

LOCAL LETTINGS PLAN FOR CHELTENHAM BOROUGH HOMES

Waterloo Street, Cheltenham

(Effective from June 2022)

Summary

The purpose of this plan is to support multi-agency initiatives to increase tenancy sustainability and customer wellbeing within the Waterloo Street locality.

The Local Lettings Plan

CBH will use this Local Letting Plan to cover the first lets, and all subsequent lets for an initial twelve-month period, of all properties within Waterloo Street, Cheltenham in order to maintain as balanced and sustainable a community as possible, where each resident has the maximum opportunity to thrive. This Local Lettings Plan does not represent a long-term lettings strategy for these properties. For the purposes of this Local Letting Plan, it only applies to the CBH managed properties in the locality, specifically the following addresses within Waterloo Street;

9 Waterloo Street
10 Waterloo Street
11 Waterloo Street
12 Waterloo Street
14 Waterloo Street
16 Waterloo Street
17 Waterloo Street
18 Waterloo Street
19 Waterloo Street
20 Waterloo Street
21 Waterloo Street
23 Waterloo Street
25 Waterloo Street
26 Waterloo Street
27 Waterloo Street
28 Waterloo Street
62 Waterloo Street

Exclusion Criteria

CBH reserves the right not to offer a tenancy at properties within Waterloo Street 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 Anti-Social Behaviour Injunction (ASBI) within the last 3 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 applicant(s) response or engagement with any informal ASB actions, such as Acceptable Behaviour Contracts (ABC's).
- Persons who have caused a deterioration of the condition of their current property, its garden or its fixtures and fittings due to hoarding, ill-treatment, waste, neglect or default. This will include any unauthorised alterations.
- Persons with an established history of criminal activity within an Organised Crime Group (OCG).
- Persons who have a high support need that may be vulnerable to being targeted, or have a history of being manipulated by, or having their properties 'cuckooed', by criminally linked groups or persons, and are not engaging in a meaningful way with support available to them, to mitigate the identified risks and achieve tenancy sustainability.

**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 applicant meets the Lettings Plan criteria then a visit will be made. The reason for the visit will be:-
 - 1) To identify any existing housing management issues which will not have been flagged through the Homeseeker plus bidding process; and 2)
 - 2) 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.

Monitoring:

CBH commits to monitoring of the lettings process as set out above, and reporting on the following:

- (i) The total number of offers made on the properties within the Lettings Plan.
- (ii) The total number of offers refused or withdrawn unrelated to the Lettings Plan.
- (iii) The total number of bypasses which occurred 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 exclusion criteria detailed above.

Review

This local-lettings plan will be subject to an annual review by Cheltenham Borough Council, the first being one year from the date the Lettings Plan is agreed, in consultation with key CBH Officers to ensure it continues to fulfil the needs and criteria as initially intended and to decide if any extension or amendment is required based on factual evidence.

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).