



Allocations, Selection and Lettings Policy

Who does this policy apply to:	All staff
Review Date: (minimum every 3 years)	March 2029
Policy Author/Reviewer and Job Title	Sally Rowe – Head of Housing

POLICY

Purpose

WFHA will provide fair and open access to social housing, giving priority to those who need it most. This in turn will maximise our income and contribute to the Local Authority's Housing Strategy.

Scope

WFHA are committed to and will meet the required Consumer Standards issued by the Regulator of Social Housing, ensuring fairness and transparency throughout the process of referral, allocation and tenancy.

Regulatory compliance – Regulator of Social Housing (RSH)

This policy is designed to align with the Regulator of Social Housing (RSH) Consumer Standards (in force from 1 April 2024), in particular the Tenancy Standard and the Transparency, Influence and Accountability Standard. It sets out how WFHA allocates and lets homes fairly and transparently, provides clear information and accessible processes, and enables scrutiny and challenge through appeals and complaints.

RSH Tenancy Standard – allocations and lettings (key requirements)

- Allocate and let homes in a fair and transparent way, taking the needs of tenants and prospective tenants into account.
- Co-operate with the Local Authority's strategic housing functions, including meeting obligations in nominations agreements and supporting homelessness duties.
- Seek to allocate designated, designed, or adapted homes in a way compatible with the purpose of the housing and the applicant's assessed needs.
- Deliver services that address under-occupation and overcrowding, focused on tenants' needs.
- Take action to prevent and tackle tenancy fraud.
- Provide a fair, reasonable, simple and accessible appeals process for allocation decisions.
- Record lettings as required by the Continuous Recording of Lettings (CORE) system (where applicable).

RSH Transparency, Influence and Accountability Standard (key requirements)

- Treat tenants and prospective tenants with fairness and respect throughout referral, assessment, allocation, sign-up and tenancy start.
- Use relevant information to understand diverse needs (including protected characteristics, language barriers and support needs) and make communications and processes clear, timely and accessible.
- Provide information so applicants and tenants can understand what to expect, how decisions are made, how to access support, and how to challenge decisions.
- Ensure complaints are addressed fairly, effectively and promptly, with clear routes to escalation in line with the Complaints policy.

We will ensure we comply with the law and regulation in this regard. The key legislation and regulatory framework relevant to allocations, nominations and lettings (only) includes:

- Housing Act 1996 (Part VI allocations framework and Part VII homelessness duties that inform nominations and move-on)
- Localism Act 2011 (amends aspects of the allocations framework, including qualification and tenure flexibilities used by Local Authority schemes)
- Homelessness Reduction Act 2017 (prevention/relief duties and 'duty to refer' that support partnership working and nominations pathways)
- Equality Act 2010 (non-discrimination and reasonable adjustments across application, assessment, selection and lettings)
- Data Protection Act 2018 and UK GDPR (lawful processing, retention and sharing of applicant data, including with the Local Authority and referral partners)
- Social Housing (Regulation) Act 2023 and the RSH Consumer Standards (including the Tenancy Standard and Transparency, Influence and Accountability Standard)

In addition, WFHA is a signatory to the NHF's Commitment to Refer 2018 and have a formal nominations agreement in place with LBWF.

Responsibilities

The Operations Team are responsible for the delivery of the procedure, and the Head of Housing has overall responsibility of this policy.

Related Policies:

Equality

Safeguarding

Rent arrears

Lone working

Health and safety

Complaints and Compliments

Anti-social behaviour

Risk and needs assessment

Void Policy

Tenant standards

Domestic Violence

Document History:

Date of Last Review: March 2026

Date Approved by the Board:

Equality Impact Statement:

WFHA must ensure all individuals are treated fairly and in line with legislation relating to the nine protected characteristics identified in the Equality Act 2010 and with the Association's Equality policies and procedures. You must comply with the law and Association policies and procedures governing equality and diversity. The nine protected characteristics are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

Policy appendices

Reviewed: March 2026

Appendix 1	Housing application form
Appendix 2	Risk & Needs Assessment form
Appendix 3	Appeals form
Appendix 4	Refusal form
Appendix 5	Void property profile
Appendix 6	Transfer form
Appendix 7	Termination of Tenancy form
Appendix 8	Mutual Exchange Application form
Appendix 9	Licence to Assign
Appendix 10	Deed of Assignment
Appendix 11	Void Control Form
Appendix 12	Sign Up Flow Chart
Appendix 13	6 Week Visit Form
Appendix 14	LBWF Nominations Agreement
Appendix 15	Priority Waiting List Procedure