

LOCAL LETTINGS PLAN FOR CHELTENHAM BOROUGH HOMES

NEW DEVELOPMENT AT NEPTUNE HOUSE, NEWTON ROAD

(EFFECTIVE FROM OCTOBER 2018)

Summary

The purpose of the plan is to support Cheltenham Borough Homes' (CBH) investment in new build properties at Neptune House, Newton Road by considering measures to maintain low levels of anti-social behaviour and crime, and to support a sustainable and cohesive community.

The six properties developed on the site are made up of four one bedroom flats and two two-bedroom flats.

This is the first new build development which has mixed property sizes and there is the increased potential for there being a possible clash of lifestyles between single persons and families.

The new properties will be made available to let at an 'affordable rent' level and a tenant affordability assessment is built into the lettings process.

The Local Lettings Plan

CBH will use this Local Letting Plan to cover initial lettings and subsequent re-lets at Neptune House in order to maintain a balanced and sustainable community.

Exclusion Criteria:

CBH reserves the right **not** to offer a tenancy at Neptune House 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.

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 subject to an annual review to ensure it continues to fulfil the needs and criteria as initially intended.