

Title	Restricted Access to Housing Policy
Document Owner	Director of Housing
Next Review Date	April 2019
Corporate Aim	Create great neighbourhoods where people and communities flourish

1. PURPOSE AND AIMS

- 1.1 This Policy details the principles to be adopted by whg when restricting access to the housing register. It supplements the Allocations Policy as there are occasions when it is reasonable for whg to restrict access to its housing.

2. POLICY

- 2.1 The Group's Allocations Policy aims to:
- allocate homes fairly to meet priority housing needs whilst creating sustainable communities where people can live in safety and have quiet enjoyment of their homes
 - ensure our homes are accessible to all eligible people in the communities in which we work.
- 2.2 This Policy supplements the Allocations Policy in order to support and not undermine its aims, as there are occasions when it is reasonable for whg to restrict access to its housing.
- 2.3 It recognises that a decision to restrict access must have sound reasons and be undertaken in a fair and equitable manner. This Policy therefore specifies the situations in which applicants' access to our homes may be restricted.
- 2.4 Every case must be judged on its merits and efforts made to resolve any possible ineligibility through positive interventions. Restricting access will be used as a last resort.
- 2.5 whg would normally restrict access to its housing register where the applications¹ are subject to the following:
- Applicants (including former tenants) where there is evidence that they, identified members of their household or their visitors, have acted anti-socially such that they would have been in breach of the whg tenancy agreement.

¹ all references to applicants or applications include transfer applicants and transfer applications

- Applicants where they, members of the applicants' household or visitors to their home are included in, or party to legal proceedings that are effecting a tenancy. At the time of writing these include:
 - i. a Possession Order – arising from their own actions or a tenancy breach
 - ii. an Anti-Social Behaviour Order
 - iii. an Injunction
 - iv. a Demotion of Tenancy Order
- Applicants where they, members of their household or their visitors are persons whom the Police, Social Services or Probation Services formally advise us should not be allowed access to whg properties. This could be in order to protect the community or to prevent or reduce crime and disorder in the area
- Applicants who have demonstrated or threatened violence towards whg colleagues (including verbal abuse)
- Applicants who have knowingly or recklessly failed to provide accurate information or have knowingly withheld relevant information from their application form or in interviews with whg colleagues
- Applicants where there is clear evidence that they or members of their household, or visitors to their home have been involved in housing related criminal acts and there is a risk of that behaviour continuing. (including for example, crimes against the person/property in the neighbourhood)
- Applicants with an outstanding Notice of Seeking Possession
- Applicants, tenants or former tenants who have a recoverable debt with whg or another Registered Provider. Access to the waiting list should not be restricted for applicants with a recoverable debt if the following circumstances apply:
 - i. Where the applicant has been awarded reasonable preference for re-housing and the circumstances are such that the debt may be overlooked.
 - ii. Where the applicant has entered into an agreement and is making regular payments in with that agreement. This may include under-occupation
 - iii. Where the debt has been fully discharged by agreement

- Walsall Council has a duty towards applicants who have been found to be statutorily homeless but whg may refuse to accept a nomination if the applicant falls within the categories for restriction listed above.

2.6 whg would always consider each case on its merits, support applicants to resolve any possible restriction, and would retain evidence on the reasons for restriction at the time the application assessment is made. When access is restricted, the applicant would be informed in writing of:

- the reason for the restriction
- the date by which the restriction would be reviewed
- how to appeal through whg's normal complaints procedure.

2.7 Applications would be restricted for a maximum of two years and would be reviewed at the end of the period of restriction.

3 PERFORMANCE MEASURES AND TARGETS

3.1 Key performance indicators (KPIs) are in place linked to our Allocations Policy.

4. MONITORING AND REVIEW

4.1 This Policy will be reviewed every three years or sooner in the event of significant regulatory or legislative change.

5. ASSOCIATED DOCUMENTS AND POLICIES

Allocations Policy
ASB Policy
Housing Act 1996
Localism Act 2011