

LOCAL LETTINGS PLAN FOR CHELTENHAM BOROUGH COUNCIL HOUSING SERVICES

**Medway Court, Whaddon Road,
Cheltenham, GL52 5NG
(Effective from June 2025)**

Local Lettings Plan Summary:

This local lettings plan (LLP) relates to a newly acquired Cheltenham Borough Council asset at Medway Court, Whaddon Road, Cheltenham, GL52 5NG.

Medway Court is made up of six self-contained one bedroom flats, with shared internal and external communal areas.

The development is located in close proximity of private housing and community assets such as retail premises and a place of worship.

For further context, also located nearby is The Arkells, a 24-bed space supported accommodation premises managed by Caring for Communities and People, (CCP) for persons aged 16-25.

Accordingly, the purpose of this Local Lettings Plan is to support multi-agency initiatives to ensure that the area of Whaddon Road remains a sustainable and thriving community.

The Local Lettings Plan:

CBC will use this Local Letting Plan to cover the first lets, and all subsequent lets for an initial twelve-month period (until 30th June 2026), of all 6 properties within Medway Court, Whaddon Road, Cheltenham, GL52 5NG 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 will provide CBC Housing Services with greater control over initial and subsequent lettings for a twelve month period in order to build a sustainable community at this newly acquired location.

This Local Lettings Plan does not represent a long-term lettings strategy for these properties, and has been designed to help establish a strong and sustainable community in this location.

Exclusion Criteria:

CBC Housing Services reserves the right not to offer a tenancy at properties within Medway Court to a person where the applicant(s) and/or member of the applicant's household 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 with unspent Criminal Convictions.
- 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 who have a high support need that either are not currently being adequately supported or where the applicant is demonstrably not engaging with relevant offers of support.

**When applying the above exclusion criteria, CBC Housing Services 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. Decisions taken to bypass applicants will be reviewed by officers as part of the Local Lettings Plan [Annual Review Process](#), as detailed below.*

Process:

- The properties will be advertised using Homeseecker 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 Homeseecker Plus system according to housing need, and band waiting time.
- 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(s) they have not been successful and of any steps that they need to take to prevent further bypass.
- 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:-
 - 1) To identify any existing housing management issues
 - 2) To provide the applicant with details about the property.
 - 3) To discuss and assist in identification of any potential support needs that need to be addressed

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

Annual Review Process:

This local-lettings plan will be subject to an annual review by Cheltenham Borough Council, the first being 9 months after the date the Lettings Plan is agreed (April 2026), in consultation with key Officers including the Tenancy Services Manager, Empty Homes Team Leader(s), Housing Options Manager and the Housing Enabling team 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.

The Annual Lettings Plan Review will cover the following issues to determine whether extending or amending this Local Lettings Plan is appropriate:

- The number of bypasses made through the Local Lettings Plan (if any), including a review of the high-level circumstances justifying each bypass.
- Community cohesion or anti-social behavior issues, supported by factual evidence.
- A review of the impact of this Local Lettings Plan on the ability of CBC's Housing Options Team to tackle homelessness and rough sleeping considering the Council's statutory responsibility under the Homelessness Reduction Act and other homelessness legislation.

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.

The Local Lettings Plan will automatically expire on 30th June 2026 if an extension to the Local Lettings Plan, supported by factual evidence, is not agreed between CBC officers during April 2026.

Authorisation:



Signed:

Claire Hughes

Position: Director of Governance, Housing & Communities

Date: 19/06/25

Cheltenham Borough Council