

LOCAL LETTINGS PLAN FOR CHELTENHAM BOROUGH HOMES

5-11 WINDERMERE ROAD, CHELTENHAM (2 BED FLATS)

(EFFECTIVE FROM JULY 2021)

Summary

The purpose of the plan is to support CBH initiatives to increase tenancy sustainability and customer wellbeing in the Windermere Road area.

The Local Lettings Plan

CBH will use this Local Letting Plan to cover both first lets and all subsequent lets of Flats 5-11 Windermere Road (odd numbers), Hatherley, Cheltenham in order to maintain as balanced and sustainable a community as possible, where each resident has maximum opportunity to thrive. This Local Lettings Plan does not represent a long-term lettings strategy for this block of flats, or indeed any further properties within the Windermere Road locality.

Exclusion Criteria:

CBH reserves the right **not** to offer a tenancy at flats 5-11 Windermere Road (odd numbers) to a person where the applicant(s) and/ or any other person attached to the application are:

- Persons for whom a Possession Order has been obtained relating to Anti-Social Behaviour (ASB) or who has previously been evicted for ASB or who has been the subject of an injunction for ASB within the last 5 years.
- Persons with a history of ASB at a current or previous tenancy within the last 3 years. Each applicant will be considered on a case-by-case basis and will include the applicants' response to informal actions such as Acceptable Behaviour Contracts and the length of time since the last report of ASB.
- Persons with high support needs who have failed to accept support after all reasonable endeavours have been undertaken and exhausted to provide support or do not have adequate support in place and who may impact on neighbouring

properties. Each applicant will be considered on a case-by-case basis considering their life circumstances and assessments will include consideration of the wider circumstances underpinning failed and/or limited engagement with support services.

- Persons who have caused a deterioration of the condition of their current property, its garden or its fixtures and fittings due to ill-treatment, waste, neglect or default. This will include any unauthorised alterations.
- Persons owing any monies such as current tenant arrears or former tenant arrears of 8 weeks or more including any other housing debt such that the Registered Provider would be able to apply for a possession order, or significant (i.e. £500 or more) rechargeable repairs invoices to CBH or another Registered Provider, **AND** who have not kept to an agreed repayment plan having missed a minimum of 3 consecutive repayments.

When applying the above exclusion criteria, CBH will consider the individual circumstances of each applicant, for example where domestic abuse may have contributed to reports of anti-social behaviour or a deterioration of the condition of their current property.

Process

The properties will be advertised using Gloucestershire Homeseeker Plus, and the advert will include details of the local lettings criteria.

When the bidding cycle has ended a list will be produced of all applicants who have bid on the properties. These applicants will be ranked by the Gloucestershire Homeseeker Plus system according to housing need.

The highest placed applicant in housing need will be contacted and their application assessed in line with the criteria outlined in this Local Lettings Plan.

If there is evidence that an applicant does not meet the Local Lettings Plan criteria the process will then move to the next ranking applicant. At the same time we will inform the

applicant of the reason they have not been successful and of any steps that they need to take to prevent further bypasses for the same reason

If the applicant meets the Lettings Plan criteria an affordability assessment will be carried out.

If the property is deemed to be affordable for the applicant then a visit will be made. The reason for the visit will be:-

- To identify any existing housing management issues which will not have been flagged through the Gloucestershire Homeseeker Plus bidding process; and
- To provide the applicant with details about the property.

Providing all is acceptable then a viewing of the property will be arranged with the Lettings Officer.

Review

This Local Lettings Plan will be reviewed by key officers from Cheltenham Borough Council and Cheltenham Borough Homes on an annual basis following Officer Sign-Off to ensure it continues to fulfil the needs and criteria as initially intended and to determine whether an extension to or amendment of the Local Lettings Plan would be appropriate.

In exceptional circumstances where the Local Lettings Plan is not functioning as initially intended, the Council may seek to hold an early review, (prior to the annual review) of the Local Lettings Plan in consultation with appropriate representatives from Cheltenham Borough Homes (CBH).