

LOCAL LETTINGS PLAN FOR CHELTENHAM BOROUGH COUNCIL
PROPERTIES AT RADFORD COURT, PRINCESS ELIZABETH WAY,
CHELTENHAM (EFFECTIVE FROM APRIL 2021)

Summary

The purpose of the plan is to support Cheltenham Borough Council's investment in new build affordable homes at Radford Court, Princess Elizabeth Way, Cheltenham, by considering appropriate measures to support the establishment of a sustainable and cohesive new community at the location.

The properties developed on the site, which will be available to let at a social rent level, are a mix of thirteen one-bedroom flats and nine two-bedroom flats. This development also includes three, two-bedroom flats and two, two-bedroom houses available for shared ownership. These will be marketed by Help to Buy South.

The Local Lettings Plan

CBH will use this Local Letting Plan to cover all first lettings and subsequent lettings within the first fifteen months following completion of the development (30th April 2021) , with the aims of creating and sustaining a cohesive community at this location, and successfully integrating new residents into the wider community. Subsequent lettings will comply with Homeseeker Plus policy. CBH can apply to extend the local lettings plan if evidence supports the need to do so.

Exclusion Criteria:

CBH reserves the right **not** to offer a tenancy at Radford Court to a household where the applicant(s) and/ or members of their family 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 or do not have adequate support in place and who may impact on neighbouring properties.
- 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.
- 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.

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 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 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 criteria are met, an interview will be arranged with the applicant at their current accommodation. The purpose of the interview will be: -

- To identify any existing housing management issues which will not have been flagged through the Homeseeker Plus bidding process; and
- To provide the applicant with further details about the property.
- To check that the applicant(s) have not caused a deterioration of the condition of their current property as stated above.

Where COVID-19 restrictions prevent an interview taking place in the applicants' current accommodation, the interview should take place at a CBH Area Office or other location deemed to be COVID secure.

In these circumstances and where applicable, a reference must be sought from the applicant's current landlord, with specific regard to the condition in which the applicant has kept the property.

If an applicant is unable to meet in person due to requirements to shield, then the interview may be conducted by telephone or video call.

The above will also apply in circumstances where the applicant resides outside of Cheltenham and the distance to travel is deemed prohibitive to applicant or officer.

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

Monitoring

CBH commits to providing the following monitoring data at the point that all initial lettings are complete, and again in April 2022 as part of the review process outlined below:

- (i) The total number of offers made on all 22 properties.
- (ii) The total number of offers refused or withdrawn unrelated to the Lettings Plan.
- (iii) The total number of bypasses which occurred over the 22 lettings due to applicants failing to meet the Letting Plan criteria.
- (iv) A breakdown of any bypasses made due to the applicant not meeting any of the 5 specific exclusion criteria detailed above.

Review

CBH commits to a review of this lettings plan in April 2022, in conjunction with Cheltenham Borough Council. As part of the review the above monitoring data will be reviewed alongside tenancy sustainability data, and data relating to anti-social behaviour, tenancy management and rent arrears cases.

At the point of review CBH can apply to extend the local lettings plan if evidence supports the need to do so.

Authorisation:

Signed: _____

Cheltenham Borough Council

Signed: _____

Cheltenham Borough Homes