

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name:

Allocations & Lettings Procedure

This policy was created to:

Help Honeycomb Group (Staffs Housing) manage how homes are offered and let to customers, making sure it's done fairly, efficiently, and with minimal delays when properties become empty.

What this policy covers

- How we handle homes that are becoming vacant
- How and where we advertise homes
- Who is eligible to apply
- How homes are allocated (including nominations from local councils)
- How we assess applicants
- What happens before and during a viewing
- How we support successful tenants through the move-in process

Our Goals

- Let homes quickly to reduce the time they are empty
- Offer homes fairly and transparently
- Match the right home to the right person or family
- Consider people's needs, including support or affordability
- Help customers move in smoothly

Key Terms

- **Nomination:** When the local council puts forward a person for one of our homes
- **Management Transfer:** Moving an existing tenant to a different home due to special circumstances
- **Market Rent:** Homes rented at full price, not subsidised

- **Void Rent Loss:** Money lost while a home is empty
- **Pre-tenancy Interview:** A chat with you before you move in to make sure the home is affordable and suitable

Our Approach

- Begin advertising homes as soon as we know they're becoming empty
- Accept transfer requests from existing tenants
- Work with local authorities to offer homes fairly
- Advertise homes on our website or directly through the council
- Assess every applicant's needs, financial situation, and suitability
- Offer viewings and allow a short time to decide
- Provide help such as decorating or moving support for harder-to-let homes
- Use electronic contracts (DocuSign) to make moving in easier

Legal Compliance

We follow the law when ending tenancies, letting homes, and creating tenancy agreements. This includes:

- Ensuring rent is charged correctly
- Getting written notice for ending tenancies
- Working within local authority housing rules for nominated applicants

Performance Monitoring

We track how quickly homes are let, how long they stay empty, and how satisfied our customers are. This helps us improve the way we work and keep rent losses low.

Data Protection

All your personal information is handled in line with UK data protection laws (UK GDPR and Data Protection Act 2018). We only use your data for necessary housing services and keep it safe.

Review

This policy is reviewed every three years or sooner if there are changes in law or regulations.

Date of Policy: June 2024