



Supporting BAME communities to thrive

Policy title	Lettings Policy
Policy owner	Housing Services Manager
Approval body	Operations Committee
Approval date	May 2026
Review date	May 2029
Version	V3.1 (May 2026)

This policy sets out how Nehemiah Housing Association allocates and lets its homes fairly, transparently and in line with legislative and regulatory requirements.

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1. Policy statement

This policy explains how we let our social rented and affordable rented homes. It does not cover the homes we let at market rents or the homes that are managed on our behalf through management agreements.

Where Nehemiah lets homes in the private rented sector (for example, properties let via a third-party letting agent), those arrangements sit outside this social lettings policy. However, as landlord we remain responsible for ensuring tenants receive clear information about any relevant changes in law and their rights. We will require our letting agent to issue tenant communications using Nehemiah-approved wording and to provide evidence that this has been done, and we will oversee the agent to ensure tenancy documentation and processes are updated appropriately. For confidentiality and security reasons, details of individual private rented properties managed via third parties (including locations and portfolio size) are not set out in this policy and may change over time.

Nehemiah's mission statement is: to build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers.

Nehemiah encourages applications for housing from all BAME communities. Nehemiah's history and background has enabled the specialist provision of culturally sensitive services for the African Caribbean and Irish Communities.

Nehemiah will consider the individual circumstances, housing needs and aspirations of our customers to match them to the right home at the right time and make best use of our homes. Our decisions will be fair and transparent.

We will offer clear and relevant housing options advice and support customer mobility by providing opportunities to exchange homes. We will contribute to local authorities strategic housing functions and support them with their duties to meet identified local housing needs. This includes assistance with their homelessness duties, and through meeting obligations in nominations agreements.

We will be efficient to minimise the amount of time our homes are empty.

Nehemiah will allocate and let homes in a fair, transparent and accessible way, taking account of the needs of tenants and prospective tenants. We will provide clear information about how decisions are made, how priority is assessed, and how applicants can request a review/appeal.

This policy supports compliance with the Regulator of Social Housing's Consumer Standards (effective from 1 April 2024), including the Tenancy Standard and the Transparency, Influence and Accountability Standard. We will evidence compliance

through robust record keeping, monitoring, learning from appeals/complaints, and regular reporting.

2. Legislative and regulatory requirements

This policy should be implemented in line with the following relevant sections of legislation:

- Housing Acts 1985, 1996
- Homeless Act 2002
- Equality Act 2010
- Human Rights Act 1998
- The Localism Act 2011
- The Welfare Reform Act 2012
- The Anti-Social Behaviour, Crime and Policing Act 2014
- Prevention of Social Housing Fraud Act 2013
- Domestic Abuse Act 2021
- Immigration Act 2014 (Right to Rent) and associated guidance
- Immigration Act 2016 (Right to Rent criminal offence and termination provisions)
- UK GDPR and the Data Protection Act 2018
- Homes (Fitness for Human Habitation) Act 2018
- Homelessness Reduction Act 2017

Regulatory framework and standards:

- Social Housing (Regulation) Act 2023 (including changes in force from 1 April 2024)
- Regulator of Social Housing – Regulatory Standards for landlords (Consumer Standards effective from 1 April 2024, including the Tenancy Standard and Transparency, Influence and Accountability Standard)
- Awaab’s Law (introduced via the Social Housing (Regulation) Act 2023) – to be applied in phases as commenced
- Renters’ Rights / renting reform legislation (primarily private rented sector; implementation and scope vary by tenure)

2A. Definitions and principles

The following definitions and principles have been added to improve clarity and consistent decision-making.

Definitions (for the purpose of this policy):

- “Applicant” means a person applying for housing or rehousing under this policy.
- “Customer” includes applicants, tenants, and other occupiers where relevant.

- “Waiting list” means Nehemiah’s internal register (where used) for general needs lettings outside Local Authority Choice Based Lettings.
- “Suitable offer” means an offer that meets the household’s assessed bedroom need, any verified medical/disability requirements, location risk considerations (e.g. safeguarding/domestic abuse), and affordability checks.
- “Exceptional circumstances” means circumstances where applying the standard criteria would result in serious risk (e.g. threat to life, immediate safeguarding concerns) and no reasonable alternative housing option is available.

Principles:

- Allocate and let homes fairly, transparently and in a way that is accessible.
- Make reasonable adjustments where required so applicants are not disadvantaged.
- Use discretion consistently and record decisions and rationales clearly.
- Protect personal data and share information lawfully where necessary (e.g. safeguarding, fraud prevention).
- Monitor outcomes to identify trends, inequalities or unintended impacts and act on learning.

3. Selecting customers

We will find new customers by:

- Advertising our homes on Choice Based Lettings Schemes (“CBL Schemes”) websites along with other social housing providers and partners.
- In the main we will allocate properties through local authority CBL schemes, providing local authorities with nominations rights by being part of the scheme.
- Nehemiah is also a member of Homes Direct CBL and uses the scheme to let empty properties where it has not been possible to let a void through the Local Authority CBL process or historically the Local Authority CBL process has resulted in failure to let particular property types.
- Customers for Retirement Living Schemes will be identified from either the local authorities CBL schemes, Homes Direct CBL or through a list held at the scheme as result of local marketing.
- Lettings in our Young Families supported housing projects are made using a single referral framework, involving the local authority’s homeless teams and other partner agencies and self-referrals.

3A. Scope – routes to let

Nehemiah primarily lets general needs homes through Local Authority Choice Based Lettings (CBL) and nominations arrangements.

Where a property cannot be let via Local Authority CBL (e.g. repeated failed lets, specialist requirements, or scheme-specific pathways), Nehemiah will refer to our waiting list, other external agencies or our Disposal Policy.

For supported housing and retirement living schemes, scheme-specific eligibility and referral arrangements apply and may override general needs processes. These scheme criteria will be available in writing and provided on request.

3B. Exceptional / emergency allocations (out-of-route)

In exceptional, emergency circumstances an allocation may be made outside the normal allocations route (e.g. immediate risk relating to domestic abuse, hate crime, safeguarding, or urgent decant/regeneration).

Such decisions must be authorised by the Housing Services Manager (or delegated senior manager) and must be documented with reasons and supporting evidence, assessed for equality impact and fairness, and reviewed after the event to confirm appropriateness and learning.

3C. Nehemiah waiting list – opening, closing and access

Nehemiah may operate an internal waiting list for general needs homes where this is appropriate and lawful, particularly where homes are not allocated through Local Authority CBL.

When the waiting list is open, applications will be accepted in a transparent and accessible way (including support for applicants who require assistance, interpretation, or reasonable adjustments).

The decision to open or close the waiting list will be based on clear operational criteria, including the volume of applicants relative to forecast lets, the ability to assess applications within reasonable timescales, equality considerations, and the availability of alternative access routes.

Nehemiah will publish (or make available on request) whether the list is open, how to apply, and the expected timeframes for assessment. Where the list is closed, applicants will be signposted to Local Authority housing options/CBL and other advice services as appropriate.

3C.1 Who can apply and how does it work?

Applicants must generally be 18 years and over to apply.

An application can include the applicant, their spouse or partner, and the members of their household who would normally live with them.

3C.2 How to apply

When the waiting list is open, applicants can apply to join the waiting list by completing a housing application form. Applicants can request an application form by either phone, in person at the office, or by downloading it from our website.

Should applicants need assistance in completing the form this can be requested by telephone or by prior arrangement.

Once a completed application form has been received, the form will be assessed to determine if the applicant is eligible and qualify for housing. All applicants will be contacted as soon as possible to confirm if they qualify. If an applicant does not qualify then the reasons will be clearly stated in writing.

Tenants dissatisfied with a decision can appeal through using Nehemiah's complaints policy. See section 9 below.

If it is determined that the applicant qualifies for housing, then an assessment of their housing need will be completed. They will then be required to provide supporting documents in respect of their application.

3D. Refusing offers of social housing

If an applicant refuses 2 suitable offers of accommodation, they will normally be disqualified from applying for social housing for 12 months, after this time a new application can be made if the waiting list is open.

A "suitable offer" is one that meets the household's assessed bedroom need, any verified medical/disability requirements, safeguarding/domestic abuse risk considerations, and affordability checks.

Nehemiah will confirm in writing why an offer is considered suitable, record refusal reasons, consider any new evidence, and set out how to request a review/appeal.

3D.1 Exceptional circumstances

Nehemiah recognises that there may be exceptional circumstances where it becomes necessary to reconsider the qualification criteria in the case of individual applicants who would not normally qualify. The Housing Services Manager may reconsider the qualification of individuals in extreme exceptional circumstances, for example where there is a threat to life and no other housing options are available.

3E. How priority is decided: the housing Bands

Applicants who are eligible and qualify for housing will have their housing need assessed based upon their current circumstances. Applications will be placed in one of the three priority Bands depending on the household's housing circumstance. Applicants will be notified of the date that the band priority was awarded.

The Priority Bands Summarised

Band	Summary
Band 1 (Very urgent need to move)	Acute overcrowding (3+ bedrooms short); releasing adapted social housing; emergency medical/disability or welfare need where current accommodation is a major contributory factor; exceptional need including immediate safeguarding/domestic abuse risk.
Band 2 (Reasonable preference)	Overcrowding by 2 bedrooms; lacking basic facilities for 6+ months; serious medical/disability needs; move on from care (as applicable); threat of abuse/harassment/safeguarding need (not immediate).
Band 3 (Lower reasonable preference / other)	Overcrowding by 1 bedroom; certain homeless households; or households wishing to move with no specific reason falling into Bands 1–2.

3E.1 How banding is applied

Banding decisions will be based on verified evidence. Where terms such as “reasonable time”, “serious safeguarding issue” or “immediate risk” are used, staff will apply professional judgement supported by multi-agency evidence where available, medical/OT evidence where relevant, and property condition evidence.

Where discretion is used, the rationale and evidence must be recorded and approved in line with the authorisation framework (Appendix 1).

3E.2 Bedroom entitlement

For the purposes of allocating a home Nehemiah Housing Association will use the bedroom standard. Under the standard a separate bedroom is allocated to:

- Each single person over 21 or a couple
- Two persons of the same sex aged 10 years to 20 years
- Two persons (whether of the same sex or not) aged less than 10 years

3E.3 What if an applicant's circumstances change?

If an applicant has been added to the waiting list and then they have a change in their circumstances, it is their responsibility to inform Nehemiah. The applicant will be informed in writing if the change in circumstances means that they need to be placed in a different band.

3F. Internal transfers

Nehemiah will consider transfers in line with this policy to make best use of stock, sustain tenancies, and manage risk.

We will normally only transfer a tenant who holds an assured tenancy (unless exceptional circumstances apply), has no serious tenancy breaches (or there is a risk-based reason to proceed), and has a satisfactory property inspection where applicable.

Starter tenancies will not normally be considered for rehousing until the tenancy becomes assured unless there are exceptional circumstances (e.g. safeguarding/ domestic abuse) authorised by the Housing Services Manager.

Transfer priority will be assessed using the same banding framework set out above unless scheme-specific arrangements apply.

3F.1 Reasons for refusing a transfer

There will be occasions where we must refuse a request for a transfer even where the tenant meets the transfer criteria. However, if we decide not to offer a transfer we will explain our reasons clearly, as well as what the customer needs to do to be reconsidered in the future, we will also confirm our decision in writing.

Tenants dissatisfied with a decision can appeal through using Nehemiah's complaints policy. See section 9 below.

3G. Decision recording and fairness

Where Nehemiah decides to refuse access to housing, refuse an offer, or refuse a transfer, we will provide reasons in writing, explain what evidence was considered, set out what the customer can do to be reconsidered, record the decision and rationale on the housing management system, and consider whether any reasonable adjustments are required.

4. Mobility schemes

We offer a web-based mobility scheme which helps customers to exchange homes. This internet service means customers have access to HomeSwapper. When making decisions to agree exchanges all cases are reviewed by the Senior Housing Officer (Housing Service Manager in Senior Housing Officer absence) and we apply the legal grounds outlined in the Localism Act 2012.

5. Making the best use of our homes

In order to make best use of our homes we may develop local lettings plans where needed to improve or maintain the sustainability and diversity of an estate or community. Local lettings plans will be developed in conjunction with our partners. Each plan will be unique to the circumstances of an individual estate and will be time limited.

We will use the DWP social size criteria to offer accommodation, avoiding under occupying our homes. We will not overcrowd properties when they are let. We will contribute to the development and implementation of regional strategies to free up under occupied homes and move overcrowded families to larger accommodation.

We may initiate a move to a more suitable home to support under occupied and overcrowded households. Such allocations will be outside our normal lettings routes and will be authorised by the Housing Services Manager.

Where a customer's current home is no longer suitable for their needs due to illness or disability, we will consider with the customer their best long-term solution. Where it is identified that the best solution is to move to a more suitable home, we will initiate the move outside our normal allocations routes, with the authorisation of the Housing Services Manager.

Bungalows and adapted homes will be offered to persons/families whose health or mobility will benefit from the facilities in the property. We aim to make the best use of homes that have been adapted to meet the requirements of customers with mobility needs.

Our Sheltered schemes are designed for older people. The accommodation, support and ethos are focused on the needs of older and more vulnerable people. All customers will have a support assessment to identify support needs. Applicants without support needs will not be housed in a retirement living scheme.

5A. Safeguarding and risk

Where an application involves safeguarding concerns (adult or child), domestic abuse or hate crime, staff will consider immediate safety, take account of professional evidence, consider location risk and safe move requirements, and ensure information is handled sensitively and shared lawfully where necessary.

Urgent safeguarding moves may be considered under the Exceptional/Emergency Allocations route and will be authorised and recorded in line with this policy.

6. Creating sustainable tenancies

To ensure that we create a sustainable tenancy for new customers this involves us getting to know our customers before the start of their tenancy.

To do this we will ask our customers to:

- Provide us with clear income details
- Provide proof of identity
- Provide references from previous landlords
- Agree to meet with us at their current home where this is deemed necessary

Telephone risk assessments should be carried out prior to home visits. Where risks have been identified staff should discuss referral with line manager and joint visits if applicable should take place.

Where pre-tenancy workshops are available for our customers to access, usually through local authorities, we may require a customer who has not held a tenancy before or who has had a failed tenancy to attend a workshop.

6A. Tenancy policy alignment

The Tenancy Review (2026) identified updates that are directly relevant to how we allocate homes and complete sign-up. This section summarises the key alignment points to ensure a consistent customer journey from allocation through to tenancy start.

6A.1 Tenancy type at point of let

At sign-up we will clearly explain (and confirm in writing) the tenancy type being offered. Nehemiah will continue to use a starter tenancy where applicable at the beginning of a tenancy, progressing in line with the Tenancy Policy and the tenancy agreement. At sign-up we will explain the key rights and responsibilities, what the starter period means in practice, and where customers can access the Tenancy Agreement. Where the organisation's tenure approach changes (for example due to legislation), sign-up processes and customer information will be updated accordingly in line with the Tenancy Policy.

6A.2 Pre-tenancy checks and assessment

As part of making an offer and completing sign-up we will carry out proportionate pre-tenancy checks to help ensure the home is suitable and the tenancy is sustainable. Checks may include:

- identity and right-to-rent/eligibility checks (where applicable)
- affordability assessment (income/expenditure and benefit entitlement where relevant)
- housing history and previous landlord checks, including former tenancy debt/rent account checks where information is lawfully available
- credit referencing/checks may be used as part of the pre-tenancy assessment (the checks will assist in decision-making and are not an automatic exclusion)

- support needs assessment and referrals/signposting (particularly for supported housing, retirement living or where vulnerabilities are identified)
- verification of household composition and any medical/disability or safeguarding information needed to assess suitability

Nehemiah shall ensure that all statutory safety checks are completed and evidenced prior to the letting of any property.

We will be transparent about what information we request, why it is needed, and how it will be used. Where third-party checks are undertaken, we will ensure we have an appropriate lawful basis, provide privacy information, and handle data in line with section 10 of this policy.

6A.3 Tenancy fraud prevention at point of let

We will take a zero-tolerance approach to tenancy fraud and will verify key information provided during the application and offer process. Providing false or misleading information (including about identity, household members, residence/occupation, or housing need) may lead to an offer being withdrawn, an application being disqualified, or further investigation and action in line with our Tenancy Fraud Procedure and relevant legislation.

We may also carry out post-let verification activity (for example sample audits) to ensure our homes are occupied by the correct households and to protect the integrity of allocations.

6A.4 Customer understanding and pre-tenancy interview

We will use pre-tenancy interviews/sign-up meetings to ensure customers understand the tenancy terms and the practical steps needed to sustain a tenancy (rent payments, reporting repairs, ASB expectations, and how to access support). Where a tenancy is joint, we will explain key implications (including that a joint tenant may be able to end the tenancy by serving notice in their own right, subject to the tenancy terms and law at the time).

We will make reasonable adjustments to the sign-up process and communications where required.

7. Reasons for refusing access to housing

We will consider every customer's individual circumstance before making any decisions; each one will be based on its own merits. However, if we decide not to offer a home to a customer we will explain our reasons clearly, as well as what the customer needs to do in order to be reconsidered in the future, we will also confirm our decision in writing. The

list below is not exhaustive but provides some examples of what we consider when making our decision to offer.

Having enough money

We will complete a financial assessment with all new potential customers, to determine if the proposed accommodation is affordable, both in terms of meeting the cost of the rent as well as other reasonable living costs.

The existence of debt may not prevent an offer, however we will expect the customer to work with us in order to access budgeting and debt advice, to ensure the future sustainability of the tenancy.

Anti-social or unacceptable behaviour

We will not usually offer a home to customers or members of their households who have a history of anti-social or unacceptable behaviour.

Re-housing sex offenders

We will work with relevant agencies to make a full assessment and carefully consider any risks before deciding to offer a home to a sex offender. Sex offenders will only be housed if the Police and Probation Service agree that it is safe to house them in a particular location.

Immigration status

We will ensure prospective customers have the legal right to rent a Nehemiah home. If a customer does not have the legal right, we will offer them advice.

Homeowners

We will consider existing homeowners where the property they own is to be sold.

Availability of appropriate support

We will only offer a home to vulnerable customers where adequate support arrangements are in place. We will work with agencies to seek the required support before making a final decision. We will not offer a home where the customer refuses or has demonstrated that they are unlikely to engage with any support that is put in place.

Under 18 year olds

Anyone under 18 cannot legally hold a tenancy. We will only offer accommodation to under 18's if the tenancy is held in trust.

8. Housing employees

Staff and former staff of Nehemiah, Board/Committee members or their close relatives are only to be offered housing with the approval of the Chief Executive.

9. Appeals and reviews

Customers can request a review of an allocation/lettings decision where they believe we have not considered relevant information, applied the policy incorrectly, or reached an unfair decision.

Requests should normally be made as soon as possible after the decision. Where a customer wishes to raise a formal complaint about a lettings/allocation decision, this will be handled in line with Nehemiah's Comments, Compliments and Complaints Policy (two-stage process). We will make reasonable adjustments where required and customers can complain in writing, by email, by phone, or with support from an advocate.

Timescales will follow the Comments, Compliments and Complaints Policy: **Stage 1** – acknowledge within 5 working days and provide a full response within 10 working days (an extension of up to a further 10 working days may be applied with clear explanation and a revised response date). **Stage 2** – acknowledge within 5 working days and provide a full response within 20 working days (an extension of up to a further 10 working days may be applied for complex cases with clear explanation and a revised response date). Where an extension is applied we will also provide Housing Ombudsman details.

Complaints will be investigated fairly. Stage 1 will be handled by an officer/manager not directly involved in the original decision wherever possible, and **Stage 2** will be a senior management review not previously involved.

This section should be read alongside Nehemiah's Comments, Compliments and Complaints Policy. If the customer remains dissatisfied after our Stage 2 (final) response, they may escalate the matter to the Housing Ombudsman in line with the Ombudsman's Complaint Handling Code requirements.

10. Data protection and information sharing

Nehemiah will process personal data lawfully, fairly and transparently in line with UK GDPR and the Data Protection Act 2018.

Information will be collected and used to assess eligibility, need and suitability; prevent and investigate tenancy fraud; complete affordability and support assessments; and manage risk (including safeguarding and ASB).

We will only share information where we have a lawful basis to do so (e.g. safeguarding, fraud prevention, statutory duties) and we will keep clear records of what has been shared and why. Privacy information will be made available to applicants and tenants.

11. Monitoring, assurance and continuous improvement

We will monitor the impact of this policy and associated procedures through CORE lettings data, KPIs such as time to let, void loss, refusal rates and reasons, tenancy sustainment (including early terminations), transfer volumes and outcomes, equality monitoring (where data is available), and appeals/complaints learning outcomes.

Compliance will be reviewed through internal checks/audit activity as required, and performance trends and learning will be reported through appropriate internal forums and to governance committees as required.

Where monitoring identifies unfair outcomes or unintended impacts, actions will be agreed and tracked. This monitoring supports compliance with the Regulator of Social Housing's Consumer Standards effective from 1 April 2024.

12. Tenant satisfaction

We will use tenant customer satisfaction feedback to influence the development of our lettings service.

13. Training and support for staff

Nehemiah staff will be fully supported in the operation of this policy, through training/briefing on the policy principles, and the procedures for implementing the policy.

14. Policy review

Policy review summary (April 2026)

- Regulatory refresh (s2): updated for current consumer regulation, including SHRA 2023 and RSH Consumer Standards from 1 April 2024.
- Definitions/principles (s2A): clarified key terms, reasonable adjustments and decision recording.
- Routes to let (s3A): clarified LA CBL/nominations and when alternatives may be used; scheme criteria available in writing.
- Emergency allocations (s3B): clearer triggers, authorisation, evidence, equality checks, recording and review.
- Waiting list (s3): clearer criteria for opening/closing and signposting when closed.
- Safeguarding/risk (s5): clarified safe moves, location risk and lawful information sharing.
- Fairness/records: clearer reasons, evidence, next steps and record keeping.
- Appeals/reviews (s9): clarified routes, timescales, accessibility and complaint/Ombudsman links.
- Tenancy Review alignment (s6A): clarified starter tenancies, checks, fraud prevention and sign-up understanding.

- PRS via agents (s1): clarified landlord oversight, approved wording for agent letters and confidentiality of property details.
- Data protection (s10): clarified lawful sharing and record keeping, including safeguarding and fraud.
- Monitoring (s11): strengthened KPIs/CORE, equality monitoring where available, and learning from reviews and complaints.
- Appendices: added the authorisation framework (App 1) and suitability checklist (App 2).
- Cross-references (s15): updated related policies, including income/arrears and records management where applicable.

15. Links to other policies and documents

This policy should be read alongside:

- Tenancy Policy / Tenancy Management Policy
- Tenancy Agreement
- Sustainable Tenancy Policy
- Rent and Income Collection / Arrears Policy (where separate)
- Housing Solutions Policy (including aids and adaptations)
- Anti-Social Behaviour Policy
- Domestic Abuse Policy
- Safeguarding Adults Policy and Safeguarding Children guidance/procedures (where applicable)
- Equality, Diversity and Inclusion Policy
- Data Protection / Privacy / Information Governance Policy
- Records Retention / Records Management Policy (where applicable)
- Complaints Policy (aligned to the Complaint Handling Code)
- Succession Policy
- Mutual Exchange Procedure (including HomeSwapper)
- Tenancy Fraud Procedure
- Update sources (for regulatory context)
- GOV.UK – Regulatory standards for landlords (RSH)
- GOV.UK – RSH consumer standards effective from 1 April 2024
- Legislation.gov.uk – Social Housing (Regulation) Act 2023 commencement regulations
- GOV.UK / Legislation.gov.uk – Renters' Rights Act 2025 implementation information

This policy will be reviewed at least every three years, or sooner if legislation or regulation changes, complaints, appeals or monitoring identify needed revisions, or operational or strategic priorities change. Revisions will be version controlled and approved through Nehemiah's governance arrangements.

Appendix 1 – Authorisation framework

Decisions requiring authorisation and recording:

- Emergency/out-of-route allocation – Housing Services Manager (or delegated senior manager)
- Management transfer – Senior Housing Officer / Housing Services Manager
- Discretionary override of qualification criteria – Housing Services Manager
- Disqualification following refusals – Senior Housing Officer (reviewable)
- Refusal on grounds of behaviour/serious risk – Senior Housing Officer, with manager sign-off

Minimum recording requirements:

- decision made, date, decision-maker
- evidence considered
- equality considerations / reasonable adjustments
- rationale (why proportionate and fair)
- outcome letter issued and appeal rights explained

Appendix 2 – Suitability checklist for offers

Before making an offer confirm:

- bedroom need meets the bedroom standard / size criteria
- affordability check completed
- verified medical/disability requirements considered
- location/safety factors considered (domestic abuse, safeguarding, hate crime)
- support needs assessment completed where relevant
- any reasonable adjustments required for communication
- evidence recorded and offer letter includes why suitable and how to request a review/appeal

Tenancy Review Alignment Summary (for lettings update record)

Tenancy Review theme	How this is reflected in this Lettings Policy
Tenure approach and tenancy types	Section 6A.1 clarifies that the tenancy type offered at sign-up will be clearly explained and kept aligned to the Tenancy Policy and Tenancy Agreement.
Stronger pre-tenancy checks and assessment	Section 6A.2 sets out proportionate pre-tenancy checks (including affordability, housing history, and (where used) credit checks) and commits to transparency and lawful data handling (see section 10).
Tenancy fraud prevention	Section 6A.3 strengthens verification at point of let and links consequences/approach to the Tenancy Fraud Procedure.
Tenant understanding and sign-up	Section 6A.4 confirms use of pre-tenancy interviews/sign-up discussions to explain key tenancy terms, responsibilities, and relevant joint tenancy implications, with reasonable adjustments where needed.