

Doc Number: 3-07	Lead: Managem Housing Services	Last Full Review: May 2026
Tick one of the below for review/changes made: Full review and changes made ☒ (add changes summary to table below) Full review, no changes made ☐ Changes made but no full review ☐ (add changes summary to table below)		Reviewer / Editor: Manager, Housing Services Changes Approved By: N/A Reviewed and edited in-line with the Beacon? ☒ Yes ☐ No

Housing Allocation Policy

Document Change Details

Date	Summary of Changes Made
October 2023	All policies and procedures revert to version 01 as approval process & version control moved to Sharepoint. Version number no longer shown on the document. New front sheet
January 2025	Reviewed in line with the Beacon – wording amended to reflect Beacon. Roles & Responsibilities added
February 2025	Suitability of space added - HHSRS
May 2026	Reviewed - STAIRs

1.0 Introduction

We provide three accommodation based supported housing services where we act as landlord:

Residential Care Services

- 24 hour staffed and registered services
- For clients with learning disabilities
- Referrals are made through the Learning Disability Team (LDT)

Supported Living Schemes

- Shared houses, rooms or self-contained flats
- For tenants with mental health needs or learning disabilities
- Support is available up to 7 days a week and may include evenings and nights
- Referrals are assessed by the LDT

Supported Housing

- Tenants have their own home in the community
- We act as landlord
- In some areas, weekly housing related support is provided if this has been commissioned by the Local Authority (LA).

Housing and housing related support are separate services. Changes to council funding can affect whether support is available.

All our tenants are supported by both a Housing Assistant and Housing Officer.

In accommodation-based support schemes where we act as the landlord (such as Southdown Moves), 100% of referrals come from LAs. Every referral needs to be assessed as eligible to be placed on the Housing Register with the relevant LA. This does not apply to our registered services, some leased schemes or voids arising in owned properties.

2.0 Policy

We work closely with LA to help them meet their legal duty to house people with support needs.

Each service has its own aims and objectives statement with details of the eligibility criteria and referral process. This information is available to referrers, partner agencies and potential tenants.

We aim to allocate homes fairly and prevent discrimination and welcome referrals for people with support needs from all the community. We are committed to providing equal treatment for potential tenants regardless of their colour, race, nationality, ethnic origin, gender, disability, or sexual orientation.

We usually use homes we already own for supported housing, although this depends on LA commissioning decisions.

In areas where there is no accommodation-based support service, we will first offer a vacant property to the LA's Housing Options Team. This should be someone who has been assessed as needing a more personalised and tailored housing management service. Where the LA cannot do this within a reasonable period, we can offer the property to other partner agencies.

Most of our flats are one-bedroom studios and most of our tenants are single. However, we recognise the right to family life. In some cases, we may offer a tenancy to a couple, or a tenant with a partner. Each request is considered individually and only if the property is suitable.

We use an individual referral and risk assessment process to make sure the home is appropriate, and we can meet the level of support needed.

We will normally only accept re-applications for housing from former tenants where they have a historic clear rent account. We will consider referrals from former tenants with debts outstanding to us if the tenant agrees for the debt repayments to be written into their new tenancy agreement. These cases should be referred to the Manager, Housing Services, for consideration.

We will record the data from referral forms so we can provide information for the Statistical Data Returns to the Regulator of Social Housing and submit a CORE form. Such information will be treated in confidence.

A tenant, and any advocate or agencies supporting the referral, must be provided with the reason (or reasons) when a referral is refused and advised of their right to appeal in writing within 7 days of refusal. The appeal should be sent to the Manager, Housing Services who will investigate and respond within 10 working days. Tenants not satisfied with the appeal outcome will be advised of their right to a further review by submitting a Stage 1 complaint.

If an application is turned down because our support team feels they can't provide the right level of support, appeals should be sent to the Head of Mental Health & Housing Support. Appeals should be sent to 2 Bell Lane, Lewes, East Sussex, BN7 1JU.

Female only accommodation

We recognise that there is a need for female only safe spaces and aim to provide some female only blocks or self-contained parts of buildings solely for housing women. We will accept nominations from those who identify as women or as being non-binary. We will make all nominees to these spaces aware of this policy and will support people to access alternative accommodation offers if they do not feel that this space is right for them.

3.0 Roles and Responsibilities

Housing Team	Responsible for: • Complying with the Policy • Assessing applications and determining priority in accordance with agreed criteria • Working in partnership with internal teams and external agencies to support applicants' needs
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Links to other policies and procedures:

[Tenancy Policy 3-08a.docx](#)

[Transfer Policy 3-13a.docx](#)

[Data Protection - General Policy 1-20.docx](#)