



Leazes Homes Lettings policy

How to access Leazes Homes property in Newcastle

This information is about our lettings service. If you need this in your or a different language phone 0191 278 8633. This information is also available in large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

Bengali

এই তথ্য হল আমাদের লেটিং সার্ভিস(ভাড়া বিষয়ক) সম্বন্ধে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩

Chinese

这是有关我们的出租服务的信息。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。

Farsi

این اطلاعات در مورد بخش اجاره املاک است. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.

French

Ces informations concernent notre service de location. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.

Kurdish

ئەم زانیاریانە سەبارەت بە خزمەتەکانی کرای ئیمەیه. ئەگەر حەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانیکی دیکە هەیه بە ژمارە تیلیفۆنی 0191 278 8633 پێوەندی بکرن.

Portuguese

Esta informação refere-se ao serviço de arrendamento. Se precisar desta informação em português ou noutra língua, queira ligar para o 0191 278 8633.

Russian

Информация о наших услугах сдачи жилья в наем. Если Вы нуждаетесь в этой информации на русском или другом языке звоните по тел. 0191 278 8633.

Spanish

Ésta es información sobre nuestro servicio de adjudicación. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

This policy was written by Leazes Homes Limited

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1. Leazes Homes

Leazes Homes is a charity and a Registered Provider of Social Housing. Leazes Homes provides affordable housing for people whose needs are not being met by the market at a cost low enough for them to afford.

2. How to get Leazes Homes property in Newcastle

Leazes Homes, Newcastle City Council (the Council) and a number of Registered Providers with accommodation in the City operate a **“choice based lettings policy”**. This is delivered by **Your Homes Newcastle (YHN)** through a partnership called Tyne and Wear Homes. Tyne and Wear Homes is the allocations and letting partnership for social and affordable housing in Newcastle, North Tyneside, Gateshead and South Tyneside.

The **“choice based lettings policy”** recognises that what makes a house feel like home is important. A home can provide a base from which to lead our lives and build a future. It helps towards realising ambitions and can provide stability and security.

The **“choice based lettings policy”** sets out how to apply for social housing in Newcastle. It also sets out how decisions are made on who is selected for social housing

The aims of the “choice based lettings policy”

For customers:

- Offer a simple, fair and transparent process
- Make sure those who have the greatest need for housing have the greatest opportunity to get it
- Offer realistic options and informed choice
- Promote independence by providing support to find and remain in their homes

For communities:

- Provide places where people want to live and work by allowing people to make positive choices
- Equality of opportunity
- Sustainable and mixed communities

This will be achieved by having a “choice based lettings policy” which:

- Puts people at the heart of the process
- Makes best use of housing resources
- Combines housing need and support and care requirements

- Offers a range of housing options
- Helps us to understand housing need and respond appropriately.

YHN manages the “**choice based lettings policy**” on behalf of the Council and its partner housing organisations through the Tyne and Wear Homes partnership. All partners share the responsibility to make sure customers are aware and understand the policy and the process.

In Newcastle, this is delivered through a specialised Housing Options Service, based in the city centre and across 5 Hubs. This service provides bespoke assistance to people looking for a home, provides pre-tenancy support, assesses housing need and ensure new tenancies are sustainable.

3. Eligibility and Qualification

To be able to apply for housing with Leazes Homes you must meet the following criteria:-

- Have an Active application for housing through Tyne and Wear Homes
- We would not generally consider anybody with a household income above the average gross weekly earnings for North East England
- In each case your savings and/or capital (including equity from property to be sold) will be taken into account
- Be in housing need (see Assessing Housing Need)

You also need to meet any criteria for individual properties advertised, as identified in the advert.

Leazes Homes has charitable status and must not house applicants where to do so would cause it to act outside its charitable objects.

4. Assessing Housing Need

The “**choice based lettings policy**” uses a banding system to identify those in the greatest housing need. The following provides details of the Bands:-

Band A – Immediate and exceptional need or at risk of serious harm

- Emergency rehousing is required for medical reasons
- You are at risk of immediate and serious harm
- Approved homeless cases in temporary accommodation where there is an urgent need to free up accommodation
- Your home is made uninhabitable due to fire flood or other such emergency

Band B – Urgent Need

- You are a serving or former member of the armed forces or reserve forces who has an urgent need to move because of a serious injury, medical condition or disability as a result of your service.
- You are a serving or former member of the armed forces or reserve forces who has an urgent need to move.
- You are a bereaved spouse or civil partner of a member of the armed forces, leaving family accommodation following the death of your spouse or civil partner
- You have a severe disability or health ground
- You are experiencing domestic violence or abuse including controlling, coercive or threatening behaviour
- You are experiencing harassment amounting to violence or threats of violence.
- You are homeless and the Council has a legal duty to house you
- Your home is subject to major building work or will be demolished as part of a regeneration scheme
- You are occupying housing that is unsatisfactory because it is insanitary or statutorily overcrowded
- You would suffer hardship if you could not move to a particular area
- Housing you would enable better use to be made of social housing
- You have welfare needs because you require significant ongoing care and support
- You are a foster carer who may or may not have a child living with you at the moment but need to move to be able/continue to foster or you have child protection issues which necessitate an urgent need for housing i.e. failure to find a housing solution would result in the child being cared for by the council (your case will need to be supported by Social Services).

Band C – Medium Housing Need

- You have been accepted as homeless but are not priority under the legislation
- You have been accepted by the Council as homeless and priority, but you have been found to be intentionally homeless
- You are a young person leaving care
- You need to move on from supported accommodation to help maintain a pathway to independence

- You are overcrowded
- You have a disability or health condition and your current home is having some impact on this
- You share facilities with another household
- You lack basic facilities or your home is in serious disrepair
- You need to move due to a relationship breakdown
- You need to move for employment, education or training reasons, such as return from service in the armed forces
- You have a welfare need because you provide or receive some care and support
- Your household is forced to live apart
- You live in housing that is linked to your job and you have retired or been made redundant and your property is required for the new employee
- You are suffering financial hardship and cannot meet the cost of providing your home

Band D - Low Housing Need

- You have no recognised housing need in Band A, B or C
- You have no local connection with the City or have applied to another partner through the Tyne and Wear lettings scheme.
- You have accommodation available to you that meets your housing needs.

5. Local lettings plans

Leazes Homes Board are able to draw up local lettings plans that use information about letting trends as a means of creating more sustainable communities. These properties can be of a generalised type, for example bungalows, or in a specific location.

Local lettings plans use information about letting trends in their area as a means of creating more sustainable communities.

Local lettings plans may be used to:

- Help meet particular unmet needs within an area
- Help regenerate areas
- Help to target the best use of properties in higher demand areas

- Help promote properties which are in low demand and help promote the regeneration of an area through different management arrangements
- Encourage greater community cohesion and sustainability
- Respond to particular housing management issues where problems of anti-social behaviour, nuisance or crime occur, and where there may be an imbalance of customers from different age groups or family type within existing properties
- Help achieve balanced communities when letting new developments

All local lettings plans will be subject to an equality impact assessment and regular review.

6. Monitoring and openness

Results of all completed lettings will be published regularly and made available to customers. Details will include the following:

- Types of property let during the period
- Total number of bids received for each property advertised
- Confirmation of Band and waiting time

We will monitor personal information from your application and use this to improve services. We will also monitor the scheme to ensure it is meeting its aims and objectives.

The Council and YHN will monitor:

- Housing management performance i.e. relet times and refusals
- Support mechanisms
- Nomination agreements
- Lettings outcomes
- Equality and diversity data
- New communities
- Potential disadvantaged applicants
- Tenancy sustainment
- Bidding behaviour
- Inter authority or inter regional mobility
- Customer satisfaction

This is not an exhaustive list and your information may be used for other monitoring purposes.

7. Reviews and appeals

Reviews and appeals relating to the “**choice based lettings policy**” will be dealt with in accordance with the provisions of this policy. Requests for review or appeals about Leazes Homes’ eligibility criteria or the letting of individual Leazes Homes’ properties will be referred to Leazes Homes Board where necessary at the discretion of the Leazes Homes’ Managing Director. In all cases requests for an appeal should be made within 21 days of the decision being made.

Homeless review

If the reason you have been denied band status is because the Council considers it does not have a duty to house you under Part VII of the Housing Act 1996 then your request for a review should be made to the Council’s Housing Advice Centre. A Senior Homelessness Officer not involved in the original decision will then review your case.

In homeless cases where the appeal is on a point of law this should be made to the County Court within 21 days of notification of the review decision.