



Nottingham
City Council

Housing
Services

Housing Allocations Policy

Summary version

May 2023

This is a summary of Nottingham City Council's Housing Allocations Policy.

This summary tells you:

- Housing advice and support options available
- Who can join the housing register
- How to apply
- How we prioritise applicants
- How we advertise available properties
- How we offer available properties.

We manage applications and enquiries for social housing through Nottingham HomeLink, a 'one stop shop' to help Nottingham residents' access social housing in Nottingham.

Reference guide

RP	Registered Provider (Housing Association)
PRS	Private Rented Sector
Nottingham HomeLink	Partnership between local registered providers to advertise available properties.

A copy of the full Housing Allocations Policy is available at:
www.nottinghamcity.gov.uk/information-for-residents/housing/social-rented-housing/
or www.nottinghamhomelink.org.uk/policy-documents.



Advice and support available

Demand for social housing is very high and it's not always possible to offer a social housing home to everyone who needs one.

Nottingham HomeLink will offer you housing advice and support about the best and most suitable housing option for you. This will include looking at the availability of housing in the private rented sector using websites like [Rightmove](#) or [Zoopla](#) as there are more private rented sector homes across the city than council or housing association homes.

Some people are not eligible to join the housing register. To find out if you may qualify to join, you can complete a short questionnaire on the Nottingham HomeLink website at www.nottinghamhomelink.org.uk/looking-for-a-home. You will, however, still need to complete an application form before you are accepted to join.

If you need to speak to a member of the team, you can complete a short contact form on the website at www.nottinghamhomelink.org.uk/contact, email homelink@nottinghamcity.gov.uk or you can call 0115 746 9977.

The Nottingham HomeLink team also hold monthly drop-in surgeries across the city. Dates and times of forthcoming surgeries can be found on the [Nottingham HomeLink website](#).

Why do we have a housing register?

We are required by law to set an allocations system that defines how we let our social housing in Nottingham.

Demand for social housing significantly outweighs the number of homes available, so we have to prioritise applicants.



Who can join the housing register?

To join the housing register, you must be eligible for social housing as set out within the law and:

- be 18 years of age or over
- lived in Nottingham city for three out of the last five years.

Exemptions to this rule will apply to:

- Armed Forces personnel
- Nottingham City Council Care Leavers
- Homeless households
- Survivors of domestic abuse.

I believe I am homeless now

If you believe you are going to become homeless, or are homeless, please complete the online homelessness prevention self-assessment form, which will be able to provide you with immediate advice and support:

www.nottinghamcity.gov.uk/information-for-residents/housing/homelessness-prevention-and-advice/homelessness-can-we-help-you/.

You will also not qualify if:

- You have savings of more than £16,000
- You're a single applicants with an income of more than £35,000
- You're joint applicants with a combined income of more than £60,000
- You're a home owner or you have a financial interest in a property
- You display any behaviour as set out within the policy that makes you unsuitable to be a tenant.

If it is decided that you cannot join the housing register, you will be written to confirming the reasons why and you'll be given advice on other housing options available and how to request your right to review our decision.

How to apply

To join the housing register, you'll first need to complete the housing online advice system on the [Nottingham HomeLink website](#). If you're eligible to join the housing register, you'll be prompted to create an online account.

Once your account has been created, you'll have the opportunity to track the progress of your application and bid for homes. You can complete your application online at housingonline.nottinghamcityhomes.org.uk.

Once you've submitted your application, you will receive a notification e-mail confirming receipt of your application. The Nottingham HomeLink Team will verify your application and you will be notified whether your application is successful or not.

Successful applicants will receive confirmation of their application reference number and the band they qualify to join.

Unsuccessful applicants will be notified why their application was unsuccessful, other housing options available and your rights to request a review of our decision.

If you are not able to access the website, please contact the Nottingham HomeLink team on **0115 746 9977** for further support or dates of drop-in surgeries.

How we prioritise applicants

When you apply for housing, we ask that you tell us about your current housing circumstances and other members of your household. This helps us to make sure we prioritise you according to your circumstances.

We will put you into one of four bands according to your current housing need. Bands are lettered A to D, and you will be notified which band you qualify for.

Band A

- Medical or disability grounds
- Social housing tenants suffering from severe harassment, domestic abuse or threats of violence
- People in hospital ready for discharge
- Welfare grounds
- Nottingham City Council young people leaving care
- Nottingham City Council approved adoptive or foster parents
- Nottingham city rough sleepers who are in regular contact with support services
- Social housing tenants releasing a property for re-letting to applicants in urgent housing need
- Permanent move due to regeneration / major works
- Insanitary and / or unsatisfactory housing conditions
- Severe overcrowding
- Families living in Nottingham city high-rise accommodation
- Releasing high demand properties
- Applicants leaving tied accommodation
- Occupants with no rights to statutory succession
- Reciprocal requests

Band B

- Homeless or households at risk of homelessness
- Formerly homeless applicants in a six month private rented sector tenancy
- Formerly homeless applicants as a result of domestic abuse
- Living in HM Forces accommodation
- Social housing tenants needing to move for management reasons
- Non-urgent welfare cases
- Hardship cases
- Overcrowding (lacking one bedroom)
- Families in low-rise flats
- Families living in shared accommodation
- Applicants in hostel accommodation
- Insanitary and / or unsatisfactory housing conditions.

Band C

- Singles / couples living in shared accommodation

Band D

- Lower need applicants who qualify for Independent Living Accommodation

How we advertise available properties

Properties are advertised on Housing Online, which can be accessed through the [Nottingham HomeLink website](#), on a weekly basis. You will only be able to view homes you're eligible for with an account.

Property adverts start on Friday at midday and end the following Wednesday at midnight.

The type of property you could be eligible for

The type of property you are eligible for depends on your circumstances.

Broadly the following will apply:

Single Person	<ul style="list-style-type: none">• Studio flat (bedsit)• One-bed flat
Couples	<ul style="list-style-type: none">• Studio flat (bedsit)• One / Two-bed flat
Families	<ul style="list-style-type: none">• Two / Three / Four / Five-bed house• Maisonette
Singles or couples with access to children	<ul style="list-style-type: none">• One / Two-bed flat• Maisonette



How we offer available properties

You tell us which properties you are interested in by 'bidding' for a property either on Housing Online or by telephone.

Bidding for properties opens each Friday at midday and closes the following Wednesday at midnight.

If you have difficulty in accessing information on properties, you can contact the Nottingham HomeLink Team on **0115 746 9977**.

If you refuse two reasonable offers of accommodation that you have bid upon, or been directly offered, you will be taken off the Housing Register.

If your bid for a property has been successful, we aim to contact successful applicants within 24 hours by email, letter or telephone.

If you have bid on a property and you've not heard from us after 48 hours of placing your bid, the chances are your bid has not been successful.

Local area preference

We believe that communities are strengthened if people who need housing have the opportunity to stay in the area where they currently live.

So, we will give you an additional waiting time of 12 months if you need to stay in your current area because:

- you have children in the local school
- you give or receive regular family / child support
- you give or receive regular support due to ill health or a disability

You will need to provide evidence to support your request.

Withdrawing an offer

We advertise properties when they are not empty to reduce the amount of time people have to wait to move in.

Occasionally, we may have to withdraw an offer made to you. This could happen where a tenant may tell us they have changed their mind and does not want to leave their home. If that happens we will have to withdraw the offer.

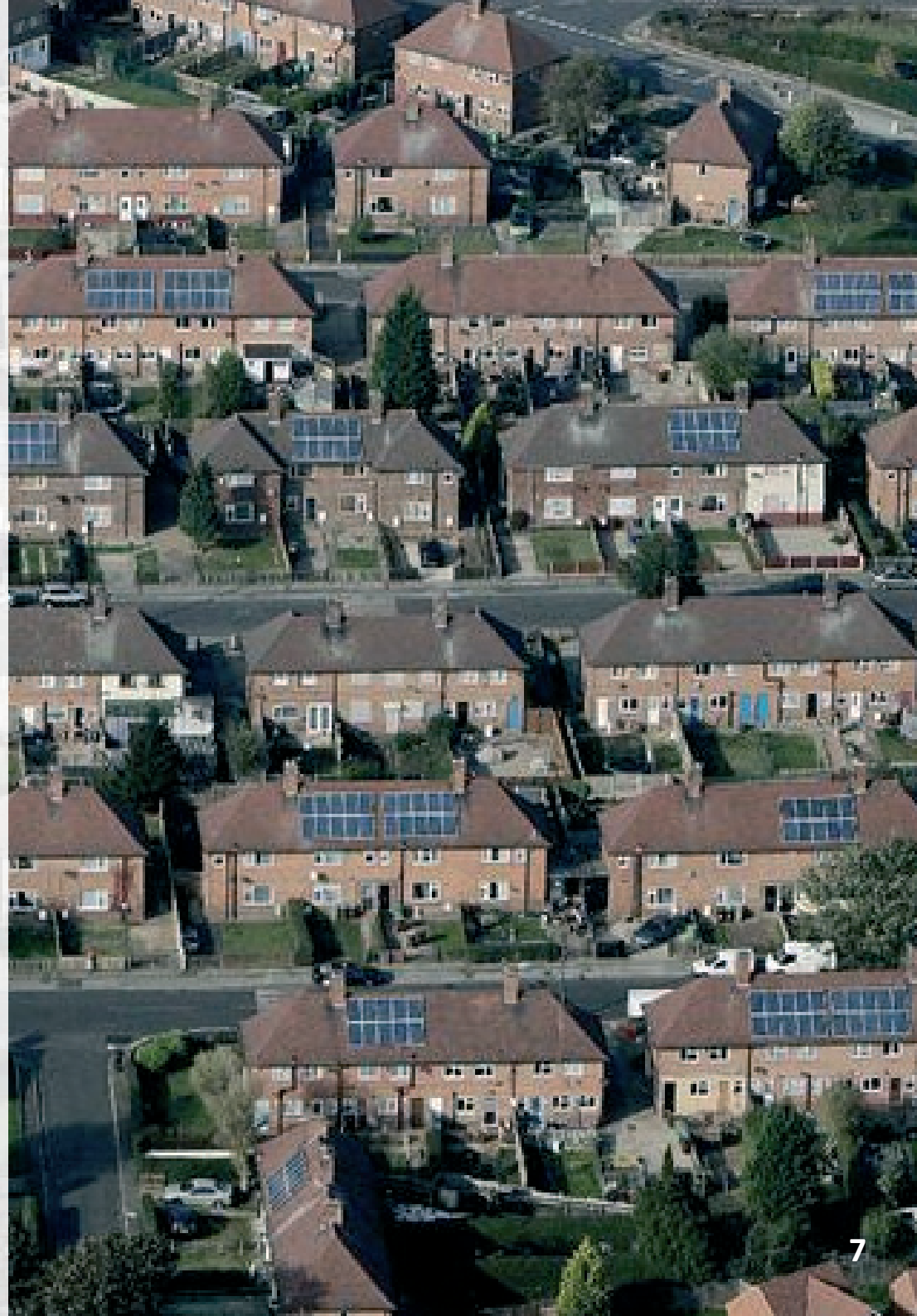
Refusing an offer of accommodation

Applicants who refuse two offers will be taken off the register. If an offer is refused by an applicant, the next person who bid for that property will then be offered the property.

Local lettings policies

Local lettings policies are used in certain areas of Nottingham City which may have particular issues such as crime and anti-social behaviour.

Local lettings policies help us to sensitively let our homes, making sure we create a balanced community for all. These policies can apply to existing social housing and newly built social housing.



Victoria Centre Flats

The Victoria Centre is subject to a local lettings policy, because of the location of the flats and sensitivities around its city centre location.

To join the housing register for the Victoria Centre, you must be either / or:

- employed
- in receipt of Disability Living Allowance / Personal Independence Payment
- retired.

The Victoria Centre flats are let solely in order of your time on the housing register.

Equality and diversity

Allocations are reviewed annually to make sure that they are made in accordance with the Allocations Policy.

We also check to make sure that applicants from a BME or disability or other minority background are not negatively affected.



Contact

The Nottingham HomeLink team can be contacted on:

Telephone: **0115 746 9977**

E-mail: homelink@nottinghamcity.gov.uk.



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