Policy name: **Lettings Policy**	
Section:	Housing
Exec responsible:	Director of Housing
Review by:	Director of Housing, Customer & Communities Manager
Tenant review:	Yes – REP
Authority to amend:	Board
Frequency of review:	Every three years
Last review:	July 2023
Next review:	July 2026
Responsibility for delivery:	
Strategy:	Customer Strategy
Associated risk ID:	Risk 8 - Inadequate and ineffective customer service and/or engagement
Health & safety:	
Equality & diversity:	This policy implies that some groups will be treated less favourably, for example, those with a history of anti-social behaviour. This is deemed appropriate to ensure sustainable lettings and communities.
Associated costs and value for money:	Making best use of our homes and tackling tenancy fraud supports our VFM objectives. Letting properties fairly and appropriately will be balanced with minimising re-let times. Inappropriate lettings with unsustainable tenancies do not represent good value for money as this often results in a higher tenancy turnover. We will benchmark our re-let times and other indicators to ensure that we are performing in line with our own targets and our peers.
Associated documents:	Tenancy Policy, Mutual Exchange Policy, Devon Home Choice Policy, Rentplus policies, associated procedures.

VERSION CONTROL			
Version number:	**Sections amended:**	**Date of update:**	**Approved by:**
1.0	First issue in new template	Aug 11	*Board*
2.0	Amendments throughout policy	Dec 14	*Board*
2.1	Clarity on the letting criteria	March 15	*CE*
3.0	Amendments throughout policy	Nov 16	*Approved 29.03.17 Board meeting*
3.1	Minor amendments and updated Management Moves section to include downsizing.	Apr 19	*CE*
3.2	Clarity on exceptional circumstances applied for victims of domestic abuse. Tenancy and mutual exchange details removed with reference to the separate respective policies. Updated lettings criteria wording but no substantial change to the criteria.	February 2020	*CE*
4.0	Full review	July 2023	*Board 26/07/23*
5.0	Full review	July 2026	

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1. Policy Statement

Cornerstone aims to provide fair access to safe affordable homes by allocating the right home to the right household at the right time. We will make decisions that are transparent consistent and based on individual circumstances while supporting sustainable tenancies and thriving communities.

2. INTRODUCTION

Cornerstone offers affordable, high-quality, rented and shared-ownership homes across Exeter and the surrounding areas. Every year we build more homes to meet the growing need in our region. We currently have over 1400 properties.

At Cornerstone we understand the home is what makes everything else possible. By offering safe, stable, affordable homes, we open the door to health and wellbeing, work and education, family, friends and communities.

Through this policy, Cornerstone commits to:

- providing homes for people in housing need,
- helping local authorities meet local housing needs and strategic housing responsibilities,
- treating all applicants for housing fairly and with respect,
- allocating our homes in a fair and transparent way,
- letting tenancies which can be sustained by the applicant in the long term,
- creating sustainable communities,
- making the best use of our available homes,
- letting homes in an efficient way,
- meeting legislative and regulatory requirements.

When you apply for one of our homes, you can expect us to:

- treat you fairly, with dignity and respect
- communicate with you in a clear, timely and accessible way
- explain what information we need and why
- make decisions consistently and based on evidence
- consider your individual circumstances
- make reasonable adjustments where needed

- explain the reasons for our decisions
- inform you how to request a review or make a complaint if you are unhappy with a decision
- use customer feedback and complaints to improve our service.

Cornerstone does not have any sheltered or supported housing schemes within its housing stock, and we do not keep our own waiting list for homes. Vacancies are normally let through Devon Home Choice (DHC), a regional choice-based lettings scheme.

3. Our Commitment to Applicants
We recognise that applying for housing can be a stressful and uncertain experience. We are committed to delivering a lettings service that is fair, transparent and customer focused.

When you apply for one of our homes, you can expect us to:

- treat you with dignity, respect and fairness
- communicate with you in a clear, timely and accessible way
- explain what information we need and why
- consider your individual circumstances before making decisions
- make decisions consistently, proportionately and based on evidence
- explain the reasons for our decisions in plain language
- make reasonable adjustments where needed in accordance with the Equality Act 2010
- tell you how to request a review if you disagree with one of our decisions
- use feedback, complaints and learning to continually improve our lettings service.

3.1 Accessible, Additional Support and Reasonable Adjustments

We are committed to making our lettings service accessible to everyone. We recognise that some applicants may need additional support or reasonable adjustments to enable them to access our service or sustain a tenancy. We will work with applicants to understand their individual needs and provide appropriate support wherever possible

4. ACCESS TO OUR HOUSING

There are several methods by which we may be able to provide housing.

<u>Devon Home Choice (DHC)</u>
DHC is a regional choice-based lettings scheme which covers Devon. DHC is responsible for the allocation of the majority of social housing vacancies for rent and is run in partnership with local authorities and other housing providers, including Cornerstone.

Applicants who apply to join DHC will need to complete an application form. The housing need of the person concerned will then be assessed against the DHC policy by the local authority and, if accepted, they will be placed in an appropriate band category which reflects their housing need.

Our properties available for rent are advertised through DHC and applicants who have registered are able to bid for them. The property is normally offered to the bidder in the highest band who has been in that band the longest.

In order to be considered for a property the successful bidder will need to meet our Letting Criteria as set out below or any other criteria that may apply such as a local lettings plan. It is, therefore, possible that an applicant may satisfy DHC requirements but still not qualify for a Cornerstone tenancy.

Property vacancies may be re-advertised if no suitable applicants apply. Alternatively, the vacancy may be let in any way deemed appropriate.

More information and details of how to apply to DHC can be found on their website at www.devonhomechoice.com or by contacting the Local Authority housing department.

Mutual Exchange

Tenants of Cornerstone, a local authority or another housing association may be able to exchange properties with another tenant depending on the type of tenancy they have. We have a separate Mutual Exchange Policy. We are signed up to House Exchange, a national mutual exchange matching site, this means our tenants can join and look for matches, at no cost to them.

Management Moves

Cornerstone does not operate an internal property transfer service for its tenants, to register for a move tenants should apply to DHC or House Exchange for a mutual exchange.

We may consider transferring a tenant to another Cornerstone home, in exceptional circumstances, and where their needs cannot be met through DHC in a reasonable amount of time.

This could include:

- where a tenant wishes to downsize to a smaller home
- where a tenant needs to move due to disrepair in their home
- where there are serious health and safety concerns

Offers will be subject to the availability of a suitable alternative home and will be at the discretion of the Director of Communities and Housing.

Home ownership options

Shared Ownership

Cornerstone has a small number of shared ownership properties, visit our website for more information about how to apply and to search for available homes https://www.cornerstonehousing.net/what-is-shared-ownership/.

Rentplus

These are rent to buy homes and different criteria and processes apply for applicants which are set out in the Rentplus lettings process and criteria document.

5. TENANCIES

Cornerstone's Tenancy Policy sets out the types of tenancy we offer, the circumstances in which each type of tenancy will be used, and the rights and responsibilities associated with each.

The type of tenancy offered will depend on the applicant's individual circumstances, the type of property and any relevant legal or regulatory requirements. We will ensure that tenancy decisions are made fairly, consistently and in accordance with our Tenancy Policy.

Applicants will be informed of the type of tenancy being offered at the point an offer of accommodation is made. Before the tenancy is signed, we will explain the main terms of the tenancy, including any applicable tenancy conditions, rights and responsibilities, so that applicants can make an informed decision about accepting the offer.

Where appropriate, we will provide information in an accessible format or make reasonable adjustments to ensure applicants understand the tenancy being offered. If an applicant disagrees with the type of tenancy offered, they have the right to request a review in accordance with Section 16 of this policy.

6. Community Sustainability and Impact

Cornerstone is committed to creating and maintaining safe, inclusive and sustainable communities where residents can thrive. When making lettings decisions, we will balance the housing needs of individual applicants with the needs of existing residents and the wider community.

In some circumstances, we will consider the overall impact that a letting may have within a scheme, neighbourhood or shared living environment. This assessment will be based on relevant evidence and may include factors such as:

- the suitability and sustainability of the tenancy
- community safety and safeguarding considerations
- a history of serious anti-social behaviour or tenancy-related issues
- shared access or communal living arrangements
- information provided lawfully by partner agencies where it is relevant to the allocation decision.

Any decision will be made fairly, consistently and proportionately, taking account of the applicant's individual circumstances, any available support, and the need to create successful and sustainable tenancies.

Where there is evidence that a different approach is needed to address local housing or community issues, Cornerstone may implement a Local Lettings Plan. Any Local Lettings Plan will be evidence-based, time-limited, regularly reviewed and applied fairly and transparently.

7. Sustainable Tenancy Assurance

Cornerstone is committed to helping applicants succeed in their tenancy and sustain their home for the long term. Before making an allocation, we will consider whether the property is suitable for the applicant's needs and whether any additional support or reasonable adjustments may be required to help them maintain a successful tenancy.

Where appropriate, we will work with applicants and relevant support agencies to identify any support needs and ensure suitable arrangements are in place before the tenancy begins. This may include considering information provided by health or social care professionals, support providers or previous landlords, where it is lawful and proportionate to do so.

Allocation decisions will be based on the individual circumstances of each applicant, taking into account the sustainability of the tenancy, the safety and wellbeing of the applicant and the wider community, and the availability of appropriate support. Where concerns are identified, we will seek to work with the applicant to address these wherever reasonably possible before deciding that a tenancy cannot be sustained.

7. Multi-Agency Information Sharing

To help us make fair, informed and sustainable allocation decisions, Cornerstone may obtain or share relevant information with partner organisations, previous landlords and support providers where it is lawful, necessary and proportionate to do so.

Information will only be requested where it is relevant to the allocation decision and may be used to:

- assess whether a tenancy is likely to be sustainable
- identify any support or reasonable adjustments that may help an applicant maintain their tenancy
- manage any identified risks to the applicant, other residents, staff or the wider community
- ensure the property being offered is suitable for the applicant's needs.

All information will be processed in accordance with data protection legislation and Cornerstone's Data Protection Policy. We will only use information that is necessary for the purpose of making a fair and evidence-based decision.

8. Lettings Criteria

Cornerstone is committed to making fair, transparent and evidence-based allocation decisions. Every application will be assessed on its individual circumstances, taking account of the information provided by the applicant and, where appropriate, relevant information from partner organisations.

Before deciding not to offer a tenancy, we will consider any exceptional circumstances, relevant Equality Act 2010 considerations, reasonable adjustments, evidence of changed circumstances and whether appropriate support could enable a successful and sustainable tenancy.

We will not normally offer a tenancy where one or more of the following criteria apply:

a. Housing Need

The applicant is not assessed as being in housing need. Cornerstone adopts the definition of housing need set out within the Devon Home Choice (DHC) Policy, which includes applicants who are unable to meet their housing needs through home ownership or the private rented sector due to financial circumstances or other recognised housing needs.

b. Right to Rent
The applicant is not habitually resident or does not have the legal Right to Rent in the UK.

c. Immigration Status
The applicant does not have the appropriate immigration status or permission to remain in the UK which permits them to hold a social housing tenancy.

d. Capacity to Hold a Tenancy
The applicant does not have the mental capacity to enter into a tenancy agreement and there is no suitable legal representative, such as a person acting under a registered Lasting Power of Attorney, Deputyship or other recognised legal arrangement, to support them.

e. Age Requirements
Applicants must normally be aged 18 years or over. Applications from 16 or 17-year-olds may be considered where an appropriate organisation, such as Children's Services, is able to hold the tenancy in trust or provide appropriate support until the applicant reaches the age of 18.

f. Ability to Sustain a Tenancy
The applicant is unable to demonstrate that they can meet the responsibilities of a tenancy, including paying rent, looking after their home and respecting neighbours and the wider community. Where appropriate, we will consider whether advice, support or reasonable adjustments could enable the applicant to successfully sustain a tenancy.

g. Anti-Social Behaviour
The applicant, or a member of their household, has a history of serious anti-social behaviour or unacceptable conduct that may present a risk to the community or affect the successful management of the tenancy.

When considering these cases, we will take account of:

- the seriousness and impact of the behaviour
- how long ago the behaviour occurred
- any legal action taken
- evidence that behaviour has changed
- how recent tenancies have been managed
- any support that has been successfully engaged with.

We will only refuse an application where, following an individual assessment, we reasonably believe the applicant is unlikely to comply with the terms of the tenancy or the risks cannot be appropriately managed.

Where an applicant, or a member of their household, has been verbally or physically abusive towards a Cornerstone colleague, this will be considered as part of an individual risk assessment.

h. Criminal Behaviour and Risk
Where an applicant, or a member of their household, has relevant criminal convictions or there is evidence of behaviour that may present a significant risk to the applicant, other residents, colleagues or the wider community, Cornerstone will undertake an individual risk assessment.

This assessment will consider:

- the seriousness and relevance of the offence or behaviour
- the time elapsed since the incident
- evidence of rehabilitation or changed behaviour
- professional advice where appropriate
- whether identified risks can be appropriately managed.

A tenancy will only be refused where the identified risks cannot reasonably be managed.

i. Financial Assessment and Affordability
Our affordability assessment is intended to ensure applicants can successfully sustain their tenancy.

We may not normally offer a tenancy where:

- the applicant does not complete the affordability assessment
- false or misleading information is provided
- the assessment indicates the tenancy is unlikely to be affordable
- there are outstanding housing-related debts and no evidence of a sustained repayment arrangement
- there is a poor history of meeting housing-related payments
- the applicant has previously been evicted for rent arrears
- the applicant is unwilling to engage with budgeting or money advice where this is considered necessary to sustain the tenancy
- the household income exceeds the financial eligibility limits set by Cornerstone.

Before refusing an application on affordability grounds, we will consider whether budgeting support, welfare advice, debt advice or an agreed repayment arrangement could enable the tenancy to be successfully sustained.

Capital will normally be disregarded up to the amount permitted under Housing Benefit regulations. Cornerstone will consider exceptional circumstances, including applicants fleeing domestic abuse who are unable to access equity held within their property.

j. Existing Cornerstone Tenants
Existing Cornerstone tenants who are in breach of their tenancy agreement, for example because of rent arrears, anti-social behaviour or the condition of their home, will be assessed on an individual basis.

We will consider the reasons for the breach, any evidence that circumstances have changed and any steps taken to resolve outstanding issues. Exceptional circumstances, including financial abuse or controlling behaviour, will be taken into account.

k. Previous Tenancy Breaches
Applicants who have previously been evicted by a social landlord or have committed serious breaches of a tenancy agreement may not normally be offered a tenancy.

Each case will be considered individually, taking account of the reasons for the breach, the time that has passed, evidence of changed behaviour and any exceptional circumstances.

l. Existing Home Ownership or Tenancy
Applicants who hold a joint tenancy, own another property or have a mortgage on another home will not normally be eligible for a tenancy unless there are exceptional circumstances or they are actively disposing of their property and are assessed as being in housing need.

m. Support Needs
Cornerstone provides general needs housing and does not operate sheltered or supported housing schemes.

Where an applicant has support needs, we will work with the applicant, support providers and relevant professionals to understand whether appropriate support arrangements can be put in place to enable a successful tenancy.

Where the level of support required cannot reasonably be provided within general needs housing, we may determine that the accommodation is unsuitable. Any decision will be based on an individual assessment of the applicant's circumstances, the support available and the suitability of the accommodation.

n. Local Lettings Criteria
The applicant does not meet any local connection or eligibility criteria specified within a Local Lettings Plan, planning agreement or other legally binding requirement.

o. Property Suitability
The property is not suitable for the applicant's needs or circumstances, taking account of factors such as accessibility, household composition, medical needs, support requirements or location.

p. Occupancy Standards
The applicant's household does not meet the occupancy criteria for the property, as set out in Section 9 of this policy.

Individual Circumstances

Cornerstone recognises that every applicant's circumstances are different. Where appropriate, we will consider exceptional circumstances, evidence of changed behaviour, support arrangements, safeguarding issues, domestic abuse, Equality Act 2010 duties and any reasonable adjustments before reaching a final decision.

Where we decide not to offer a tenancy, we will explain the reasons for our decision in writing and advise the applicant of their right to request a review in accordance with Section 16 of this policy.

9. PROPERTY OCCUPANCY CRITERIA

For the purposes of this policy, a child is defined as a person under the age of 18.

Cornerstone aims to make the best use of its housing stock by ensuring homes are allocated to households for whom they are suitable. This helps to make efficient use of available homes, supports sustainable tenancies and ensures applicants are offered accommodation that meets their needs.

In determining occupancy levels, Cornerstone will generally follow the bedroom entitlement and occupancy criteria set out within the Devon Home Choice (DHC) Policy, except where the following provisions apply.

<u>Minimum and Maximum Occupancy</u>
Each property has a minimum and maximum occupancy based on its size and design.

The minimum occupancy is normally one person per bedroom.

The maximum occupancy will be determined by the property's designated occupancy level.

For example, a three-bedroom, five-person property would normally be allocated to a household of three, four or five people.

<u>Homes Where Resident Children Are Not Permitted</u>
Due to the size, layout or designation of certain properties, resident children (other than as visitors) are not normally permitted in:

- bedsits
- one-bedroom flats
- Norwood House
- Cherry Barton
- Cordery Road
- Admiral Vernon Court
- Phoenix Court
- Mount Dinham.

<u>Visiting Children</u>
Cornerstone recognises the importance of maintaining family relationships. Where appropriate, consideration may be given to applicants who require a bedroom for children who stay on a regular basis but do not permanently reside with them.

Priority will normally be given to applicants whose household requires all bedrooms for permanent occupation. Where there are no suitable applicants with a greater housing need, consideration may be given to applicants requiring accommodation for visiting children.

Children in Two-Bedroom Flats
To promote safety and suitability, children under the age of 10 will not normally be allocated two-bedroom flats above ground floor level at Emmanuel Close and Beacon Avenue.

This restriction will be reviewed periodically to ensure it remains appropriate.

Bungalows and Adapted Homes
Bungalows, adapted homes and properties with accessible features will normally be allocated to applicants whose assessed housing or mobility needs are best met by those properties.

Where there are no suitable applicants with an identified need, Cornerstone may consider under-occupation or other applicants to ensure the property is occupied and makes best use of available housing stock.

Age-Restricted Accommodation
Some schemes are designated for older persons.

Cherry Barton and Norwood House are normally available to applicants aged 60 and over. Where demand is low, the minimum age may be reduced to 55 years.

Applicants of any age with a mobility disability may also be considered where the accommodation is suitable for their needs.

Admiral Vernon Court and Phoenix Court are normally available to applicants aged 55 and over.

Mount Dinham is restricted to households where all occupants are aged 60 or over.
Exceptions

Cornerstone may depart from the occupancy criteria where it is reasonable and appropriate to do so. This may include circumstances where:

- a temporary Local Lettings Plan is in place
- a property has proved difficult to let
- the property contains adaptations or features that make it particularly suitable for an applicant with mobility or accessibility needs
- an applicant requires accommodation for a live-in carer
- there are other exceptional circumstances which justify a different allocation.

Any exception will be considered on its individual merits and the reasons for the decision will be recorded to ensure decisions are fair, transparent and consistent.

10. LETTINGS PROCESS

Cornerstone is committed to delivering a lettings process that is fair, transparent and customer focused. We will work with applicants throughout the process to ensure decisions are based on accurate information, individual circumstances and the suitability of the accommodation.

Before making an offer of accommodation, we will complete the necessary verification checks with the applicant. This will normally include:

- verifying the information provided as part of the application
- completing an affordability assessment to help ensure the tenancy is sustainable
- considering any support needs or reasonable adjustments that may be required
- obtaining tenancy references, where appropriate
- seeking relevant information from partner organisations where this is lawful, necessary and proportionate.

Where an existing Cornerstone tenant is applying to move, we will normally carry out an inspection of their current home. We will consider the condition of the property, compliance with the tenancy agreement and any outstanding tenancy matters as part of the assessment.

Applicants will normally be invited to view the property before deciding whether to accept an offer.

If the applicant meets the lettings criteria and the property is suitable, we will make a written offer of tenancy. The offer will include:

- the address of the property
- the type and length of tenancy being offered
- the rent and any applicable service charges
- the proposed tenancy start date
- any other relevant tenancy information.

Before the tenancy is signed, we will explain the rights and responsibilities of the tenancy and answer any questions the applicant may have. Where appropriate, we will provide information in an accessible format or make reasonable adjustments to support applicants through the process.

If we decide not to offer a tenancy, we will explain our decision in writing, provide the reasons for that decision and advise the applicant of their right to request a review in accordance with Section 16 of this policy.

Applicants will normally be required to pay one month's rent in advance when signing the tenancy agreement. Where an applicant may experience financial difficulty, we will discuss the support available and consider individual circumstances before the tenancy commences.

<u>Applications from Board Members, Colleagues and Connected Persons</u>

Cornerstone Board Members, colleagues, close relatives of either, and individuals who have been a Board Member or employee within the previous 12 months may apply for housing. Their application will be assessed using the same eligibility criteria and lettings process as any other applicant.

To ensure transparency and avoid any conflict of interest:

- the Director of Customer and Communities will be notified when a relevant application is received
- the applicant will take no part in any decision-making relating to their application
- any offer of accommodation will require approval from the Chief Executive or the Board, where appropriate.

These arrangements help ensure that all allocations are made fairly, consistently and without preferential treatment.

10. Exceptional Allocations

In exceptional circumstances, Cornerstone may make a direct allocation outside the normal lettings process where this is necessary to protect the safety or wellbeing of an applicant, meet a statutory obligation, or respond to an urgent housing need.

Exceptional allocations may include, but are not limited to:

- applicants at immediate risk due to domestic abuse
- safeguarding concerns involving adults or children
- witness protection arrangements
- emergency management moves
- decants required to enable major repairs, redevelopment or regeneration
- severe medical or welfare cases
- other exceptional circumstances where there is a clear and evidenced need for an urgent allocation.

Each request will be considered on its individual merits and supported by appropriate evidence. Decisions will be made fairly, consistently and in accordance with relevant legislation, regulatory requirements and this policy.

Exceptional allocations will normally require approval by the Director of Customer and Communities or an appropriately authorised senior manager. The reasons for the decision will be recorded to ensure transparency, accountability and effective governance.

12. TENANCY FRAUD

Cornerstone is committed to ensuring that homes are allocated fairly and that social housing is available to those who are genuinely entitled to it. We take tenancy fraud seriously and will investigate any concerns that false, misleading or incomplete information has been provided during the application or allocation process.

Where it is established that an applicant has knowingly provided false or misleading information, withheld relevant information, or attempted to obtain housing fraudulently, the application may be refused or withdrawn.

If tenancy fraud is identified after a tenancy has been granted, Cornerstone will investigate the matter and, where appropriate, may take legal action. This may include seeking possession of the property and recovering any losses incurred, in accordance with relevant legislation.

Any decision relating to suspected tenancy fraud will be based on the available evidence, made fairly and proportionately, and applicants or tenants will be given the opportunity to respond to any concerns before a final decision is made.

13. RIGHT OF REVIEW

Cornerstone is committed to making fair, transparent and evidence-based decisions. If an applicant believes that a decision has not been made in accordance with this policy or that their individual circumstances have not been fully considered, they have the right to request a review.

An applicant may request a review of:

- a decision to refuse an offer of housing
- the type of tenancy offered
- the length of a fixed-term tenancy.

Requesting a Review

A request for a review should normally be made in writing within 14 calendar days of the applicant being notified of the decision. Where notification is sent by post, the decision will be deemed to have been received five calendar days after the date of the letter.

The request should include:

- the reasons why the applicant believes the decision should be reviewed
- any relevant personal circumstances that they would like Cornerstone to consider
- any additional information or supporting evidence that was not previously available.

Where an applicant requires assistance to request a review, we will provide appropriate support or signpost them to an organisation that can help. Reasonable adjustments will be made where required to ensure applicants can access the review process.

Review Process

Reviews will normally be considered by the Director of Customer and Communities, or another appropriately authorised officer who has not been directly involved in making the original decision, wherever reasonably practicable.

As part of the review process, we may:

meet with the applicant to better understand their circumstances
invite the applicant to provide additional information or evidence
allow the applicant to be accompanied or represented by a person of their choice
seek further information from relevant agencies where appropriate.

Where necessary, the Board may be consulted in accordance with Cornerstone's governance arrangements.

Applicants will receive a written outcome explaining the decision and the reasons for it within 28 calendar days of receiving the review request. Where a meeting or hearing has taken place, the outcome will normally be provided within 10 working days of the meeting.

Complaints

A request for a review is separate from Cornerstone's Complaints Policy. If an applicant believes that the review process has not been carried out fairly, has experienced poor service, or remains dissatisfied with the way their request has been handled, they may raise a complaint through Cornerstone's Complaints Procedure.

Availability of Properties

Cornerstone will not normally keep a property vacant while a review is being undertaken. Where appropriate, an alternative suitable property will be considered if the review is successful.

14. Monitoring and Review of this Policy

- The Resident Engagement Panel will review the operation of this policy, monitor allocation outcomes and use customer feedback to recommend improvements. We will publish learning from complaints and feedback where appropriate to help improve our lettings service.
- The Housing Team is responsible for operational delivery of the policy.
- The Director of Customer and Communities is accountable for implementation of this policy and ensuring decisions are fair, transparent and evidence based.
- The Board retains overall responsibility for ensuring this policy complies with legislation, regulation and Cornerstone strategic objectives.