



PLYMOUTH COMMUNITY HOMES TENANCY ALLOCATION POLICY

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Lead Directorate:	Homes and Communities
Policy Lead:	Head of Rent & Lettings Support
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1 Purpose and anticipated outcomes

1.1 This policy outlines Plymouth Community Homes (PCH) approach to letting its homes for social and affordable rents and dealing with transfers within the stock. PCH aims to treat prospective and existing tenants in a way which is fair, consistent and accountable whilst ensuring that best use is made of the available housing stock and PCH's business needs are met.

1.2 Through this policy we aim to:

- Provide access to good quality affordable homes for those in housing need
- Allocate our homes in a fair and transparent way
- Provide opportunities for existing customers who need more suitable housing to move home
- Make the best use of our stock
- Let tenancies that are sustainable in the long term and contribute to stable and balanced communities
- Let our empty homes as quickly as possible
- Meet our legislative, regulatory and contractual requirements in allocating homes including nomination agreements

2 Definitions

Definitions of key terms used in this policy are included in Appendix A.

3 Routes to a Plymouth Community Homes property

3.1 We currently allocate the majority of our homes through choice-based lettings (CBL) schemes – Devon Home Choice (DHC) and Cornwall Home Choice (CHC). Choice based lettings allows customers applying for homes with us to select a home which meets their long-term needs.

3.2 DHC and CHC assess and prioritise applications.

3.3 PCH uses DHC & CHC to advertise vacancies and allocate properties.

3.4 A small proportion of homes available for reletting may be allocated through alternative routes. These include direct matches of existing customers for example, to support our regeneration programme or for other exceptional management reasons which could include where a customer has a priority need for rehousing that cannot be met or met quickly enough through the CBL route. All direct matches are approved by a Head of Service. Customers approved for exceptional reasons are subject to one suitable housing offer only.

3.5 DHC and CHC are choice-based lettings schemes that cover the whole of Devon and Cornwall. The aims of the schemes are:

- To provide choice for people seeking housing and the ability to move within Devon or Cornwall.
- To operate a common scheme across Devon or Cornwall that is transparent, easy to understand and accessible to all.

3.6 To support operation of the DHC and CHC policies PCH will:

- Ensure staff are fully trained in accordance with the DHC and CHC policies and procedures
- Ensure that its policy does not inhibit transparency and equal access
- Label homes in line with the agreed procedures. Homes can be labelled to state:
 - The household size the property is suitable for
 - Any age restrictions on the property
 - Any relevant local connection criteria on the property
 - If a local lettings policy or sensitive let criteria is in place
 - Any adaptations to the property, and any mobility criteria that apply.
 - Any restrictions on pets
 - Any groups of applicants that are being given preference for the property. This may be as a result of PCH's own policies or following a request from a local authority.
- Contribute to the continuous improvement and advancement of DHC and CHC including participating in project work as necessary
- Where a home is proving difficult to let, it may be re-advertised with wider eligibility criteria, or prospective tenants identified in a different way at PCH's discretion
- PCH will support PCH tenants in applying to join the DHC or CHC housing register. We will also help by signposting, offering internet access and opportunities for training in IT computer skills.
- Whilst DHC and CHC are overarching schemes, it does entitle partner landlords to operate their own criteria within this, for example, setting out the criteria for suitability of applicants. PCH will therefore ensure that it has clear procedures in place for such areas.

3.7 Employees, Board Members and their relatives – all applicants are asked to declare if they have a close personal relationship or are related to any PCH employee or board member.

If an applicant declares a close personal relationship or that they are related to a PCH employee or board member, an impartial review of the allocations will take place to ensure that:

- The applicant is in housing need
- They applied for housing through DHC or CHC
- They received exactly the same consideration as any other applicants for the property

Following the impartial review, if the allocation is to proceed it will require sign off by an Executive Director.

4 Eligibility

4.1 If you apply for a PCH home we will need to verify that you meet our eligibility criteria.

4.2 To be eligible for one of our homes, you will need to:

- Be in housing need and find it difficult to access private rented housing because you are on a low income.
- Show us that you can afford the rent and any service charges by completing a financial assessment which will include a credit check that will consider your income, including benefit entitlements and expenditure
- Have the Right to Rent in the UK.
- Be suitable for the vacancy in terms of your age, household composition, previous tenancy history and any vulnerabilities.

4.3 All offers will be subject to receipt of one calendar month's rent in advance prior to tenancy commencement.

5 Assessment and Allocation

5.1 PCH will normally offer accommodation only where this matches the bedroom need of the applicant. In exceptional circumstances, PCH may consider allocating a property smaller or larger than the bedroom need, for example, for a downsizing applicant who has been awarded one bedroom more than their requirement by DHC and where there are exceptional circumstances that support the allocation of a property with an extra bedroom. On CHC, applications for those downsizing are not awarded extra bedrooms, and their bedroom need will be determined according to the size of the household.

5.2 Any exceptional allocations under this clause must not exceed the maximum stated occupancy for the property or cause a category one overcrowding hazard to arise. Exceptions will be considered on a case-by-case basis and jointly agreed by the Housing Choices Manager and the Rent and Inclusion Manager. In the event of their absence, jointly agreed by two Seniors in Housing Choices and Incomes.

5.3 Our expectation is that all new and transferring tenants will make payment by direct debit. If there is an exceptional reason why a prospective tenant cannot pay by direct debit, the decision to pay by another means, for example standing order, will be taken by one of the Managers specified above. PCH reserves the right to require the payment method to revert to direct debit.

5.4 Debts

Where an applicant or existing PCH tenant has outstanding debts owed to PCH the following provisions will apply.

For allocations for current PCH tenants (such as internal transfers):

- The first request should be that all debt should be cleared, unless there are exceptional circumstances
- If this is not possible, whatever the size of the debt, the applicant must have agreed a repayment plan with PCH, and have adhered to this without break for six months
- If they are unable to do this, the answer should be no for now. However, they can reapply when they have met an agreed repayment plan for six months
- If the applicant has an undischarged possession order in force
- Where a PCH tenant is identified as having current debt, PCH will provide assistance in accordance with our debt management approach
- If there are exceptional circumstances these must be agreed jointly by the Housing Choices Manager and the Rent and Inclusion Manager. In the event of their absence, jointly agreed by two Seniors in Housing Choices and Incomes.

For former PCH tenancy debts, tenancy debts with other landlords (social and private) and non-tenancy related debts owed to PCH, and whatever the size of the debt:

- The first request should be that all debt should be cleared
- If this is not possible, whatever the size of the debt, the applicant must have agreed a repayment plan with PCH and have adhered to this without break for six months
- If they are unable to do this, the answer should be no for now. However, they can reapply when they have met an agreed repayment plan for six months
- If the applicant has an undischarged possession order with PCH in force
- For tenancy debt with other landlords, PCH will obtain references from the other landlord in accordance with the allocations policy
- Where an applicant is identified as having debt, PCH will signpost the applicant to appropriate debt advice
- If there are exceptional circumstances these must be agreed jointly by the Housing Choices Manager and Rent and Inclusion Manager. In the event of their absence, jointly agreed by two Seniors in Housing Choices and Incomes.

Where a former PCH related debt – tenancy or non-tenancy - has been written off because the tenant was unable to pay or was untraceable, and the tenant applies again through DHC/CHC, the former debts will be taken into account and the above policy applied. This will apply whether or not the debt is outside the six-year statute of limitation for collection.

Where an applicant or existing PCH tenant has debt which would normally fall within the provisions set out in this section of the policy, but the debt has been included within a bankruptcy order, this debt cannot be taken into account when applying these provisions. Where this is the case, full documentary evidence relating to the bankruptcy must be provided.

5.5 Allocations in our Tower Blocks

In the event of an emergency in any of our tower blocks it is possible that the emergency services may decide to evacuate residents from the building. The lifts will not be available in this situation. Therefore, other than in exceptional circumstances, we will not allocate to applicants with a mobility issue that will prevent them from safely exiting the building via the stairs.

5.6 Housing with support (sheltered housing) and older persons' housing

PCH has housing specifically designed for older people, usually those aged 60 years and over. This includes housing with support (sheltered housing) schemes and older persons' bungalows.

To be eligible for PCH housing with support (sheltered housing), applicants must be 60 years and over, or 55 and over if registered disabled and/or in receipt of Disability Living Allowance / Personal Independence Payments and have a support need. (This requirement applies whether the applicant is applying for a tenancy or applying for a property through a mutual exchange).

To be eligible for an older person's bungalow, applicants must be 60 years and over and have a support need.

In exceptional circumstances, applicants who are under 60 years and have a support need may be considered for an older person's bungalow, providing there are no funding or planning constraints on allocating a property to a younger applicant or it would not mean redesignating the bungalow to general needs accommodation. Such applicants will be considered on a case-by-case basis, and approval must be agreed jointly by two of the Heads of Service within Homes & Communities.

In common with applicants for other types of housing, those seeking sheltered housing or an older person's bungalow are required to bid for homes through DHC/CHC.

For housing with support (sheltered housing) or an older person's bungalow, although anyone can apply, only applicants with a clear, demonstrable need for such accommodation will be housed through the register.

To be eligible for PCH housing with support (sheltered housing), applicants will normally be required to have a maximum level of assets which fall within the thresholds set by DHC/CHC. In exceptional circumstances PCH may consider an applicant who has a higher level of assets (for example, if there are no applicants whose assets do fall within the threshold and accepting the applicant with the higher level would therefore assist PCH's business requirements). Such applicants will need to be considered on a case-by-case basis, and approval agreed jointly by two of the Heads of Service within Homes & Communities.

Following a successful bid and prior to the offer accommodation, the applicant will be required to verify their support needs and other application details during

the viewing with the PCH Housing with Support Officer. They will also complete a pre-tenancy support plan with the applicant.

An offer may not be made, or may even be withdrawn, where there is a fire safety risk to applicants or if the support needs of the applicant are such that PCH deems that the applicant will be unable to maintain an independent tenancy. In these circumstances, it may, though, be possible to proceed if a tailored care package or floating support can be organised to ensure that tenancy is likely to be successfully maintained.

5.7 Unsuccessful Applications

All offers are provisional until the tenancy agreement is signed. If you fail the eligibility, verification or other checks, or if we are not satisfied that you have a reasonable chance of sustaining the tenancy, with or without appropriate support, we will withdraw the offer. If this happens, we will explain the reasons in writing for withdrawal of the offer and provide advice on what you can do to bid successfully for one of our homes in the future. Reasons for refusal are set out in Appendix B.

6 Making best use of our housing

We will generally offer you a home which meets the size criteria of your household which is assessed by DHC or CHC.

In order to make the best use of specialist stock, where an allocation is made to a property which has been adapted, and the allocation has been made because a household member requires the adaptations available, PCH reserves the right to make the allocation conditional on occupancy continuing only whilst the household is still in need of the adaptation.

6.1 Local lettings plans

There will be occasions when PCH may elect to adopt a letting plan for a specific location to assist our tenancy management objectives. A letting plan may be required where there are issues that have occurred within an established community, and action is required to assist that community to become sustainable. There will be evidence of the need to vary the overall policy and a time limit for review must be set, usually of not more than two years.

A letting plan may also be required where a new estate has been built to tackle the requirements of creating what will be a new community. This may involve flexibility relating to, for example, household mix and occupancy levels.

Development of lettings plans will be made by the partners involved including the Housing Choices team and the Housing Management team.

Whilst being designed to reflect local needs, lettings plans will aim to be compatible with the objective of meeting housing need in the area we operate as well as the requirements of relevant codes of guidance. The use of letting plans

should not lead to vulnerable households being disadvantaged but lead to increased tenancy sustainability.

6.2 Sensitive letting – individual properties

On an exceptional basis there may be a requirement to assist in dealing with issues that impact on a small, specific location which may be only one dwelling within an estate, and where a local lettings plan is not required.

For example, where there is or has been a serious evidenced or reported breach of tenancy at the property, or in the immediate vicinity, that has required action by PCH within the 12 months prior to this letting, sensitive let criteria may be applied to assist in dealing with the impact on the existing residents.

Individual sensitive let of a property will be agreed between the PCH Housing Choices team and the PCH Housing Management team.

The decision to apply particular requirements will be undertaken by a Housing Officer and signed off by a Senior Housing Officer.

Applicants with a recent history (within the last 12 months) of a pattern of substance misuse, will not be accepted for a property identified as a sensitive let unless they are meaningfully engaging with support services, signed off by a support service as support is no longer required, or taking a prescribed drug replacement or medication to treat alcohol dependency.

No applicants with a recent history of anti-social behaviour, or offences involving violence within the last 12 months will be accepted for a property identified as sensitive let. Those under investigation will be reviewed on a case-by-case basis.

In some cases, a Needs Assessment Plan may be carried out to assess suitability and the impact the allocation will have on the community.

If there is a history of behaviour or conduct that may pose a risk to our staff, our customers or the sustainability of the tenancy, we would expect to be informed of this regardless of whether it led to enforcement action or conviction.

6.3 Redesignation

PCH may also wish to redesignate the use of a specific property or group of properties. This may be to:

- Reduce the concentration of certain needs groups which is impacting on housing management
- Promote a more balanced community by seeking to select / not select households with particular characteristics
- Make better use of our stock
- Promote effective management of stock in relation to our regeneration, development or decanting programmes.

This will be agreed by a process between the PCH Housing Choices team and the PCH Housing Management team.

PCH will ensure that any proposals to redesignate the use of a property meets any funding or planning conditions relating to that property.

The decision to apply particular requirements will be undertaken by one of the Heads of Services within Homes & Communities.

7 Existing customers who need to move

Transfer applications are awarded priority for allocation of housing on the same basis as other DHC/CHC applications, each application being given a banding priority according to housing need. This takes into consideration both the statutory requirement to give reasonable preference to particular groups, and the locally established additional preferences.

No transfer offer will be made unless the transfer applicants have conducted their tenancy in a reasonable manner over the preceding six months, or 12 months for demoted tenancies. This includes complying with the provisions set out in section 5 above relating to debt and allocation policy for transferring tenants.

PCH also has a separate Mutual Exchange Policy, procedure and guidance which sets out details of our approach to mutual exchanges.

7.1 Property condition

Before a transfer offer of alternative accommodation can be confirmed, the current property will be inspected to ensure that the property has been maintained by the tenant to an acceptable standard and that there is no damage beyond 'fair wear and tear'.

For an applicant to be eligible for transfer, their current property must meet a standard equivalent to our letting standard / the following criteria. These criteria are also applicable for a notice to quit:

- Good decorative order
- All damages caused by the tenants, their family or guests will be the responsibility of that tenant to repair
- Alterations – acceptable only if in accordance with PCH's Alterations to Homes Policy
- All PCH fixtures and fittings should be left clean and unmarked. This includes any fitting or structure provided by the landlord, including windows, doors, kitchen units, work surfaces, sanitary ware, sink tops and floors.
- All window and door locks must be working correctly
- Electrical fittings should be as standard, clean and undamaged
- Heating appliances should be as standard and undamaged
- Plumbing services should be as standard and undamaged.

Any damaged or missing doors / door furniture must be repaired / replaced. Where the property is deemed to be in poor condition due to acts or omissions by the tenant, the offer will be withdrawn unless the conditions relating to the property are remedied within an agreed timescale or there are agreed exceptional circumstances.

7.2 Downsizing due to bedroom tax

Where a transfer applicant has been affected by the 'bedroom tax' and has applied to downsize, PCH will not normally agree to the transfer in cases where there is legal action relating to a breach of tenancy in progress.

Where a transfer applicant has been affected by the 'bedroom tax' and has applied to downsize to a property where the lower rent will assist them in improving their financial position, PCH may exercise an exception to our approach to debt and allocations as set out in section 5 above. In these circumstances, the new tenancy will be dependent on the tenant signing an 'agreement to pay' appendix as part of the tenancy agreement. In these circumstances, the decision may be made by the Senior Housing Officer Income (or above).

Where a transfer applicant has been affected by the 'bedroom tax' and has applied to downsize to a property where a lower rent will assist them, PCH may agree to a transfer which results in under-occupancy, providing that the tenant does not have outstanding debt owing to PCH. Approval for a proposed transfer which will result in under-occupancy must be agreed jointly by the Housing Choices Manager and Rent and Inclusion Manager. In the event of their absence, jointly agreed by two Seniors in Housing Choices and Incomes.

7.3 Emergency transfers

The DHC and CHC policies sets out the circumstances in which emergency transfers will be considered. These include where there is violence or threat of violence, serious harassment or a traumatic event causing an immediate and serious risk to the household.

Domestic abuse cases will be given consideration in line with DHC and CHC policies and Homeless legislation and PCH's Domestic Abuse Policy and process.

We will support any victim/survivor and any perpetrator to explore all available housing options to them by working closely with partner agencies.

Emergency transfers will not be refused because of rent arrears or condition of the property: the safety of the applicant will be considered the highest priority.

Where the situation being investigated is a consequence of a deliberate act or omission by the person requesting the transfer, they will not be eligible to

receive an emergency transfer, for example, the applicant has committed a deliberate assault upon another person and now feels unsafe if they return.

8 Vulnerability and reasonable adjustments

PCH defines 'vulnerable' in relation to the provision of its services as:

"An individual who due to a particular characteristic or exceptional life event are currently unable to act independently and/or are unable to cope with managing their tenancy without additional support."

Our definition reflects our understanding that 'vulnerability' can be a changeable state influenced by multiple factors and experiences such as age, disability, bereavement, mental health, domestic abuse, poverty etc.

Some of these factors are a constant and some can be a life event such as bereavement or domestic abuse that does not necessarily remain a permanent state. It is the interaction of these factors that will determine how vulnerable a person is at any point in time and how much additional support they may require to sustain their tenancy.

When allocating our homes, we will review any information we receive on support needs and any vulnerability to help us ensure any offer of housing is right for the individual and their family, as a commitment to longer-term tenancy sustainment. We may require confirmation from a medical professional or other support agency of the applicants' circumstances before giving any additional priority due to vulnerability in line with our Local Authority partners' duty.

Applicants will be given the opportunity before the tenancy commences to tell us about the needs of any vulnerable household member and any existing care and support services received. Where appropriate a referral can be made to an external support agency or referred for further advice and support from our own support or tenancy sustainment services.

We will adjust our communication with applicants where required, ensuring their preferences and needs are taken into account where reasonable and proportionate.

9 Appeals

Where an applicant receives an offer which is then subsequently withdrawn, for example, following verification, eligibility or other checks, or for reasons of risk, we will notify the applicant in writing of the decision and include the reasons why the offer will not proceed. We will advise them how they can have this decision reviewed.

Applicants have the right to ask for a review of any decision relating to their application for an offer of accommodation with PCH.

Requests for a review should be put in writing, within seven calendar days of the date of the decision letter, advising the reasons for the request.

The review will be undertaken by an officer of PCH independent of the original decision.

The review request will be responded to in writing within 21 calendar days.

PCH reserves the right not to hold the property vacant whilst the review is undertaken so that rent loss can be minimised.

10 Monitoring and review

PCH will monitor this policy to ensure it meets good practice and current legislation and will review it in accordance with our review timetable for all policies.

11 Legal Consideration

In applying this policy, all members of staff must comply with PCH's Data Protection Policy and ensure that the personal information supplied by customers is protected at all times.

PCH will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equalities Act 2010.

11.1 Equality, Diversity and Inclusion

PCH will make this policy available in other languages and formats on request.

PCH will carry out an equality impact assessment on this policy, in line with our corporate procedure.

12 Associated policies and other references

PCH has separate succession and assignment document which sets out our approach to succession and assignment of tenancies.

PCH also has a separate Mutual Exchange policy, procedure and guidance which sets out details of our approach to mutual exchanges.

PCH's Tenancy Policy sets out our policy relating to housing people aged 16 or 17.

Document Control – Change History

Version	Effective Date	Responsible Policy Lead	Details of Review / Amendments
2.1	October 2025	Head of Rent & Lettings Support	Small amendment to 3.4 advising customers approved for a direct match for exceptional reasons are subject to one suitable housing offer only. In line with the Direct Match Procedure.
2	July 2025	Head of Rent & Lettings Support	Policy review undertaken by Housing Choices Manager. Reference the inclusion for High Rise future relets not being available to applicants with a mobility issue unless exceptional circumstances. Updating some of the wording in existing sentences. Amending the manager's role names for decision making. Sensitive Lettings section updated.
Earlier amendments	2015 to 2023	Head of Income Management and Housing Operations	Small policy amendments from 2015 to 2023.
1	August 2013	Head of Neighbourhood Services	Policy implemented.

Appendix A – Definitions

Allocations – the process of providing new tenancies to successful applicants for housing.

Choice based lettings (CBL) - is an approach to letting homes which aims to give prospective customers more control over the lettings process and make the process of getting a Local Authority or housing association home more transparent. Rather than homes being allocated directly by the local authority or association, choice-based lettings allow customers and prospective customers to bid for the available properties they are interested in. Priority Bands are used to assess relative housing need. Available homes are advertised on a cycle, allowing applicants to see what local authority or housing association housing is available.

Cornwall Home Choice (CHC) - common housing register where customers can apply for affordable homes owned and managed by the Council and its partner landlords. The CHC policy explains how local authority and housing association homes across Cornwall will be let. The CHC policy is available on Cornwall Home Choice's website at www.cornwallhousing.org.uk

Debts owed to PCH – any debt owed to PCH on a current or former tenancy.

Devon Home Choice (DHC) – the choice-based system of assessing housing need and allocating properties that was adopted by RPs and local authorities across Devon from December 2009. The DHC policy explains how local authority and housing association homes across Devon will be let. The DHC policy is available on Devon Home Choice's website at www.devonhomechoice.com.

Local Lettings Plan - Is a time limited plan for the allocation and letting of homes within a specific Neighbourhood. A local lettings plan allows us to be more flexible in allocating homes to meet specific local issues. We include additional criteria which are considered when allocating homes, for example, to achieve a balanced community or include criteria that aims to reduce the likelihood of anti-social behaviour. Where we agree local lettings plans, we will do this in consultation with partners and publish details of the additional criteria when we advertise a vacant home.

Right to rent – Under the Immigration Act and the EU Settlement Scheme, we are required to check that all occupants of any new tenancy we let have the legal right to rent a home in the UK. We will do this when we assess applications. We will need to see supporting evidence from each member of the household over the age of 18 and we may need to retain copies of these. We are unable to grant tenancies to applicants who do not have the right to remain in the UK.

Sensitive lettings - for individual homes we may adopt a 'sensitive lettings' approach where there has been a history of serious nuisance or anti-social behaviour. If a property is identified as a sensitive let, we will exclude some customers from being considered.

Transfers – requests from existing tenants who wish to move from their PCH property to another PCH property.

Appendix B – reasons for refusal and exceptional circumstances**Insufficient evidence to support an application**

PCH will withdraw any offer where there is insufficient evidence to support the application, including identity checks for right to rent.

Affordability

Whilst we will always take everyone's individual circumstances into account, we are unlikely to proceed with any offer where:

- The applicant does not complete our financial assessment
- The financial assessment shows that the applicant is unlikely to be able to meet and sustain the rent and service charge payments
- There is a debt outstanding to PCH on a current or former tenancy, including rent arrears, court costs, recharges or other debt (see section 5.4)
- The applicant has an undischarged possession order in force

Tenancy Breaches

We will not usually offer a home where an applicant or member of the household has a history of anti-social or unacceptable behaviour unless we have a reasonable belief that the behaviour has changed and they are now able to manage the terms of a tenancy.

Risk to applicant or others

We will not usually make an offer that raises concerns regarding risk to the applicant, community or PCH. In these circumstances, PCH may undertake a Needs Assessment Plan and may seek or require additional assurances before coming to a decision about whether to proceed.

Exceptional Circumstances

In exceptional circumstances, we may wish to offer a tenancy where there is not a clear demonstrable means of an applicant covering their necessary outgoings, along with tenancy rent and charges, or the tenant is not able to pay the rent in advance. Exceptional circumstances for current PCH tenants or other applicants may include, for example, emergency circumstances (Band A under Devon Home Choice and Cornwall Home Choice), or, in respect of rent in advance, where a tenant has been affected by the 'bedroom tax' and is downsizing to a property to improve their financial situation. In these circumstances, the decision to offer a tenancy must be jointly agreed by the Housing Choices Manager and Rent and Financial Inclusion Manager. In the event of their absence, jointly agreed by two Seniors in Housing Choices and Incomes.

Where a prospective tenant, or prospective transferring tenant, either already has financial problems, or cannot demonstrate an ability to pay, PCH may offer support

through our internal financial inclusion team or signpost the individual to external money advice services.

PCH will not normally offer a tenancy of a home where the applicant holds a financial interest in another property or owns any property.

In exceptional circumstances, PCH may consider an applicant who has a financial interest or owns a property, for example where it would not be reasonable for the applicant to reside in the property and that no other housing option is available to meet their housing requirements. PCH would expect the applicant to dispose of their interest/ownership within 12 months of a tenancy being accepted. Such applications will be considered on a case-by-case basis, and approval agreed jointly by two Heads of Service within Homes & Communities.

PCH will not normally offer a tenancy for a general needs home to an applicant whose savings exceed the limit in the DHC/CHC policies where there is a suitable applicant for the property whose savings are lower in this threshold. PCH will also not normally offer a tenancy for a general needs home to an applicant whose income is higher than the income threshold specified at the time in the DHC/CHC policies. Proposed exceptions to this will be considered on a case-by-case basis, and approval agreed jointly by two of the Heads of Service specified above.