beacon

Lettings Policy

Policy Number: P001
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Person Responsible: Director of Homes and Communities
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For Review: September 2026

Contents

1. Purpose

The purpose of the Lettings Policy is to provide the right property, in the right community, at the right time.

The policy aims to inform applicants and other stakeholders of the way in which BCG organises and manages lettings, which has been designed to ensure BCG can match applicants to homes in a way that brings most benefit to the individual and the community.

The lettings system is intentionally designed to be as clear as possible with applicants regarding expectations, both in relation to their suitability for our homes and in relation to the time that it may take. Demand for homes significantly outstrips supply and as a result, some difficult decisions have to be taken in this area however, BCG commits to all applicants that it will be transparent, honest and adult in the way it communicates with them and manages their application.

2. What matters

Beacon listened to residents and applicants to understand what matters to them about lettings. Residents told us that what mattered in the lettings system is that:

- I get a home that suits my circumstances
- I have time to move
- I have what I need to move
- The right help is available for me when I need it and you help me find it
- You have the relevant up-to-date information about me
- The condition of the home meets my individual expectations

In designing our lettings system, we have adopted the following principles:

- We provide homes to people where the greatest benefit is achieved
- We listen to understand what matters to applicants
- We design systems against predictable demand
- We provide the right expertise upfront
- We pull in specialist skills when necessary
- We take ownership, ensuring we see tasks through to completion
- We record information in a proportionate, purposeful, person-centred way
- We only do work that brings the greatest benefit to residents and communities
- We seek to tackle inequality and embrace diversity

3. Abbreviations and Definitions

Term	*Abbreviation*
Beacon Cymru Group	BCG
Rhondda Cynon Taff	RCT

4. Eligibility

All applicants must meet the application criteria as defined in Appendix A (i) Swansea, Neath Port Talbot & Bridgend.

BCG will only accommodate applicants who have a right to publicly funded housing.

BCG will reject those applicants who have the means and the ability to meet their housing needs through home ownership. In these circumstances, applicants will be signposted to Pennant Homes, a subsidiary of BCG, that has properties for sale.

An assessment of income and expenditure will be undertaken to understand affordability in accordance with the rent management policy for all allocations regardless of the source of the application.

We actively seek to enable older people to utilise their assets effectively as they move towards retirement (i.e. those who are asset rich/cash poor) and therefore there is no upper qualifying limit for people aged over 55 in relation to their property equity or savings levels. Applications will be considered on a case-by-case basis.

Applications from people under 55 who own a property with equity of more than £115,000 or who have savings in excess of £100,000 will have their application rejected. Exceptional circumstances will be considered case by case.

BCG will re-house people living outside of the local authorities it serves where they meet the housing need criteria and demonstrate a need to live in the area.

BCG will only provide occupation contracts to people between the ages of 16 and 18 under exceptional circumstances (*Appendix B*).

Former residents who meet eligibility criteria but have a debt with BCG may be excluded in accordance with the Suspension Policy (see Appendix C) and may only be included once the debt has been cleared.

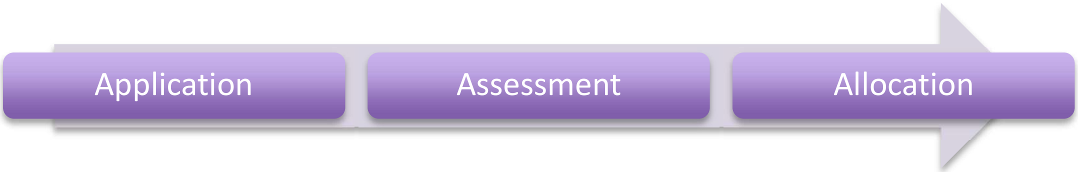
BCG will consider applications from a person living in a Group property in accordance with the policy only where the applicant is a member of the existing household or is an authorised occupant. Applicants who live in a BCG property without permission will not be considered.

Members of the Board and their relatives and staff and their relatives may be eligible for housing where:

- The applicant satisfies the housing need criteria
- The applicant can evidence that alternative housing has been pursued and is not available to them
- The applicant has no influence over the allocation process.

(This is an area subject to regulatory control by Welsh Government and all applications from staff and their relatives must receive board approval. All applications from board members and their relatives must also receive Welsh Government approval. All records for applications under this process are managed and maintained by the Director of Homes and Communities. Please also refer to Appendix One of the Housing Management Policy.)

4.1 Process



BCG does not keep housing registers for all of its housing stock in Swansea, Neath Port Talbot and Bridgend as in some localities the turnover of properties is so slow and/or the number of properties of specific sizes (i.e. one bed homes, two bed homes, etc.) is so few that maintaining a register is impractical. This is understood through data analysis, which is subject to review. Therefore, while a register may not be maintained on particular properties in particular areas now, that could change in subsequent years as turnover and/or stock availability changes.

Applicants for social housing in RCT will be directed to RCT Homefinder to apply to join the register www.homefinderrct.org.uk

> Rhondda Cynon Taf (RCT) Joint Allocation Scheme and Operational Guidance sets out in detail:
>
> - Who can apply for housing
> - How to apply for housing
> - How housing applications are prioritised
> - The process for the allocation of homes
>
> This Policy also details the use of Local Lettings Plans (LLPs), which are agreed by the Local Authority and are used as a method of increasing tenancy sustainability and community cohesion. BCG always uses LLPs for all our new development handovers.

Applicants for social housing in Carmarthenshire will be directed to Canfod Cartref Homefinder to apply 01554 899389.

4.2 Application Stage

Any person over the age of sixteen may apply for accommodation in Swansea, Neath Port Talbot and Bridgend by telephoning 01792 479200, calling in person to the office or applying online. For RCT and Carmarthenshire please see 4.1.

We will discuss with the applicant their current situation and why they want to move into a BCG property. Applicants should expect to provide a full and frank account of their situation, household and finances.

At this stage, applicants will be advised whether they meet the criteria for housing and whether there is a realistic opportunity for the applicant to be housed within a reasonable timeframe. Where there is not a realistic chance of housing an applicant within a reasonable timeframe, the application will not be accepted.

For areas with a register, the applicant will be added to the relevant register. For areas without a register, applicants will be advised of how to register for notifications when properties become available.

A register will be maintained for all applicants of Extra Care. If on a register, all applicants are expected to keep BCG informed of any changes in circumstances that could impact on their applications. These include (but aren't limited to) a change in contact information, changes to the size of household, changes in income or expenditure, etc. We will review registers periodically to confirm any changes of circumstances with applicants. Where BCG is unable to make contact, the application will be withdrawn from the register under the Suspension Policy (Appendix C).

4.3 Assessment Stage

For those areas and properties where there aren't registers, applicants will be able to apply following receipt of notification that a property matching their need is either available or is becoming available. BCG will accept applications until the required amount of applications have been received and then carry out home visits for up to five applicants to identify the applicant that is the best match for the property and the community. We aim to match people to properties where the greatest benefit will be achieved.

For those areas and properties where registers are held, applications will be held in date order. Once a property is planned to become available, up to five applicants from the top of the register will be visited at home and an applicant identified that is the best match for the property and the community.

Properties allocated in RCT and Carmarthenshire will receive the same home visit assessment prior to an offer being made.

Where there is an applicant with exceptional circumstances (Appendix B), BCG may not follow the processes described above and may offer the available property to them.

The information provided at application stage will be confirmed in a visit from a Community Housing Officer to the applicant's home. At this stage, BCG will obtain any documentation and evidence in support of the application and will carry out a range of checks in order to assess eligibility and suitability.

The Community Housing Officer, on viewing the applicant's current home, will be able to offer tailored advice and information to the applicant that is suited to their individual requirements. The home visit is not intended to solely collect and verify evidence to support the application but to understand the applicant's preferences, priorities and wishes in more depth. This visit enables the Community Housing Officer to understand how the applicant lives in their current home and neighbourhood in order to inform making a 'best match' or suitability decision at allocation stage.

Only under exceptional circumstances (i.e. domestic abuse in the home or if the applicant is roofless) will this more detailed assessment be undertaken outside of the home.

Several checks are undertaken at the time of the home visit, including a credit check. Checks are made in order to obtain as detailed a profile as possible as to the applicant's history and circumstances so that can assess the potential for the occupancy to succeed. Previous failed tenancies or poor credit histories are not barriers to becoming a contract holder, but BCG needs to have all the facts to offer the correct advice and make informed decisions.

Information about any restrictions placed on applicants as a result of criminal convictions must be disclosed.

All checks are discussed with applicants before they are made and consent requested. Should applicants not provide consent for some/all checks, a decision will need to be made in the absence of that additional information. Applicants need to be aware that gaps in information may lead to their applications being rejected on the grounds of being incomplete.

4.4 Allocation Stage

Successful applicants will be offered a viewing of the property. The community housing officer will accompany the applicant to the viewing, and a discussion will take place regarding any works required at the property.

Where practical, BCG will broker a viewing with the current resident of the property still in occupation. This creates an opportunity to discuss any issues related to the property and its furnishings, neighbourhood, etc. will facilitate a discussion with both parties to agree the condition expected at occupation contract end with the outgoing resident and the expectations upon BCG in terms of redecoration and repairs. A timetable will be agreed, and any interim contact arrangements confirmed.

BCG will seek to meet the applicant's stated preferences and will not offer accommodation which is unsuitable, or which is of a type or in an area that the applicant has stated would be unacceptable.

BCG will be sympathetic to genuine reasons for the refusal of accommodation and in such cases will not prejudice the application. However, where the reason for refusal is not deemed reasonable, because it meets the needs and stated preferences of the applicant, no more than two reasonable offers of accommodation will be made, after which the application will be cancelled. No new application may be made for six months, in accordance with the Suspension Policy (*Appendix C*).

4.5 Allocation Decisions – (Swansea, Neath Port Talbot & Bridgend)

BCG aims to make allocation decisions based on bringing the greatest benefit to the applicant and to the community. Managing allocations is a complex issue, with many competing demands on the Community Housing Officer to make an allocation that is sustainable, appropriate, affordable and in the interests of both the individual household and the local community.

Community Housing Officers are experienced in understanding the localities, neighbourhoods and resident populations they serve. This expertise is called upon most in the making of good allocation decisions, and they are trusted to use all of their knowledge, expertise and insight to make informed and fair decisions.

All allocation decisions are recorded and reviewed by managers.

The following households will be considered for properties as set out in the table below:

Property Type	**Description / Maximum occupancy**	**Eligible / Minimum occupancy**
Studio	Studio / 1 person	Single adult
1 bed **flat** /1b1p	One single bedroom / 1 person	Single adult
1 bed **flat** / 1b2p	One double bedroom / 2 people	Single adult or childless couple
2 bed **flat** / 2b2p	Two single bedrooms/2 people	One or two adults or 1 adult 1 child 1 adult with access

2 bed **flat** / 2b3p	1 double bedroom and 1 single bedroom /3 people	One single adult or childless couple. One adult or couple & access One single adult or couple plus 1 child or non-dependent.
2 bed **house** / 2b3p	1 double bedroom and 1 single bedroom / 3 people	One or two adults with access One single adult or couple plus 1 child or non-dependent.
2 bed **flat** / 2b4p	Two double bedrooms/ 4 people	One single adult or childless couple. One or two adults with access. One single adult or couple plus 1 child or non-dependent. One single adult or couple plus 2 children
2 bed **house** / 2b4p	Two double bedrooms / 4people	One or two adults with access. One single adult or couple plus 1 child or non-dependent. One single adult or couple plus 2 children
3 bed house / 3b4p	One double bedroom and two single bedrooms / 4 people	Two adults and one child One single adult or couple & 2 children Three adults Minimum 3 people
3 bed house / 3b5p	Two double bedrooms and one single bedroom / 5 people	Two adults and one child One single adult or couple & 2 children Three adults

		Minimum 3 people
4 bed house / 4b6-8p	Four double bedrooms 8 people Three double bedrooms/1 single bedroom 7 people Two double bedrooms/two single bedroom 6 people	Minimum 4 people – single household
Older person's properties (55+) *1 bed flat or 2 bed flat*	*One single bedroom / 1 person* *One double bedroom / 2person* *Two bedrooms / 3 person*	1 person for all – Person over 55 must be the contract holder – if occupancy allows household member can be under the age of 55.

Table 1 – Property Size and Household Eligibility

Notes:

- Households requiring accommodation with high level specialist design features e.g. wheelchair accessible, are managed through the ADAPT scheme (only applies to Swansea).
- Households who require 'extra care' housing may be accommodated in our schemes in Neath Port Talbot and will be subject to the Extra Care Application and Allocation Procedure (*Appendix E*).
- Households with young children may not be suited to accommodation without direct access to a garden, or where the accommodation is above the ground floor. All circumstances are treated individually and will be discussed with the applicant at the home visit.
- Households with pets may not be suited to some accommodation. All circumstances are treated individually and will be discussed with the applicant at the home visit.
- Where a household is being considered for a property deemed too large for their requirements (according to the bedroom tax/under-occupancy penalty) the applicant/s must be able to demonstrate that they are able to afford to pay the full rent.
- Where a household is being considered for a property deemed too large for their requirements but they require the services of a carer to live independently, special consideration will be given.
- Where adults (single or in couples) wish to share a property, we can offer accommodation outside of the parameters in Table 1. All circumstances are treated individually and will be discussed with the applicant at the home visit.
- Where an applicant is pregnant, they will be considered for accommodation that provides appropriately sized, located and designed accommodation for the expected child/ren.

Provision of appropriately sized accommodation for households who have included a child or children on the application will only be considered where the child or children normally lives with the applicant's household. Where a child lives with an applicant for less than half a week, and the applicant can demonstrate a special requirement for larger accommodation, such accommodation may be offered.

BCG will not normally under-occupy a property and will prioritise applicants whose household needs match the property size as defined (see Table 1). Where the property is to be under-occupied, the applicant must be able to demonstrate an ability to pay the rent and service charges in full. Properties which may be under occupied are:

- Accommodation for older people (55+) in some circumstances
- Areas or properties of low demand

- Areas subject to an approved local lettings policy (e.g. areas of low demand)
- Properties subject to an approved special allocations policy
- Other circumstances (e.g. the relevant housing register has been exhausted, specific housing management considerations, decant properties to allow remedial works, medical reasons necessitating the use of separate bedrooms or the applicant requires accommodation for a carer)

All allocation offers and decisions are recorded on the system by the Community Housing Officer managing the allocation.

Allocations made directly by BCG will be conditional on:

- The stated preferences of the applicant in terms of property type, size and location.
- Achieving the 'best match'; this will be property, area and household specific but issues that will be considered include maintaining local connections, improved affordability, distance to important cultural centres, contribution to local community, etc.

All allocations will be conditional on:-

- The housing management implications of the allocation; where the allocation of a property to an applicant would be to the detriment of the peaceful enjoyment of the neighbours, such an allocation may not be made.

BCG will consider the offer of accommodation to be reasonable where:

- It meets the applicant's stated preferences and requirements in terms of property type, size and location
- It is of a reasonable standard of decoration and cleanliness; and
- There are no other reasonable grounds to prevent the applicant taking up the offer of accommodation.

4.6 Local Authority Nominations

BCG will house nominees of the local authority in discharging its duty to a homeless applicant under Housing (Wales) Act 2014 by way of a formal agreement with the local authority, or in accordance with the appropriate Circular and/or any formal or informal agreement with the local authority, and where such nominees are on the local authorities housing register in accordance with Housing (Wales) Act 2014 (due to be updated).

BCG will work to meet the requirements of its partner local authorities through nominations agreements with them. These are often different in different authorities but BCG will aim to assist them in meeting their duties to house eligible applicants within all relative timeframes.

BCG will cooperate with local authorities to prevent and respond to homelessness. We will take direct applications in Swansea, Neath Port Talbot and Bridgend and refer to the RCT and Canfod Cartref homefinder in RCT and Carmarthenshire. We will signpost homeless or potentially homeless applicants to a range of agencies as well as referring them to the local authority.

Individuals experiencing street homelessness will receive guidance and be directed to the appropriate support organisations and local authority housing options teams. BCG will also offer accommodation to applicants by way of the nomination procedure, this includes applicants who present themselves as having 'no fixed abode' (NFA) or people living in emergency or temporary hostels or shelters. BCG will accommodate people who are claiming asylum in the UK where this is part of a recognised scheme, supported by the local authority.

4.7 Former armed services personnel

BCG is committed to working in partnership with local authorities to assist them in discharging their duties to former armed services personnel.

4.8 Supported Housing (INCLUDING DOMESTIC ABUSE REFUGES)

BCG discharges housing management responsibilities to managing agents in accordance with their management agreement.

BCG is committed to assisting residents of supported schemes to move into independent accommodation. We will look to facilitate the move into independent accommodation for all residents in supported housing through a move-on strategy. BCG recognises that most applicants who are referred by a move-on strategy are single people, but the policy applies to all households. Residents in supported housing will only be rehoused through the strategy and will not be rehoused by direct application or direct referral from the supported housing scheme unless:

- There is no formal move-on strategy
- There is a formal move-on strategy but it is not, in the opinion of BCG, meeting the needs of residents in supported housing
- It is the opinion of BCG that the applicant can manage a secure occupation contract satisfactorily and independently
- It is the opinion of BCG that appropriate support is in place for a sufficient period to allow the resident to manage a secure occupation contract satisfactorily.

4.9 Temporary Accommodation

BCG may provide temporary accommodation to residents of other agencies who need to be re-housed to allow remedial or improvement works to be carried out to their homes.

4.10 Extra Care

BCG provides 'extra-care' accommodation at two purpose-built schemes in Neath Port Talbot. Allocation of these homes is undertaken in conjunction with Neath Port Talbot Borough Council and is described in detail at Appendix E.

4.11 Transfers, Mobility and Purchase

BCG will endeavour to meet the requirements of its residents through its transfer policy, (which forms part of the larger Housing Management Policy), its participation in recognised mobility schemes and by way of any statutory purchase schemes.

4.12 False Information

In the event of an applicant providing false or misleading information, and where such information has material effect on the application, may:

- Where an occupation contract has already been created, issue proceedings to recover possession of the property;

- Where an offer of accommodation has been made, but no occupation contract created, withdraw that offer, amend the assessment to accurately reflect the housing need, and defer the application for six months, or
- Prior to any offer of accommodation being made amend the assessment to accurately reflect the housing need and defer the application for six months.

4.13 Appeals Procedure

If an applicant is dissatisfied with the assessment or wishes clarification of the assessment, they can speak to a member of the Neighbourhood Housing Team for a re-assessment of their circumstances.

Applicants who remain dissatisfied with their assessment or are unhappy with the way in which their application has been handled or consider that BCG has in some way discriminated against them can complain through the Complaints Policy.

4.14 Equality and Diversity

BCG is committed to equal opportunities, and this policy will be operated fairly and equally. BCG will not discriminate, harass or victimise any victim, witness, alleged perpetrator or other interested party on the grounds of any protected characteristic(s).

The protected characteristics under the Equality Act are:

Age	Pregnancy and Maternity	Sex
Disability	Race	Sexual Orientation
Gender reassignment	Religion or Belief	Marriage / Civil Partnership

BCG must, in the exercise of its housing management functions, have due regard to the need to:

a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

   This includes the need to:
      (i) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
      (ii) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
      (iii) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

   This includes the need to:
      (i) tackle prejudice, and
      (ii) promote understanding.

We are not a public authority but we do exercise public functions when we allocate and manage social housing. This means that we have to have regard to the matters mentioned above.

Compliance with the duties in this section may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act.

5. Monitoring and measures

The basis of all learning and study is quality data and BCG commits to keeping proportionate, purposeful, person-centred tenancy management records. We strive to produce leading measures to be able to act as required and lagging measures that study how we are performing to purpose.

Measures are captured to understand specific details relating to housing management performance and these are regularly reviewed both in teams and at management level.

6. Linked policies

Housing Management Policy

Rent Management Policy

Complaints Policy

7. Relevant legislation

This policy reflects and adheres to a range of legislative requirements, these include:

- Housing Act 1988
- Housing Act 1996
- Housing Act 2004
- The Housing (Wales) Act 2014
- General Data Protection Regulations (GDPR), the Data Protection Act 2018 Data Protection Act 1998
- Data (Use and Access) Act 2025
- Public Services Ombudsman (Wales) Act 2019
- Abolition of the Right to Buy and Associated Rights (Wales) Act 2018
- Regulation of Registered Social Landlords (Wales) Act 2018
- Equality Act 2010
- Social Services and Well-being (Wales) Act 2014
- Renting Homes (Wales) Act 2016

8. Data protection statement

BCG operates a specific Data Protection Policy which governs how the organisation will manage the collection, retention, processing, management and disposal of individual's personal data and special category data. The policy is designed to incorporate the legal requirements contained in Data Protection Act 2018, the GDPR, Data (Use and Access) Act 2025 and guidance and best practice issued by the Information Commissioners Office.

9. Welsh Language

The Group acknowledges that members of the public can express their opinions and needs better in their chosen language. Therefore, we will ensure that services are available through the medium of Welsh if requested, are of a high quality and are provided in a timely manner.

10. Equality Impact Assessment Screening

What are the day-to-day activities under this policy, function, decision or process?
Letting of Homes.

Are you assessing changes to one of the following policies, practices, decisions or services?	Tick Here
Strategic budgetary decision	
Grant-making activity	
A change to service delivery	
ASB	
Repairs, maintenance and/or WHQS	
Rent	
Allocations or lettings	
A recruitment or pay policy	
Communications or contact with tenants	
A policy or decision that affects tenants, employees or the wider community	
A major policy or practice that significantly affects how functions are delivered in terms of people with protected characteristics	
Relates to activities that have previously been shown as important to particular characteristics	
Relates to a policy/practice where there is significant potential for reducing inequalities or improving outcomes	
Relates to an area where there are known inequalities e.g. accessible housing, pay gaps, racist or homophobic harassment, communications	
Relates to an area where there is a lack of data, evidence or published research	

If any of the above are ticked – proceed to full EQiA (to follow this page)

Is a full EQiA required?	No

If a full EQiA is not required, please provide an explanation for the decision below:
Processes are not being changed. This is bringing together the former RHA and former Coastal policies and updating contact details and job titles. There is no change to how properties are allocated.

Completed by: Louise Bolam Date: 10th September 2025

11. Complaints, disputes and concerns

Complaints regarding any aspect of how BCG make decisions and implement this policy can be made through the company's complaints process by contacting Beacon by telephone, email, live chat, visit or by letter.

APPENDIX A(i) – APPLICATION CRITERIA (Direct application in Swansea, Neath Port Talbot & Bridgend)

Applicants for general needs are required to meet a minimum 3 out of 7 criteria and the requirements of the Lettings Policy to qualify for housing.

1. **Security of occupation**

- The home is rented from a Private Landlord and they have a standard occupation contract
- The applicant lives with friends or family
- The current owned home is being repossessed or no right to stay
- The applicant lives in tied accommodation and the employment is coming to an end

2. **Sharing Facilities**

Where the home has shared facilities such as bathroom, kitchen and these are detrimental to the applicant's quality of life. The applicant is sharing facilities with another household not part of the application.

3. **Condition of property**

Where the condition of the property is prejudicial to health or welfare.

4. **Overcrowding and under-occupation**

In assessing overcrowding or under-occupation, BCG will measure the number of bedrooms in the applicant's accommodation with the household size and the number of bedrooms required to accommodate that household. Please refer to Table 1 of the Lettings Policy.

5. **Affordability**

- Where the rent or mortgage is beyond the means of the applicant.
- Where the applicant will be in a significantly better financial position in a BCG property.

6. **Access to Work**

- Where the applicant can demonstrate that:
  - They are employed at least 16 hours a week; or
  - They have an offer of employment; or
  - They have had recent periods of employment; or
  - They are on a full-time work-based training scheme.

- And they need to move for one of the following reasons:
  - To live near public transport links or the employer in order to cut down on travelling expenses and travelling time;
  - To have access to childcare in order to be able to work;
  - Have to leave their present accommodation but need to stay in the area for employment purposes.

- In order to confirm the above, the applicant will be asked to provide copies of pay slips, or confirmation in writing from the employer of any job offer, or details of the work-based training scheme. Where the applicant is self-employed, they will need to provide recent copies of accounts, tax returns or other similar documentation.

7. **Medical/Support Needs**

- Where the current property is prejudicial to health or welfare.
- Support needs are defined as those where the applicant requires professional support in order to be able to manage an occupation contract.
- Criteria for support needs will only be awarded where confirmed by evidence from a supporting agency and established at the home visit.

Qualifying Criteria for other types of accommodation:-

Accommodation that is particularly suitable for people over 55

- Any applicant who is over the age of 55 and meets the requirements of the Lettings Policy

Applicant who has a physical disability and requires special design features

- Applicants with requirements for more complex or higher end adaptations, will be referred to ADAPT (Swansea only)
- Applicants with requirements for more simple or lower end adaptations, will have their application managed through this policy

APPENDIX A(ii) – APPLICATION CRITERIA WELSH HOUSING PARTNERSHIP (WHP) & Intermediate Rental

Criteria

- In reasonably secure employment
    - Income range – earned income £23,000 (equivalent of 1 adult earning full time minimum wage 2025, under review)
- Can demonstrate an ability to meet the rent from household income

Applicants are required to be either working or living within the borough which they are making an application and have a housing need satisfied by meeting one of the following criteria;

- Current accommodation is unaffordable
- No security of occupation
- Accommodation is not appropriate for the household's needs
- Need to be closer to job

N.B. We will aim for the best fit for the type of property, but will allow under-occupation by one bedroom the above is subject to change

If we receive no expressions of interest from applicants working or living within the borough after advertising the property for a period of time, we will consider applications from other areas if one other criteria is met

Application Process for WHP properties

Property advertised on Beacon Website

Application received by Lettings Team

Officer contacts first 3 applicants to complete an assessment to establish who meets the criteria. Applicants to bring required documents to meeting

Officer determines housing need and added value and which applicant out of the 3 is to be offered the property, completes documentation including

- WHP report

All checks come back satisfactory viewing date agreed with applicant.

Viewing completed, Property accepted. Occupancy start date agreed.

Signing arranged at property on agreed occupancy start date.

Full months' rent to be paid at the signing and direct debit set up for subsequent payments

Applicant refuses property, does not meet criteria, or unsatisfactory credit check.

Officer contacts to the next applicant within the three and starts the process again

If three leads are exhausted Officer will contact next leads or re advertise.

Appendix B - Exceptional Circumstances

There is no single definition of "exceptional circumstances" and each case will be considered on its own merit. However, as a guideline, the following examples may constitute an exceptional circumstance when considered with all the housing factors and the likely availability of accommodation.

- The current accommodation is so prejudicial to the applicant's health, that to continue living there could result in a long-term and serious medical problem. Note that applicants who have accessibility problems due to a disability may be referred to ADAPT

- The applicant is a victim of serious harassment and intimidation, which can be supported by the police or a recognised agency and rehousing would provide the applicant with safe and secure accommodation.

- The applicant is unable to provide a home for a child when they would be reasonably expected to live with the applicant on a permanent basis and where no other reasonable accommodation is available to the child

- The property in which the applicant is living does not have a bathroom/toilet which the applicant could reasonably be expected to use

- The applicant is aged between 16 and 18 and requires independent accommodation, with or without support from a professional agency.

Exceptional circumstances will be determined by the Community Housing Manager.

Appendix C – Suspension Policy

CONTACT

Where BCG is unable to make contact with an applicant, the application/offer will be withdrawn.

FALSE INFORMATION

In the event of an applicant providing false or misleading information that has a material effect on the application, the application will be deferred for six months.

OFFER REFUSAL

Where the reason for refusal is not deemed reasonable, in as much as it meets the needs and stated preferences of the applicant and no more than two reasonable offers of accommodation have been made, the application will be cancelled. No new application may be made for six months.

FORMER BREACHES

An application in which any member of the household has been evicted from rented housing, in the previous five years, on the grounds of nuisance and/or anti-social behaviour, rent arrears or using the accommodation for illegal purposes will be considered on a case-by-case basis. It may be rejected, suspended or accepted depending on the individual circumstances and merits of the case.

BCG will treat each case on its merits and will obtain a report from the previous landlord in order to determine the nature of the breach and the steps taken by the landlord in respect of that breach. will also consider any steps taken by the person to address the breach.

Where the Community Housing Officer is satisfied that the person is likely to cause breaches in the future, this should be referred to the Community Housing Manager to make a final decision on if the person will be suspended from applying.

OCCUPATION CONTRACT SUSTAINABILITY

An applicant, who in the opinion of BCG, will be unable to adhere to an occupation contract satisfactorily, without the provision of appropriate support, may have their application suspended.

In the first instance BCG will seek to determine the support needs of the applicant and will recommend the applicant for inclusion on a supported housing scheme.

Where there is no appropriate supported housing scheme, BCG may grant a fixed term standard contract if it considers it appropriate.

Where the Community Housing Manager is satisfied that the person is not capable of managing any form of occupation contract, and where there is no support package available, the person may have their application suspended.

FORMER ARREARS

In the case of a former resident of BCG, where former rent arrears have been cleared, the application may be accepted in accordance with the Lettings Policy.

Where arrears remain outstanding and a schedule of payments agreed to clear the arrears is in place, the application may be accepted but the allocation of any accommodation will be deferred until such time as the person has demonstrated a commitment to clear the former arrears.

Where arrears to another landlord are outstanding, the application may be accepted if the Community Housing Manager is satisfied that arrears will not accrue in any future occupancy and that the applicant has agreed and is maintaining a schedule of payments with the former landlord. In RCT former arrears will be considered as part of the application process to join the RCT home finder register.

RECORD KEEPING

BCG will maintain a register of suspended applications, reviewed by the Head of Neighbourhoods on a quarterly basis.

COMPLAINTS

Any person suspended from making an application is able to complain through the Complaints Policy.

Appendix D – City Living Scheme

Beacon Cymru is proud to be a leading partner in regenerating city and town centres in South Wales. The purpose of differentiating these homes from the rest of our housing is to encourage people working, studying or training (or who have plans to) to live affordably in the city centre.

We think there are significant advantages to living in these types of locations, these include:

- Close proximity to employment, training and education
- Excellent public transport links
- A more ethnically and culturally diverse population
- Easy access to shops and local amenities
- Easy access to religious, sports, arts and cultural activities
- Easy access to theatres, restaurants, bars and nightlife

Schemes that we have developed in city and town centres often have the benefit of:

- Secure parking
- Video entry
- Courtyards, balconies and private terraces
- Views

The following schemes and properties are listed as our 'City Living' homes.

- Strand Court
- Strand Mews
- Castle Quarter
- Swansea High Street
- Wind Street
- Port Talbot Town Centre (includes Custom House)
- Neath Town Centre (includes Harlequin Court)
- Leonard Charles
- Urban Quarter

We know living in these areas is not for everyone. For instance, living in city and town centres might mean more noise from commercial premises. We appreciate that some people don't see these areas as particularly family friendly however others find the ease of accessing local resources enhances family life. We're keen to continually improve our building and estate designs to keep attracting lots of different people to live in our centrally located homes and market 'city living' schemes accordingly.

Appendix E – Extra Care Applications and Allocations Procedure

This procedure is intended as a new approach as Beacon's two Extra Care schemes in Neath Port Talbot transition from primarily sheltered schemes into a more traditional extra care model. It is agreed that this will take some time, and during the transition period, this procedure will be kept under review by both parties and amended as required.

The intention is that the two Extra Care Housing schemes are specialist housing provisions designed to offer safe, private and secure accommodation. Residents of the schemes retain the independence of having their own home whilst enjoying the benefits of having staff on hand to provide planned and unplanned care and support.

The objective of Extra Care Housing is to provide high quality housing, support and care services which enable, support and encourage people to live independently for as long as they wish to do so. Each Extra Care housing scheme will aim to create a balanced community of people with a mix of care and support needs. The provision of Extra Care housing can reduce the likelihood of admission to hospital, with the knock-on benefits of increasing the bed capacity within hospitals, increases the number of patients discharged from hospital, and decreases those who may have a need for residential care.

This allocation procedure governs:

- the allocation of apartments in the Extra Care Housing Scheme at Ysbryd Y Mor
- the allocation of apartments and bungalows in the Extra Care Housing Scheme at Ty Twyn Teg

These schemes provide services dependent on the degree of care and support required by individual residents and applicants, with the aim of achieving a balanced community considering the levels of care being received by residents in the schemes.

It is intended that 50% of the residents will have a care package in place. Once this is achieved, we will review the percentages to ensure that we are meeting the needs of the residents, the wider community and stakeholders.

To be eligible to be allocated a property within one of the aforementioned schemes, a person must meet at least one of the following criteria:

- A support and/or care need as identified by an Adult Social Care Assessment;
- A housing need as identified through application process (see Appendix E(ii) attached),
- Are awaiting discharge from residential, nursing, hospital or other care settings and their previous housing is no longer suitable to return to due to a decline in their health;
- Needs arising where the level of provision of services is already high but entry to the extra care scheme can prolong independent living and enhance their quality of life;
- Requirement for extensive adaptation etc. to existing property due to their disablement or have personal and social care needs that cannot be met in an individual's home;
- Require assistance with their daily living tasks and / or personal care as identified by an Adult Social Care assessment; or
- The applicant is moving back to the area in order to receive support from family.

Anyone falling outside these criteria will be considered on a case-by-case basis to understand their needs and circumstances.

In the case of those persons falling outside the criteria and whose assessments indicate that they are suitable for residential or nursing home care the Local Authority will provide advice and assistance as appropriate.

Beacon may refuse a nomination if they believe:
- It does not meet the criteria of the nomination agreement;
- It breaches the 50% rule if no agreement has been reached to amend the figure; or
- It is believed that the applicant's behaviour would have an adverse effect on the operation of the scheme.

The following rules will apply when allocating:

- Beacon Cymru's Extra Care Allocation Policy will be used (see Appendix E(ii));

The allocation of flats/bungalows will be undertaken by a panel. The panel will consist of named officers from BCG, the provider and assessor of care services, and Neath Port Talbot representatives, as agreed.

For a person to be a resident and enter into an occupation contract, they must have the capacity to understand the contract. A prospective resident without mental capacity cannot sign an occupation contract and will not normally be offered a property. There are exceptions to this where there is a Lasting Power Of Attorney or Deputyship or where Power of Attorney or Deputyship has been applied for and where extremely tight criteria are met.

If there is any concern about the applicant's mental capacity an assessment can be conducted by a mental health professional or a social worker.

In order to maintain equilibrium when nominating/allocating tenancies consideration will be given by the aforementioned panel to the balance between extra care and sheltered housing elements within the scheme and specifically to the levels of care being received by residents within the scheme. The panel will therefore have some discretion to ensure that the overall balance of needs within the scheme will be taken into account when allocating properties with a view to retaining an appropriate mix of occupants with varied needs.

Extra Care is regarded as a home for life but there may be occasions when because of severely increasing physical or mental frailty the needs of residents can no longer be met. Any decision around the need for a resident to move along the spectrum of care e.g. into nursing care, will only be taken as part of a Social Services review of their care needs in consultation with all relevant parties. can initiate a request for such a review if they have concerns for the wider safety of the scheme. BCG will ensure that housing legislation is adhered to, and that notice would only be served where there is suitable alternative accommodation.

This policy will be reviewed annually although either party may initiate an earlier review if there is just cause.

A steering group will be established with representation from named officers from BCG, the provider and assessor of care services and the housing authority responsible for commissioning/contracting and nominations and allocations to establish and monitor the working practices, the inter-relationship between housing (landlord function), support and care. This steering group to meet quarterly or more regularly if required.

Monitoring: An agreed suite of metrics will be developed to ensure that outcomes and expectations for the schemes are being delivered; and that the allocation procedure is working effectively for all parties.

Transition: During the transition period the Steering Group will meet to keep the plans under review and will amend the procedure as necessary to achieve the best outcomes for the residents and the wider communities.

Appendix E(ii)

Beacon Housing Group: Allocation Policy: Extra Care Housing

Extra Care Housing recognises the importance of a purpose-built environment that enables older people to regain or retain independence.

Beacon Cymru has two Extra Care schemes. Ty Twyn Teg in Neath and Ysbryd Y Mor in Aberavon. Both schemes have on site facilities such as communal lounges, a laundry and a therapy room. Residents told us that it was important to have staff based on site overnight and this is available in addition to access to Support Workers. All residents benefit from a 24hour alarm system linking their homes to an external control centre.

Eligibility

1.1 At least one resident in each property must be aged 55 or over.
2.1 In order to maintain a viable community at each scheme, the ratio of those residents needing care and those residents who require sheltered housing must be 50:50
3.1 The Extra Care stock is allocated on the following basis:

Property Size	Eligible Household
One single bedroom	One adult
One double bedroom	One or two adults (where one is over 55)
Two bedrooms	Two or three adults (where one is over 55)

Exceptional Circumstances

Due to the specialist nature of this type of accommodation: -

2.1 The waiting list will remain open.
3.1 Applicants will be accepted who have a secure form of tenure with another housing association or local authority.