



Winchester
City Council

Scheme of Allocation

To be read in conjunction with the Hampshire Home
Choice Allocations Framework

Winchester City Council Scheme of Allocation

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1 Introduction

Winchester City Council operates a choice based lettings scheme to register applicants for housing, advertise details of available properties, allow customers to bid or register their interest in suitable properties, and to match customers following successful bids to social rented housing.

The choice based lettings scheme is operated in partnership with East Hampshire District, Eastleigh Borough, Havant Borough, and Test Valley Borough Councils (together forming a 'Sub-Regional Area' for the purposes of housing allocation), and makes use of a Common Allocations Framework agreed between these authorities, with individual allocation schemes prepared by each participating authority in accordance with that Framework.

This document constitutes the City Council's Allocations Scheme (herein after referred to as 'the Scheme') under the Hampshire Home Choice Allocations Framework (hereinafter referred to as 'the Framework'), and must be read in conjunction with the Framework.

Both the Framework and the Scheme are designed to meet the requirements of:

- The Housing Act 1996 (Part 6), as amended by the Homelessness Act 2002, the Localism Act 2011 and other relevant legislation.
- Allocation of Accommodation: Guidance for Local housing Authorities in England (2012, DCLG) "the Code".
- Providing social housing for local people: Statutory Guidance on social housing allocations for local authorities in England (DCLG, December 2013) "Supplementary Code".
- Allocation of Housing (Procedure) Regulations 1997, SI 1997/483.
- Allocation of Housing (England) Regulations 2002, SI 2002/3264.
- Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006, SI 2006/1294.
- Allocation of Housing (Qualification Criteria for Armed Forces) (England) Regulations 2012, SI 2012/1869.
- Housing Act 1996 (Additional Preference for Armed forces) (England) Regulations 2012, SI 2012/2989.
- Allocation for Housing (Qualification Criteria for Right to Move) (England) Regulations 2015, SI 2015/967.
- Each Councils Homelessness Strategy.
- Each Councils Tenancy Strategy.
- The Equality Act 2010.
- Existing Case Law.

The Councils also consulted with applicants and Registered Providers.

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The Scheme incorporates the City Council's key aims and objectives outlined in its Homelessness, Housing and Tenancy Strategies.

The Scheme applies to existing City Council or Registered Provider/Housing Association tenants in Winchester wishing to apply for re-housing and to new customers applying to the Winchester Housing Register.

Existing City Council tenants or tenants of other Registered Providers seeking a transfer are assessed, prioritised and registered in the same way as other housing customers. Transferring tenants have access to the same range of housing options (i.e. City Council or Registered Provider properties and relevant private sector options) as other customers, dependent on their level of priority.

The City Council is committed to a Scheme that offers greater choice to all those seeking housing and enables customers to make well-informed decisions about their housing options.

2 Principles and Objectives

2.1 Strategic Priorities

Supporting local people in accessing high quality, affordable housing is one of the City Council's Community Strategy priorities.

2.2 Priorities of the Scheme

The key principles and objectives of the Scheme which determines how allocations will be made are:

- To meet our homeless prevention and statutory homelessness duties
- To give 'reasonable preference' to those in greatest housing need
- To meet the needs of vulnerable people with support
- To provide applicants with as much choice as possible
- To help to create and maintain sustainable local communities
- To make the best use of available housing resources
- To allocate scarce local housing resources in as fair a way as possible

2.3 The Hampshire Home Choice (HHC) Sub-Regional Allocation Framework

HHC administers a single housing register for people in housing need across the HHC sub region. The HHC Housing Register is used by the five

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partner local authorities to nominate and allocate social housing across the sub region. This information is shared with the partner Registered Providers (which includes local authority landlords).

Applicants registered on Hampshire Home Choice are eligible to bid for a quota of properties identified across the four Council areas of East Hampshire District Council, Havant Borough Council and Test Valley Borough Council and Winchester City Council as well as homes in the Local Authority in which the applicant has a local connection. These properties will be clearly labelled in the property adverts and it will be very clear for which properties the applicant can and cannot bid.

Cross boundary moves will be regularly monitored to ensure that each authority is not disproportionately affected as a result of cross boundary migration between Council areas.

2.4 Statement of Choice

The City Council and its partner landlords are fully committed to enabling applicants to play an active role in choosing where, and in what property type and tenure in which they wish to live, while continuing to house those applicants in the greatest housing need and complying with all relevant legislation.

Applicants can apply, subject to eligibility for vacancies which are advertised each week. In making this choice applicants need to consider their housing need priority against the availability of properties in any given area.

The Housing Register offers eligible applicants an opportunity to express preferences in relation to accommodation in the following ways:

- Applicants can make a positive choice about the area in which they wish to live.
- Applicants can state their preferences for type of heating, a garden and other amenities.
- We will provide applicants with clear information about the supply of and demand for vacancies through our weekly Newsletter. This will help inform them about the implications of their choice and decisions in terms of waiting time and the availability of properties.
- We will use local lettings initiatives to enhance choice and enable applicants to make a positive decision about where they live.
- We will seek to ensure that local people have the opportunity to live within their home villages.
- We will offer choice of tenure, for example social and Affordable Rent properties, low cost homeownership, Homebuy.

2.5 Village Vacancies

The scheme ensures that priority for vacancies in rural village/parish areas is given to households with a relevant local connection.

Special rules will apply when prioritising applicants who are being considered for housing in a village/parish. All village/parish vacancies will be advertised with priority given to those with a local connection to the village/parish.

Village/parish local connection is defined as follows:

- Ordinarily resident in the Village/parish
- Previously ordinarily resident in the village/parish prior to the date of allocation and has family who ordinarily reside there.
- Employment – current or to take up permanent employment in village/parish.
- To support or be supported by member of family ordinarily resident in the village/parish.

The definition of a village is that it has a population of less than 3,000.

Applicants who do not meet any of the above criteria will not have a local village/parish connection.

2.6 Local Lettings Policies

Local lettings policies will be used to ensure where possible, that there is a mixed and balanced community. Local letting policies for some existing properties and initial lettings on new build schemes may specify different priorities for allocating properties. Properties subject to such a policy will be clearly labelled in the property advert.

Local lettings policies may be applied in addition to any local planning restrictions (Section 106) in place but will not override them. These local lettings policies will be agreed by the respective Registered Provider and Local Authority Housing Manager.

2.7 Local Planning Restrictions (Section 106)

Where the allocation of a dwelling is restricted by a Planning obligation under Section 106 of the Town and Country Planning Act 1990, applicants will be prioritised in accordance with the criteria set down in that agreement.

2.8 Sensitive Lettings

There may be occasions when a Registered Provider or Winchester City Council Landlord Service requests that a vacant property is advertised as a sensitive letting; for example, where a previous tenant has caused anti-social behaviour and it is important to get the right mix of tenants in the area having regard to the needs of existing vulnerable or elderly tenants. The landlord and the local authority may agree that the applicant in prime position for nomination

is not suitable to be offered the property and instead agree to offer the property to a more suitable applicant.

Priority may be given to working applicants taking into account all relevant factors in relation to the applicant's housing need, suitability of the property for that applicant and the needs of the community. In these cases the advert will clearly state the property is subject to a Sensitive Letting.

2.9 A Fair Allocations Statement

The City Council is committed to providing equality of opportunity to all customers who apply for housing. Monitoring of applications and lettings will take place to ensure that everyone is treated fairly.

3 Housing Register, Eligibility & Exclusions

The Council maintains the Housing Register and is the main point of contact for all applicants wishing to apply for social housing within Winchester City Council district.

The Council maintains the register on behalf of Registered Providers who operate within the Winchester district and Winchester City Council Landlord Service. All nominations to vacancies provided by the Registered Providers or allocations to vacancies provided by Winchester City Council Landlord Service are made by Winchester City Council in accordance with the Scheme and the Framework.

Registered Providers will allocate their accommodation in accordance with the Scheme and the Framework, with the exception of:

- Any applicant who may be excluded for an allocation by virtue of the Registered Providers' own Allocation policy.
- Any applicant who may be excluded for an allocation as a result of the Registered Providers' charitable status.

No applicant will be excluded for an allocation by a Registered Provider or Winchester City Council Landlord Service without full written notification by the relevant Registered Provider or Winchester City Council Landlord Service to the applicant and the Council.

All applicants will have the right of a review by/to the Registered Provider or Winchester City Council Landlord Service of any aspect of an adverse decision. Details of the Registered Provider's or Winchester City Council Landlord Service review policy will be included with any notification of an adverse decision.

Some Registered Providers may reject nominations for reasons set out within their independent allocation policies. In such circumstances, the Council will require the Registered Providers to provide written confirmation of the reasons for their rejection to both the Council and the applicant within 3 working days.

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Applicants will be able to request the Registered Provider or Winchester City Council Landlord Service review its decision according to its own independent appeals procedure.

3.1 Eligibility for the Housing Register

Certain people from abroad, including some subject to immigration control, are not eligible for an allocation of social housing. These are known as restricted persons. These regulations are set by Government and updated regularly.

Allocations and nominations under the Scheme can only be made to eligible persons. The City Council cannot allocate housing accommodation under the Scheme to:

- (1) A person from abroad who is subject to immigration control unless he/she is of a class prescribed by regulations made by the Secretary of State, or currently a tenant of the City Council or a Registered Provider. No person excluded from entitlement to housing benefit shall be included in any class prescribed by the Secretary of State.
- (2) Two or more persons jointly if any of them falls under 4.2 (1) above.
- (3) Other classes of persons from abroad specified by the Secretary of State.

3.2 Habitual Residence Test

Most persons from abroad who are not subject to immigration control (including British Citizens) must also be habitually resident in the Common Travel and/or have the right to reside in the Common Travel Area in order to be eligible to join the Housing Register.

The Common Travel Area consists of the UK, the Channel Islands, the Isle of Man and the Republic of Ireland.

The Habitual Residence Test is used to ensure new allocations of social housing is to the applicants who are ordinarily resident in the UK, i.e. those habitually resident in the UK, and to EEA nationals exercising Treaty Rights. In applying this test, some British citizens, nationals of EEA member states and others exempt from immigration control may nevertheless be denied an allocation on the grounds that they are 'not eligible'. The Test can be reapplied at a later date and a different outcome may arise.

Subject to the reasonable preference criteria (Section 1.5 of the Framework) and any other relevant regulations made by the Secretary of State, the City Council may decide what classes of people are to be treated as qualifying persons; able to join the Council's Housing Register and to be considered for housing accommodation.

Applicants deemed not to be a qualifying person by the City Council will not be able to be considered for housing and will be notified in writing.

Any applicant regarded by the City Council as ineligible to join the housing register may request a review of this decision (Section 11.1, The Right to Review).

3.3 Qualification for Inclusion on the Housing Register

The City Council will consider all applications to join the Housing Register in accordance with the framework (Section 11 Qualification for Inclusion on the Hampshire Home Choice Register).

3.4 Applicants who are not Qualifying Persons

Section 12 of the Framework (Applicants who are not Qualifying Persons) details those applicants who will not normally be qualifying persons and will therefore not qualify for inclusion onto the Housing Register.

Applicants who do not qualify or are not eligible to join the Housing Register will be advised in writing of the decision and their right of review of the decision that they do not qualify or are ineligible for the Housing Register (see Section 11.1 The Right to Review).

3.5 Suspension from the Housing Register

The City Council operates a suspension policy and applications will be suspended in the following circumstances:

- 1) Where an applicant has deliberately worsened their circumstances
- 2) Unacceptable behaviour
- 3) Former rent arrears and debt
- 4) Refusal of suitable accommodation

Full details of the suspension policy are detailed in Section 13 of the framework, HHC Suspension Policy.

4 Registration on the Housing Register

Housing applicants will only be registered onto the Housing Register following receipt by the City Council of the duly completed housing application form and requisite verification documentation.

An applicant's registration date will be the date on which the City Council receives their application. This date is known as the 'registration date'.

All applications for housing are assessed and placed in one of four bands depending on the applicant's housing need. Priority is awarded within each band by date the application was placed in the band. This date is known as the 'priority date'.

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The City Council will endeavour to register all applications and notify the applicant of their banding assessment within 10 working days of receipt of all relevant information relating to their application. The letter will inform them of the date their application was registered, their banding and their assessed bedroom need.

Section 2 of the Framework, Processes; Applications and Assessment provides further detail on the registration process.

4.1 Renewing Applications

Applicants will be required to renew their housing application on an annual basis on the anniversary of their relevant application date, known as the 'renewal' date.

If applicants fail to voluntarily renew their application they will be sent a written reminder to do so within 21 days of the renewal date. Any applicant who does not renew their application within 28 days of receiving their reminder letter to do so will be assumed to no longer require housing and their application will be cancelled accordingly.

If an applicant makes contact within 6 months of their original application being cancelled this application will be reinstated.

If contact is not made within 6 months and satisfactory evidence is provided of an incapacity causing the failure to renew, the application can be reinstated from the date of the original application.

Eligibility and qualification for the list may be reconsidered when an application is being reviewed.

Applicants must keep the Council informed of any changes to their circumstances, as and when these arise, by submitting written details to the Housing Allocations Team. Applicants may be required to complete a new application form and provide any necessary supporting documentation.

5 Housing Need Assessment

Applications will be assessed in accordance with Sections 14 (Household Size and Accommodation Eligibility), Section 15 (Health and Welfare Assessment), and Section 16 (Additional Priority) of the framework.

6 Banding

Applicants, who are eligible and qualify to be accepted on to the HHC Register, will have their housing need assessed and be placed into one of four bands:

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- Band 1: Urgent Priority
- Band 2: High Priority
- Band 3: Medium Priority
- Band 4: Low Priority

Priority is awarded within each band by the date the application was placed in that band. This date is known as the priority date.

Full details of the categories are available in Sections 17 to 21 of the Framework.

6.1 Band 1: Urgent Priority

Applicants who fall into this category will be households who need to move because of:

- Emergency Cases – Usually on health medical or welfare grounds; or
- Emergency Management Transfers

6.2 Band 2: High Priority

Applicants who fall into this category will be households who need to move because of:

- Statutory Homeless Duties
- Overcrowding by Two Bedrooms
- Serious Disrepair (including assessed under the HHSRS Category)
- High Medical or Welfare Grounds
- Vulnerable applicants in Supported Housing ready for Move On
- Management Transfers
- Existing Social Housing Tenants Under-occupying their Current Accommodation – consideration will be given to those tenants in rent arrears and also those wishing to downsize to a property that is 1 bedroom larger than their housing need (excluding those living in sheltered or older persons housing).

6.3 Band 3: Medium Priority

Applicants who fall into this category will be households who need to move because of:

- Overcrowding by one bedroom.

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- Temporary/insecure housing (including the private sector housing, and MOD applicants with notice to quit MOD accommodation – see below).
- Lacking/sharing facilities.
- Medium Medical or Welfare Grounds.
- Social housing tenants living in two bedroom flats that have two children.
- Former City Council tenants who in special circumstances agreed to relinquish their tenancy. Customers falling into this category will be placed into Band 3 for six months before they require re-housing, and nominated to a City Council property by direct match within 28 days from which they require alternative permanent accommodation.
- Customers left in sole occupation of City Council stock, having no statutory right to succeed, following the death of the secure tenant will, in special circumstances, be considered for a property suitable to their housing need. Each case will be considered on its own merits and some of the factors taken into consideration will be; the customers relationship with the former tenant, length of residency, support given/received throughout the duration of residency together with the customers ability to sustain a tenancy. Customers falling into this category will be subject to a 3-month time limit, at the expiration of which they will be removed from the housing register or if they wish, be re-assessed according to the standard registration process.
- Existing social housing tenants accepted in accordance with the 'Right to Move Regulations'.
- Existing social housing tenants living in a bedsit/studio flat in East Hampshire, Eastleigh, Havant, Test Valley and Winchester City Council for a period of 2 years or over will be considered for one bedroom accommodation.

6.4 **Band 4: Low Priority**

- Applicants who fall into this category will be households who need to move because:
- Of a low Medical Priority or Welfare Grounds
- Living in tied or Armed Forces accommodation
- Wish to be considered for difficult to let properties (this will normally be sheltered and/or extra care accommodation)

Applicants who are serving prison sentences and who on release will have a housing need or be homeless and have a local connection to Winchester.

6.5 **Determining Priorities under the Scheme**

Priority is awarded within each band by the date the application was placed in that band. This date is known as the priority date.

If an applicant is moved up a band the application will be given a date when the increased priority is awarded. This becomes the new priority date.

Applicants who are assessed as not in housing need, but are of a household type which could be considered for housing which is normally difficult to let and they wish to be considered for difficult to let properties will be placed in Band 4.

If an applicant has a serious housing problem that requires urgent consideration for re-housing, their application will be reviewed by the City Council's Housing Allocations Manager and discussed with HHC Manager and awarded higher priority, if appropriate.

Special rules apply when prioritising applicants for housing into village vacancies, with preference being given to applicants who can demonstrate a local connection to that village.

7 Advertising & Bidding Process

This follows Section 3, Allocations and Lettings, of the framework but with the following additional information.

7.1 Determining between Applications

When determining an allocation or nomination for a vacancy, the City Council will normally consider allocating according to the following rank orders:

- Suitable applicants within Band 1 the Urgent re-housing band (by date order of approval as an agreed critical/urgent case)
- Suitable applicants within Band 2 (by priority date in the band)
- Suitable applicants within Band 3 (by priority date in the band)
- Suitable applicants within Band 4 (by priority date in the band)

A decision of the 'suitability' of a particular applicant will also have reference to the appropriate household size and accommodation eligibility criteria and criteria set out in Section 14.1 of the Framework.

7.2 Occupation/Property Eligibility Criteria

For vacancies, the following issues will be considered:

a) Achieving an appropriate balance between the following range of factors:

- management issues (e.g. child density, sensitive lettings, local lettings policies, etc)
- balancing competing levels of demand between different household types
- making best use of available stock
- the particular design, layout and room sizes of the property
- whether the vacancy is deemed accessible to meet the needs of a disabled person (see section 7.3)
- the current status of relevant allocations quota
- Housing Associations' individual allocations policies

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- an applicant's ability to maintain a tenancy (particularly when moving on from supported housing).

b) Assessing what households are eligible for designated property size.

If an applicant does not qualify for the vacancy after taking the above factors into consideration, they will not be advised that they are unsuccessful and will be skipped on the shortlist.

7.3 Accommodation for Disabled Applicants

Properties which have been designed or have been significantly adapted to meet the needs of disabled people will be prioritised for applicants who require such an adapted property (or someone in their family requires the adaptations). The particular adaptations will be stated clearly in the advertisement.

Disabled applicants (or families with a disabled member) will be considered for other vacancies by virtue of their ranked position on the Housing Register where it is reasonable and practical to adapt that property for their needs.

7.4 Properties for Older Persons

Sheltered Housing Schemes hope to take into account the future needs and aspirations of the older population as well as their current need.

In some circumstances this may result in under-occupation of a property.

Customers requiring sheltered housing should restrict their bids to such properties only.

The properties will be advertised clearly and the will state that they are sheltered or extra sheltered housing. The minimum age criteria for such properties will also be given in the advertisement.

7.5 Managing Choice

Cases awarded critical housing priority (including Witness Protection and Multi Agency Public Protection Arrangements, etc) will not be offered a choice as the need to manage risk will be the primary determinant of any accommodation to be offered.

Applicants awarded a 'Management Transfer' priority will be expected to bid for the next suitable vacancy. This can be extended where no suitable property has arisen during the 3 month time period. If a suitable property arises and the applicant is successful in bidding but refuses the offer of accommodation, then their priority will be reduced to their original Band.

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Applicants owed a full duty under Part 7 of Housing Act 1996 (as amended by the Homelessness Act 2002) and placed in temporary accommodation will be expected to bid for suitable properties. If the applicant does not bid for suitable properties, then the local authority will bid on their behalf and make a suitable offer of a vacant property within their district.

7.6 Direct Matching

In certain circumstances the City Council will allocate a property directly to an applicant which is known as a 'direct match'. The advert will clearly state that the property has already been allocated to an applicant with a specific need. Examples of when a direct match may take place include but are not limited to:

- Applicant requires a specifically adapted property.
- Urgent management decant or council compulsory purchase required.
- Applicant is subject to MAPPA or MARAC and requires specific accommodation in a specific area.
- Serving members of the Armed Forces who have 28 days before the expiration of notice in place relating to termination of MOD service accommodation or notice to leave accommodation provided by the MOD. This is only applicable to applicants with a local connection to Winchester.
- Homeless households in temporary accommodation where the City Council needs to release this accommodation in order to meet local homeless priorities and pressures.
- Homeless Applicants who have been in Band 2 for a 3 month period and have not successfully secured suitable accommodation.
- Applicants granted Left in Occupation status who have been in Band 2 for a 3 month period and have not successfully secured suitable accommodation.
- Former City Council tenants who in special circumstances agreed to relinquish their tenancy who have 28 days from which they require alternative permanent accommodation.

However, special rules apply to village properties (Section 106 and non Section 106). These properties are advertised with priority given to those with a local connection to the village/parish areas (where the village population is under 3000 population). We may therefore, not be able to allocate an applicant directly to village properties when they become available.

Also, where an applicant is to be made an allocation of a property directly, there will only be one offer of accommodation to the applicant.

8 Offers of Accommodation

Applicants selected for nomination to a Registered Provider in the District will be contacted by the Registered Provider about the nomination or by Winchester City Council Landlord Service about an allocation.

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All offers of accommodation made by Registered Providers in the City Council District or by Winchester City Council Landlord Service will be made in writing, direct to applicants from the Registered Provider or Winchester City Council Landlord Service themselves. If applicants do not respond to a formal offer or contact regarding a nomination or allocation within 3 working days it will be assumed they have refused the offer or are no longer interested in that property.

8.1 Vulnerable Applicants/Support Needs

The City Council is committed to ensure that all residents in the District have every opportunity to sustain their homes.

The City Council will provide the following details to a Registered Provider when responding to a request for a nomination from the Housing Register:

- Any tenancy support provided to an applicant;
- Any known involvement by any support agency with an applicant, and
- Any concern that the applicant may need tenancy support even if tenancy support has not been given and there is no involvement of any support agency.

8.2 Joint Tenancies

The conditions set out below relate to Winchester City Council owned properties only; other Registered Providers may have their own policies on joint tenancies, which may differ from the City Council.

Customers can potentially be granted a joint tenancy where they are a couple and meet one of the following criteria:

- Married
- Civil partners
- Cohabiting (heterosexual or same sex) and able to provide proof of a minimum of 12 months joint residence.

Where the relationship between two customers is other than those described above, a joint tenancy may be granted in certain circumstances only. It should be noted that there are serious and complex consequences attached to being a joint tenant and therefore joint applications should not be entered into without considering fully these consequences.

An existing joint tenant, who wishes to apply for housing other than with their current joint tenant, will have issues surrounding the tenancy that will need to be resolved before the City Council will be able to offer a new tenancy.

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The City Council can only grant a joint tenancy if *both* Customers are eligible for housing within criteria set down in Part VI of the Housing Act 1996.

Information on joint tenancies is available from the City Council, Housing Management section.

9 Properties not Included in the Scheme

Whilst most allocations will be managed through the choice based allocation process, there will be some circumstances when it is necessary to exclude vacancies from the process.

Examples of lettings which may be excluded are as follows:

- Alternative accommodation to allow repairs to be carried out
- Temporary accommodation for households who are homeless or may be threatened with homelessness
- Supported housing
- Extra-care / Extra Sheltered housing
- Renewal of flexible tenancies
- Conversion of introductory to secure tenancies
- New tenancy granted at current address (for example, joint to sole tenancy)

10 Housing Options

Due to the pressures on social housing, customers are able to obtain advice and information about a range of housing options. The City Council's Housing Options Team provides a free advice and information service to housing customers and deals with enquiries about the following issues:

- Who can apply for assistance as a homeless person and how to go about this
- Other housing options available, including private sector rented accommodation, low cost home ownership schemes, and accommodation outside of the City Council district
- General housing matters including tenancy problems

The Housing Options Team can be contacted via the Customer Service Centre by telephone on 01962 848 400, or direct on 01962 848 163
or by Email: housing@winchester.gov.uk

or by post at: Housing Options, Winchester City Council, City Offices, Colebrook Street, Winchester, SO23 9LJ

11 Reviews & Complaints

11.1 The Right to Review

Applicants have the right to request a review of any aspect of their housing application assessment made by the City Council when assessing their application for housing, under the Housing Act 1996, Part 6. This includes decisions regarding eligibility, qualification, and housing need assessments.

11.2 The Review Process

An officer senior to the person making the original decision and who was not involved in making the decision will carry out the Review.

A request for a Review must be made within 21 days of the decision providing the reasons for the Review. The City Council has discretion to extend the time limit if it considers this would be reasonable. If further information is needed, the applicant will be invited to write or, if unable to do this, make oral representation. The applicant may also appoint someone on his or her behalf to do this.

If the reviewing officer finds that the original decision did not take relevant information into account they will refer the case back for re-consideration. The applicant will be notified of the Review decision within 56 days of the request for a Review.

11.3 Complaints Procedure

Internal

If an applicant is dissatisfied with any aspect of their application, other than where a review can be made, they should follow the City Council's published complaints procedure, available on the City Council's website or on request.

Complaints regarding the letting of properties may also be made to social landlords through their own complaints procedure.

The Local Government / Housing Ombudsman

If an applicant is not satisfied with the action taken by the Council and has exhausted the complaints procedure available, they can send a written complaint to the Ombudsman. The Local Government Ombudsman can be contacted at:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
'Phone: 0300 061 0614
Fax: 024 7682 0001

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Website: www.lgo.org.uk

Housing Ombudsman Service

81 Aldwych

London

WC2B 4HN

Phone: 0300 111 3000

Fax: 020 7831 1942

Email: infor@housing-ombudsman.org.uk

Website: www.ihos.org.uk