

Operational Policy Document No.



**Unit 101, Pelican House,
138-148 Cambridge Heath Road,
Bethnal Green,
London E1 5QJ**

Allocations Procedures

Certified as approved by the Director under delegated authority on 21 September 2022

E Bibal
(Director)

To be reviewed on December 2025

Allocations Procedures

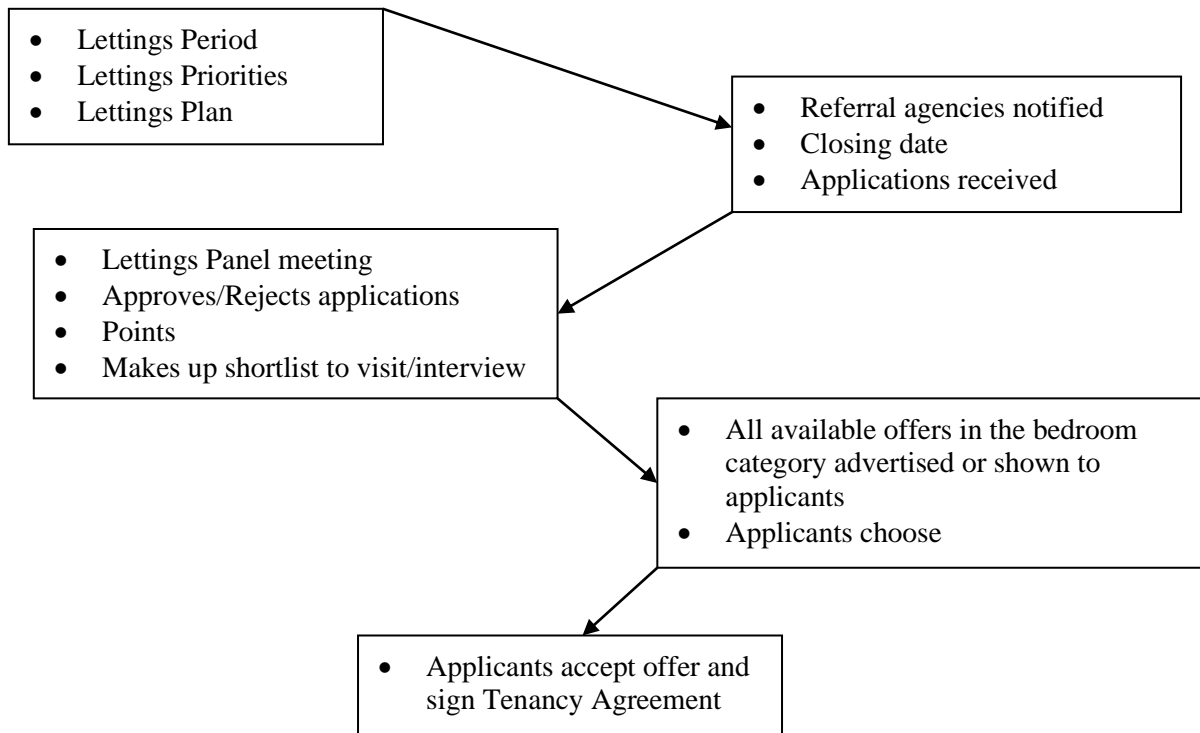
1. Letting periods will be on a six-monthly basis. A lettings plan will be prepared in advance of the period.
2. The lettings plan will determine priorities for the current lettings period and set targets for move-on and new lettings. Appropriate referral agencies will be invited to send suitable referrals. Local authorities will also be invited to supply referrals (this is in addition to their nominations entitlement under the nominations agreement. There will be a closing date for applications.
3. All applicants will be required to fill in Bahay Kubo's standard application form. An initial assessment will be made solely based on information provided on the application form. Points will be awarded based on current priorities.
4. A lettings panel made up of the Director and two staff will then meet and decide the following:
 - a) Those applications that meet Bahay Kubo's Allocations Policy. These will be approved and put on the waiting list for the lettings period.
 - b) Those applications that meet the current priorities. These will be approved and put on a shortlist of applicants to visit and interview.
5. Bahay Kubo staff will carry out home visits wherever possible or if that is not possible, interview applicants at Bahay Kubo's office. The following information will be sought during the interview:
 - i) Confirm, verify or update the information on the application form.
 - ii) Assess the degree and type of need of the applicant.
 - iii) Obtain information on the applicant's preferences as to the size and type of dwelling which is required.
 - iv) Assess the likely degree of support required (if any) if accommodated.
 - v) Check evidence of present accommodation, identity and information regarding tenure.
 - vi) Any personal data collected as part of the referral and allocation process must be handled lawfully and securely according to Data Protection Act 2018

The interviewing officer will make appropriate recommendations.

Operational Policy Document No.

6. The lettings panel will select applicants to be made offers during the lettings period and set the order of priority in which offers are made. At least two persons must be involved in this selection process. Staff who have private or personal knowledge of the applicant or his/her circumstances must not participate in this decision-making process.
7. Records will be kept of all meetings at which selection decisions are made. The records will specify the reasons for selection and non-selection and all applicants will be informed of the reasons and the decisions of the selection panel.
8. Actual offers of accommodation will be made by the staff who will arrange viewings. Applicants will be shown all available properties on offer.
9. All applicants will be given a right of appeal against any decision of the staff. Appeals will be considered by the Housing Management Sub-committee.

Flow Chart



Note: This procedure does not apply to Council nominations under the nominations agreement or Choice Based Lettings. Procedures agreed with the Council will apply.