



Lettings policy

Easy-read version

What this policy is about

We explain how **you** can apply for a home and how **we** let our homes fairly. Our aim is to make sure **you** and other **customers** can access housing when needed, while supporting safe and sustainable communities for **all customers**.

How you usually apply for a home

Most homes are advertised through the council's Choice Based Lettings system. **You** can bid through the council, and the council may nominate **you** or another **customer** to one of our homes.

We do not run our own waiting list except in Erewash, where **we** manage it for the council.

When we may offer a home directly

Sometimes **we** offer a home without using the bidding system. This may happen if **you** need an emergency move because of fire, flood, or safety issues, or when the council has not found a suitable **customer**. We also do this for homelessness support or special schemes. All direct lets include Right to Rent checks.

Who can apply

We prioritise **customers** with the greatest housing need. **You** normally need to be over 18, or 16–17 with support and a guarantor. **You** must provide references, and **you** may need to meet rules for a specific home, such as age limits. Staff and board members can only be housed with senior approval.

If you want sheltered or supported housing

Sheltered housing is usually for people aged 55 or 60 and over who can live independently but may need extra support. Supported housing is for **customers** who need specialist help, such as people moving on from hostels.

Why your application might be refused

We may refuse an application if **you** are not eligible, if there is a history of anti-social behaviour or criminal issues, if **you** have serious rent arrears, or if the home would not be suitable or safe for **you**. **You** will be given reasons and can appeal.

The type of tenancy you will get

Most new **customers** start with a Starter Tenancy for 12 months. If things go well, **you** then move to an Assured Non-Shorthold Tenancy. Joint tenancies are usually offered to all adults living in the home.

If you need to move urgently

You may be offered a Managed Move if **you** face a serious risk, such as domestic abuse, a fire, or major health concerns. If eligible, **you** will be offered the next suitable home.

If you want to swap homes

You can exchange your home with another **customer** using the national mutual exchange scheme, which **we** promote.

If your home is too big or too small

We aim to use our homes sensibly by helping minimise overcrowding and supporting **customers** who want or need to downsize.

When special rules apply in an area

In some areas **we** may use a Local Lettings Plan to support a balanced community. **We** may also use sensitive lettings where there have been issues like noise or anti-social behaviour, to protect both new and existing **customers**.

If you need an adapted property

If **you** need a home with adaptations, **we** will try to match **you** to a suitable property and work with councils and occupational therapists to support this.

If you disagree with a decision

You can appeal within five working days if **you** believe **we** made the wrong decision about your application. If **you** are still unhappy, **you** can make a formal complaint.

How we treat your data and ensure fairness

We monitor our lettings to make sure all **customers** are treated fairly and in line with equality laws. **We** also protect your personal information and follow data protection rules.