential to ensure that limited supported housing resources are used most effectively.

6.3 Band Registration date

6.3.1 Registration date will be the second consideration, after Local Priority status, when prioritising between applicants in the same band.

6.4 Specific qualification criteria

6.4.1 Some advertised properties may have specific qualification criteria.

6.4.2 Property Qualification Criteria 1 (PQC1) - Transfer scheme

To promote mobility within the Council's housing stock, 1 in 4 (25%) of all vacancies of affordable homes (including first time lettings of new build homes) will be offered to existing tenants only, providing their landlord is participating on the transfer scheme. The Council will ensure that those properties offered to transfer applicants are a fair representation (property type and size) of all annual vacancies.

Note: both the Council and Registered Providers may suspend applications from transferring tenants where the tenant's current home requires repairs, cleaning, decorating and other general maintenance which are the tenant's responsibility, in accordance with the tenancy agreement. An application will be activated when the tenant has completed the necessary work. Exceptions may be made for vulnerable applicants, older residents and where an applicant is downsizing.

6.4.3 Property Qualification Criteria 2 (PQC2) – Rural Housing

To sustain and support rural communities, 100% of all vacancies (including first time lettings of new build homes) in the following rural parishes (as defined by the Rural Gazetteer 2002) will be allocated to applicants who have a substantial local connection with the parish:

Arundel, Findon, Clapham, Houghton, Patching, Slindon, Madehurst, Walberton, Fontwell, Burpham, Wepham, Warningcamp, Lymminster and Crossbush, South Stoke, Climping and Ford.

This will include households from the gypsy and traveller community who have established a connection with the Parish by virtue of resorting to the Parish in accordance with the Parish local connection criteria.

The Parish local connection criteria are one of the following:

- Applicants who have lived in the parish for at least 2 years
- Applicants who have previously lived in the parish for 3 years out of the last 5
- Applicants with close relatives generally defined as parents, adult children and siblings who have lived continuously in the parish for 5 years.
- People who have permanent full time employment or an offer of permanent employment which provides an important service to the local community and who need to live locally to carry out their duties.

Where there are no bids from applicants with a local connection to the rural parish, other applicants may be considered for the property.

6.4.4 Property Qualification Criteria 3 (PQC3) – Property for people aged 50+ and 60+

Property for people aged 50+ and 60+ (including sheltered housing) will be specifically advertised as such.

6.4.5 Property Qualification Criteria 4 (PQC4) - Property for people with mobility needs

Property for people with mobility needs will be advertised as suitable for applicants with the following three categories:

1. Properties suitable for wheelchair user indoors and outdoors
2. Properties suitable for people who cannot manage steps or stairs and may use a wheelchair some of the time
3. Properties suitable for people who are independent but can only manage one or two steps

6.4.6 Property Qualification Criteria 5 (PQC5) – Property subject to an Employment Condition

The Council may restrict the allocation of affordable homes in estates where the levels of unemployment are above average, when compared to other areas in the district, to applicants where at least one household member is either in full or part time work (minimum of 24 hours per week) and has been in work for the last two years.

6.4.7 Property Qualification Criteria 6 (PQC6) – Property subject to a Local Lettings Plan

6.4.8 A local lettings plan is an agreement between the Council or Registered Provider and local tenants and residents which restricts lettings in the area to certain households. This is done to tackle a specific issue or problem that has been identified locally at block, street, estate or neighbourhood level, or to achieve a sustainable community on a new development.

6.4.9 Local lettings plans allow the council or Registered Provider to deliver better outcomes and improve life chances for current tenants and future residents.

6.4.10 Recommendations for local lettings plans may include:

- Establishing and sustaining a mixed, stable and sustainable community on a new the development to foster a sense of ownership and community;
- Ensuring new tenants can sustain their tenancies;
- Setting a maximum or minimum age limit for certain properties;
- Giving preference to tenants/applicants with a local connection or who already live or work in that area or ward;
- Preference to tenants /applicants who are giving or receiving support to or from family/extended family, voluntary work, day care, playgroups or other support from locally-based organisations;
- Preference to people who are employed;
- Preference to other household types who would not normally be eligible under the council's letting policy – eg this could be couples without children, where there is a high density already in the area of families with children;
- Preference to people who are under occupying or who are overcrowded in their current home in the local vicinity;
- Sensitivity around the letting of homes to vulnerable people;
- Once adopted, a local lettings plan will override the Allocations Scheme. Any

properties subject to a plan will be clearly labelled when advertised for lettings.

6.5 Bidding Timescales

- 6.5.1 The bidding requirements, which apply to each Band criteria, are set out within the Priority Bands. These requirements reflect the urgency of the housing need; the availability of temporary accommodation; ensuring the best use of housing stock; minimizing costs.
- 6.5.2 Some priority criteria will allow applicants the opportunity to bid for suitable properties on choice based lettings. Applicants are expected to maximize their opportunities for rehousing by bidding on all available properties of the right size in the Arun District.
- 6.5.3 For some Priority Bands the Council will override the choice based lettings system and make a reasonable direct allocation of suitable accommodation, particularly when there is an urgent need to rehouse.
- 6.5.4 For homeless applicants this reasonable direct allocation will discharge the Council's homelessness duty. If the offer is refused, the application will be reviewed and may be cancelled. If a homeless applicant disagrees with the offer or the discharge of duty, they have the right to request a review of the homelessness decision, under Section 202 of the Housing Act 1996. The allocated property will not remain available to the applicant pending the outcome of the review process.
- 6.5.5 Where the priority criteria allow applicants to bid for suitable properties within a designated period of time, the Council will review the application at the end of that time and determine whether the bidding period will be extended; whether a reasonable direct allocation of suitable accommodation is required; or whether the priority no longer applies to the application and it will be down-banded or removed from the housing register.

7.0 How vacant properties are advertised

7.1 Vacant properties will be advertised on the Choice Based Lettings website. A freesheet describing the advertised properties is also available on request. Eligibility criteria will be included in the advertisement such as:

- Size of household
- Whether the property is suitable for children
- Age limitations
- The mobility group, if applicable
- The level of care and support available
- Whether pets are allowed
- Whether it is available for cross boundary bids (the Council may advertise properties outside the Arun district where there is little or no demand for a particular property)
- Whether it is sheltered accommodation
- Who owns the property i.e. council or housing association
- The weekly rent including any other charges

- An estimate of the date the property will be ready for occupation
- Whether a local lettings policy applies
- Whether it is a rural property and a local connection criteria applies

7.2 The property advert will state the rent charge, which will vary according to the landlord and whether an 'affordable' or a 'social' rent is being applied. Applicants may exercise choice regarding the properties for which they bid. However, if the applicant is subject to bidding time limits, they will be expected to bid for both social and affordable rented homes as both will be considered suitable.

7.3 The Council needs to ensure that all properties are used as effectively as possible therefore the Council will advertise and allocate Council owned properties subject to the following size criteria:

Property size	Suitable household size
Bedsit	<ul style="list-style-type: none"> • single person or • a couple
1 bedroom	<ul style="list-style-type: none"> • single person or • a couple
2 bedroom	<ul style="list-style-type: none"> • households with 1 child, or • households with 2 children
3 bedroom	<ul style="list-style-type: none"> • households with 2 children of different gender where one or both is over the age of 10 years, or • households with up to 4 children of different gender aged 10 years or under, or • households with up to 4 children of the same gender aged 16 or under
4 bedroom (This includes 3 bedroom properties with 2 reception rooms, one of which can be used as a 4th bedroom)	<ul style="list-style-type: none"> • households with 4 or more children, with at least 1 child aged 10 or under without a sibling of 10 or under, or • households with 4 or more children aged 11 to 16 without a sibling of the same gender, or • households with 4 or more children with at least one child aged over 16
5 bedroom (This includes 4 bedroom properties with 2 reception rooms, one of which can be used as a 5th bedroom)	<ul style="list-style-type: none"> • households with 5+ children

7.4 The Council may allocate properties outside these size criteria to larger households, or where a bedroom is too small for more than one occupant.

7.5 The Council may allocate properties outside these size criteria for homeless households to whom the Council owes the main duty where it has been assessed that the property is reasonable for the household's needs. This offer of accommodation will discharge the Council's duty under Part VII Housing Act 1996. Homelessness decisions are subject to the right of review under Section 202 of the Housing Act 1996. The allocated property will not remain available to the applicant

pending the outcome of the review process.

- 7.6 The Council may allocate up to one additional bedroom above the size criteria where there is an overriding, proven medical need to support the request.
- 7.7 Housing Associations have their own size criteria for their properties, which may vary from the criteria stated above. This will be made clear in their advertisements.
- 7.8 Adapted properties will be advertised with a mobility classification as below, with additional information if there is the potential for further adaptation.
- a) Suitable for wheelchair- user indoors and outdoors.
 - b) Suitable for people who cannot manage steps or stairs and may use a wheelchair some of the time.
 - c) Suitable for people who are independent but can only manage one or two steps.
- 7.9 Transfer applicants may be entitled to the Under-Occupation Incentive Scheme if they move to a smaller property.
- 7.10 Where an age restriction applies and there are no eligible bidders, applicants without children may be considered.
- 7.11 Details of recent allocations, the number of bidders for each property and the band and priority date of the successful applicant are published on the choice based lettings Freesheet and on the Arun District Council website.

8.0 How to bid

- 8.1 The Council will advertise empty properties. Eligible applicants can make bids for properties by sending in a completed coupon, by telephone bidding, texting or by bidding online via the choice based lettings website. Full details of how to bid are set out in the Scheme User Guide which will be sent out to all applicants upon registration.
- 8.2 The Council is aware that some vulnerable applicants may need assistance in order to complete the registration and bidding process. The Council seeks to address this issue in the following ways:
- i. By providing regular training and awareness events for agencies who support vulnerable people to help them guide their clients through the process of registration and bidding.
 - ii. By giving direct advice and assistance to applicants, support staff and agencies during office hours either in person or by phone and by providing information on the Council's website.
 - iii. By providing information in a variety of formats and languages on request.
 - iv. Where necessary bids can be made by Council staff on behalf of applicants, proxy bidding by support staff, friends or family of a vulnerable person is also

possible on request.

- 8.3 All bids for property will be checked against the eligibility criteria. Ineligible bids are excluded from consideration. The Council will contact & advise applicants who regularly bid for properties for which they are not eligible.
- 8.4 The applicant has the choice to refuse an offer of accommodation if it has been allocated via the choice based lettings system. The applicant may bid for other properties in subsequent choice based lettings adverts.
- 8.5 Refusals of properties offered by a direct allocation may lead to a discharge of homelessness duty, or to a review of the priority banding, with the possibility of down-banding or removal from the housing register. Details of the bidding and direct allocation requirements are listed against each Priority Band criteria in section 6.

9.0 How applicants are selected

- 9.1 Qualifying bids for each property are placed in priority order. Priority is decided first by band, secondly by local priority and finally by priority date within the band.
- 9.2 If there are no eligible bidders for a property the Council may decide to make a direct allocation or to re-advertise the property.
- 9.3 Offers will normally be made to the applicant at the top of the shortlist.
- 9.4 The Council may require applicants to provide further verification of their housing circumstances and/or carry out a property inspection of the applicant's current home prior to making the offer.
- 9.5 Registered Providers may also carry out their own further verification and apply their own criteria before accepting an applicant. Registered Providers may reject an applicant on the top of the shortlist for a particular property if accepting the applicant would conflict with their own policies and procedures.
- 9.6 The Council will arrange accompanied viewings, advise on any non-essential repairs to be completed after the tenancy start date and give a target date for the completion of these repairs.
- 9.7 The Council will offer the successful applicant the option to accept the offer of a property and arrange for them to sign for the tenancy agreement. If an applicant refuses the offer the Council will re-shortlist the existing bidders to allow an offer to be made to the next highest priority applicant.
- 9.8 Non-homeless applicants will generally not be penalised for refusing offers although enquiries will be made if applicants refuse several properties.
- 9.9 Exceptional need

Where the Housing Appeals Panel has agreed that an applicant's housing needs are immediate as well as exceptional, the Council may agree to offer an applicant accommodation ahead of other people on the Housing Register. Section 11 refers.

9.10 Direct allocations

- 9.10.1 Some properties will not be advertised or made available for bidding. The Council will directly allocate these properties where direct allocations are stipulated in the Priority Band or with the authorization of the Housing Services Manager.
- 9.10.2 Direct allocations will be a suitable offer, which as far as possible matches the size and type of property for which the applicant qualifies; and not in an area known to be unsafe for the household. The applicant must give their reasons for refusing. The property will not be held empty while the refusal is reviewed but will be let to another applicant.
- 9.10.3 The offer of properties by direct allocations will take place as set out on the Priority Bands in section 6.
- 9.10.4 In addition direct allocations will be made for bespoke mobility adapted properties which have been newly developed to meet the specific and serious needs of an applicant and for specialist supported housing schemes, including some Extra Care schemes which require applicants to be nominated, assessed and accepted prior to allocation.
- 9.10.5 If an applicant disagrees with the Council's direct letting decision they may request a review. If the applicant is dissatisfied with the review decision they have a final right of appeal to the Housing Appeals Panel, Section 11 refers.
- 9.10.6 The Council will publish waiting list numbers and lettings outcomes on its website at www.arun.gov.uk/housing/housingregisterlist

10.0 Tenancy Policy

- 10.1 The Allocations Scheme complies with the Council's Tenancy Strategy and Policy adopted in accordance with the Localism Act 2011. The Tenancy Policy sets out arrangements to grant periodic 'lifetime' Secure Tenancies or to grant Fixed term (Flexible) Tenancies.
- 10.2 The tenancy type offered with each allocation complies with the Tenancy Policy and changes to that Policy will be reflected in the tenancy offers made in accordance with this Allocations Scheme.
- 10.3 At the end of a Fixed Term (Flexible) tenancy, the tenant's circumstances will be reviewed, leading to one of the following outcomes:
- a) A further fixed term tenancy of the existing property may be agreed;
 - b) The tenant may be given 12 months' notice that they will need to make arrangements to move to alternative accommodation. Officers will work with the household to help them identify suitable alternative accommodation, either in the private sector or within the social housing stock depending on circumstances.
 - c) An alternative suitable property may be offered where the household requires a different size property or no longer needs a property with adaptations (Priority A5)

For further information please refer to the Council's Tenancy Policy at www.arun.gov.uk

10.4 Ending a joint tenancy when one party to the tenancy leaves

10.4.1 Normally the Council or Registered Provider will grant a joint tenancy to partners applying together for housing. A joint tenancy remains in joint names until one or both joint tenants terminate the tenancy. In the case where one party to the joint tenancy has left the property and has no intention of returning, the Council or Registered Provider may agree to offer a new sole tenancy, either of the current property or of another suitable property, to the remaining partner should they terminate the joint tenancy. Conditions may be attached to granting a new sole tenancy, for example clearing any rent arrears relating to the current joint tenancy.

11.0 Review and Appeal Procedures

11.1 In certain circumstances an applicant may request a review of the Council's decision concerning their housing application. Following a decision, if an applicant remains dissatisfied, they can ask for the decision to be reviewed by the Housing Allocations Appeals Panel.

11.2 Applicants may only request a review in the following circumstances:

- i. Applicant disagrees with the decision to change their joint application to a sole application;
- ii. Applicant disagrees with the decision to exclude, suspend or remove their application;
- iii. Applicant disagrees with the assessment of their housing need, local priority and local connection;
- iv. Applicant disagrees with the assessment of need following a change in their housing circumstances;
- v. Applicant disagrees with the Council's direct allocation to them.

11.3 A request for a review must be made within 21 days from the day on which the applicant received notification of the Council's decision. The Council has the discretion to extend the time limit if it considered that this would be reasonable.

11.4 Requests for a review may be made verbally or in writing. Applicants will be asked to explain why they consider the Council's decision to be unreasonable, and to provide any additional evidence as required.

11.5 At the first stage of the review a team leader will reassess the Council's decision by checking the actions taken by the Allocations team. The team leader will respond to the applicant within 2 weeks of the review request. Applicants will be advised if the decision is going to be delayed for any reason.

- 11.6 If the applicant disagrees with the team leader's reassessment, they can request a second stage review by the Housing Services Manager or another manager who is senior to the team leader.
- 11.7 The Housing Services Manager, or other manager, will carry out the second stage review and respond to the applicant within 8 weeks of the review request being received. Applicants will be advised if the decision is going to be delayed for any reason.
- 11.8 If the applicant disagrees with the second stage review decision, they have a final right of appeal to the Housing Appeals Panel which comprises three Arun District Councillors. The panel will be supported by a senior member of staff who has not been involved in the original decision.
- 11.9 A request for an appeal must be made within 21 days from the day on which the applicant received notification of the Council's second stage review decision. The Council has the discretion to extend the time limit if it considered that this would be reasonable.
- 11.10 Any request for an appeal must be on the basis that the published policy has not been applied correctly to the household's circumstances. If the applicant wishes to challenge the Allocations Scheme itself they are advised to seek independent legal advice.
- 11.11 Requests for an appeal may be made verbally or in writing. Applicants will be asked to explain why they consider the Council has misapplied the published policy. Applicants may present their case to the Panel in person and may be accompanied by a relative or friend but may not be formally represented by a third party.
- 11.12 The Council will aim to carry out an appeal hearing and respond to the applicant within 8 weeks of the appeal request being received. Applicants will be advised if for any reason the decision is going to be delayed
- 11.13 If the applicant remains dissatisfied with the Council's decision they will be advised that they have the right to refer their case to the Local Government Ombudsman service or equivalent and/or to seek specialist advice.

12.0 Additional information

12.1 Consultation

- 12.1.1 The Council recognises the importance of involving, consulting and raising awareness with local communities about housing allocations to reach agreement about an allocation scheme that balances housing needs from both national and local perspectives.
- 12.1.2 The Allocation Scheme 2012 was overseen by a group of 3 Councillors appointed by the Housing and Planning Working Group.
- 12.1.3 Extensive consultation was carried out by a questionnaire sent to stakeholders and a

meeting with Registered Providers before the Allocation Scheme was implemented in 2012. Stakeholders' views were reflected in the Allocations Scheme 2012.

12.1.4 Further consultation has been carried out in 2014, by sending the draft amended Allocations Scheme to Registered Providers; to other internal and external partners and stakeholders; to applicants currently on the housing register; to customers living in the private rented sector who have been assisted with a Rent Deposit Bond; and by publication on the Arun District Council website.

12.1.5 A summary of responses to the consultation which lead to changes to the draft amendments will be published.

12.2 Equalities Impact Assessment

12.2.1 An equalities impact assessment was carried out when the Allocations Scheme was implemented in 2012. A further equalities impact assessment has been carried out in 2014.

12.3 Service Standards

12.3.1 The Council has service standards for the allocations scheme. These are included in the housing service standards agreed for and with Arun Council tenants. The Council will review and publicise its performance against these standards annually.

12.3.2 Arun District Council will aim to:

- Register applications within 14 working days
- Process change in circumstances within 14 working days
- Reply to letters within 10 working days
- Answer phone calls within 30 seconds
- Provide advice to applicants to help them with bidding choices by phone, e-mail and in person
- Wear ID at all times including when visiting
- Deal with all enquiries in a fair and sensitive manner
- Advertise vacant properties for a minimum of 5 days
- Provide reliable information on when a property will be available to let
- Advise you of your right to request a review of a decision in accordance with the details contained within Appendix 3

12.3.3 An applicant is required to:-

- Keep the Council informed of any changes of circumstances
- Ensure that the Council have an up to date address
- Reply to requests for information as quickly as possible
- Treat Arun District Council staff with courtesy
- Give accurate information regarding personal circumstances

12.4 Information for applicants

- 12.4.1 The Council will provide a free summary of the Allocations Scheme known as the Scheme Users' Guide to any member of the public upon request. The guide is also issued to all applicants upon registration. The Council will provide a full copy of the Allocations scheme on its website and a copy can also be inspected at the Council offices. The Council will provide a full copy of the Allocations Scheme (at a reasonable cost) upon request.
- 12.4.2 Applicants who are vulnerable and unable to access the internet to view available properties or to make bids, will be sent a freesheet of available properties on request.

12.5 Personal Information

- 12.5.1 Applicants have the right to see the information held about them and receive a copy of the information held on computer, or on paper file. This is a 'subject access request' for which the Council charges a reasonable administration fee.
- 12.5.2 Personal information will be handled in accordance with the Data Protection Act and will be subject to appropriate confidentiality.
- 12.5.3 By submitting an application form to join the Housing Register an applicant consents to the processing of sensitive personal data about themselves. Where an applicant's household includes non-dependent adults, their consent will also be obtained. The Council may disclose information contained in an application and about associated bidding activity and rehousing prospects to agents and/or service providers and may also share this information with other relevant Council services as the law permits.
- 12.5.4 All information submitted in respect of an application will be verified. Verification may include credit checks, Electoral Register and Council Tax records checks, and other agencies.

12.6 Implementation arrangements

- 12.6.1 These amendments will come into force with effect from 1 April 2014.
- 12.6.2 Following approval by Cabinet, all new applications received will be assessed in accordance with the new scheme.
- 12.6.3 For applicants already on the Housing Register, a review process will be undertaken to consider those affected by the changes to the Allocations Scheme, to contact them to discuss the impact of the changes and to offer further housing advice.

Housing & Customer Services Working Group - 2014/15							
Meeting Date			03-Jul-14	04-Sep-14	23-Oct-14	08-Jan-15	05-Mar-15
Item	Lead	Origin					
Election of Chairman & Vice-Chairman		ToR	*				
Terms of Reference		ToR	*				
Work programme - set and review		ToR	*	*	*	*	*
Housing Items							
Stonepillow Update			*				*
Gas Safety Certificates - verbal update at every meeting			*	*	*	*	*
Rough Sleeper Update - verbal update at every meeting			*	*	*	*	*
Amendments to Allocations Scheme			*		*	*	
Empty Homes Assistance Programme	LC		*				*
Impact of Welfare Reform Act (including Bedroom Tax, Housing Rent Arrears and Housing Allocations)	RA				*		
Housing Business Plan Annual Review	BP			*			
Tenant Scrutiny Panel review of the Housing complaints procedure	EG			*			
Discharge of Homeless Duty to the Private Rented Sector	LC/JK				*		
Disabled Facility Grants (Sept/Oct 2014)	LC/SB					*	
Decent Homes Programme	SB				*		
Update on new Housing IT System (QL) (To be presented in early 2015)	RA						*
Customer Service Items							
Arun District Council's Website	PW/JF			*		*	

Housing & Customer Services Working Group - 2014/15							
Meeting Date			03-Jul-14	04-Sep-14	23-Oct-14	08-Jan-15	05-Mar-15
Item	Lead	Origin					
Customer Access Strategy - An update on the Action Plan & LGA Peer Review					*		
Arun Direct Update	JF/JH				*		
Agenda Prep Timetable							
Send to Gemma for CMT by 2pm Thurs			29-May-14	24-Jul-14	18-Sep-14	27-Nov-14	29-Jan-15
CMT Tues			03-Jun-14	29-Jul-14	23-Sep-14	02-Dec-14	03-Feb-15
Draft Reports to Erica by 11am Thurs			05-Jun-14	31-Jul-14	25-Sep-14	04-Dec-14	05-Feb-15
Agenda Prep Date 3pm			11-Jun-14	06-Aug-14	01-Oct-14	10-Dec-14	11-Feb-15
Room			CR2	Ash	Ash	Ash	Ash
Final Reports to Erica by 11am Mon			16-Jun-14	11-Aug-14	06-Oct-14	15-Dec-14	16-Feb-15
Despatch Agendas by 2pm Thurs			19-Jun-14	14-Aug-14	09-Oct-14	18-Dec-14	19-Feb-15
Date of Meeting 6pm			03-Jul-14	04-Sep-14	23-Oct-14	08-Jan-15	05-Mar-15
Room			CR1	TBC	BRTH	BRTH	CR1
NOSC Meeting Dates			29-Jul-14	23-Sep-14	18-Nov-14	27-Jan-15	10 Mar/TBC
Cabinet Meeting Dates			21-Jul-14	13-Oct-14	08-Dec-14	19-Jan-15	16-Mar-15
Full Council Meeting Dates			16-Jul-14	10-Sep-14	05-Nov-14	18 Feb/11 Mar	11 Mar/TBC
Items for 2015/16							
First two meetings in 2015/16							
Corporate Vision							