



PA Housing

Paragon Asra Housing Limited

PA Housing Allocations Policy

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Contents

	Page
1. Introduction	2
2. Objectives	2
3. Tenure Types	2
4. Notices	4
5. Key points of policy	5
6. Other Client Groups / Access Routes	8
7. Wider Initiatives	9
8. Compliance	10
9. Training	10
10. Monitoring and Reporting	10
11. Legislation	11
12. Linked policies	11
13. Appendix	11/12

Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

1. Introduction

This policy covers the allocation of general needs housing for compliance with regulatory framework as well as to outline the types of tenancies offered when allocating PA Housing properties.

This policy will apply to all social rent properties including those let at affordable rent level as well as Intermediate rent and Market rent. Shared ownership and Rent to Buy tenures are outside of the scope of this policy as well as Extra Care Supported accommodation which is allocated by an independent assessment panel.

This policy aims to allocate and let homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account.

We aim to support everyone in need of housing, but our capacity is sometimes limited by the varying supply and demand across the Midlands, London, and Southeast regions.

We use this policy to ensure consistency and transparency in our decision-making and allocation determinations. We also ensure compliance with all relevant government legislation and statutory guidance.

2. Objectives

2.1 We will do the following to assist local authorities in meeting housing need including:

- Meet obligations agreed in nominations agreements. Nominations agreements set out the proportion of lettings we will make available to local authorities to offer to people with priority under its allocation scheme
- Assist in the discharge of homelessness duties
- Allocate homes designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing
- Provide guidance and support to address under-occupation and overcrowding of resident homes
- Raise awareness of options to access housing or move home
- Carry out pre-tenancy processes that support people into sustainable tenancies

3. Types of Tenures

3.1 Tenures offered

In accordance with the RSH Tenancy Standard, PA Housing offers tenancies or terms of occupation which are compatible with the purpose of the accommodation, needs of households, community sustainability and use of our housing stock.

Each of the tenure types will be guided by the law in terms of security of tenure, meaning that a resident will have the right to continue in occupation until the courts has granted possession order. Each tenancy agreement has outlined the conditions upon which PA Housing may seek possession of the property.

Residents will be deemed ineligible for housing if they do not meet the right to rent requirements under Section 22 of the Immigration Act 2014, have a history of seriously breaching tenancy terms such as non-payment of rent, property damage, or causing a nuisance, or are otherwise excluded by law due to their immigration status.

PA Housing is committed to ensuring that all residents have equal access to our services. We recognise the importance of making reasonable adjustments to accommodate the diverse needs of our residents. This includes providing information in accessible formats, such as braille, large print, or translated materials. Our goal is to support residents and make any necessary adjustments to help them maintain their tenancies successfully.

3.2 Type of Tenures:

3.2.1 Starter Tenancies

All social rent and affordable rent tenancies transition from a probationary tenancy (often 12 months) to an Assured tenancy if the tenant successfully manages their tenancy with us. We will carry out periodic tenancy visits, document all interactions, and discuss any issues with the resident before any action is taken. Communication will be accessible to all residents, including those with disabilities or language barriers, to ensure they are supported throughout the process.

3.2.2 Assured Tenancies

Assured Tenancies are issued to the residents following completion of the initial 12 months starter period or those who have moved from one PA Housing property to another by way of internal transfer.

3.2.3 Affordable rent and London Affordable Rent Tenancies

Depending on Local Authority, a proportion of new let and relet tenancies will be let on an affordable rent basis.

Affordable rent is a type of tenancy in the social housing sector where rents are set at up to 80% of the local market rent, including service charges

London affordable tenancies are offered to address the city's housing crisis by providing homes at below-market costs for residents who might otherwise struggle to rent or buy. PA Housing will offer proportion of new let and relet tenancies will be let on a London Affordable rent basis. When setting the London Affordable rent levels, we are guided by the benchmarking of The Greater London Authority (GLA) and local boroughs, who work together to determine the levels of affordable rent and ensure that they meet the needs of the local population.

3.2.4 Key worker Tenancies

Properties identified as “Key worker accommodation” will be offered to applicants in certain categories of employment, which will be identified by a local authority. Each local authority will have their own list of key worker occupations. An Assured Shorthold tenancy agreement will be used, and the rent will be set at 80% of the market rent value.

3.2.5 Market Rent

Assured Shorthold tenancies within the meaning of Housing Act 1988. The properties will be allocated only to applicants in full-time, permanent employment and advertised on property portals (e.g. OpenRent). The properties will be rented for an initial 6 or 12 months fixed term period and the rent will be set in line with the market rent valuation (inclusive of service charges). The rent valuation will be obtained each time the property comes up for relet or there is a change of tenancy. Apart from the first month rent, the applicants will be required to pay a deposit at the start of their tenancy, the deposit will be registered with a deposit scheme (DPS – www.depositprotection.com).

3.2.6 Intermediate Rent

Assured Shorthold tenancies within the meaning of Housing Act 1988. The properties will be allocated only to applicants in full-time, permanent employment and advertised on property portals (e.g. OpenRent). The properties will be rented for an initial 6 or 12 months fixed term period and the rent will be set at a level of 80% value of the market rent valuation (inclusive of service charges). The rent valuation will be obtained each time the property comes up for relet or there is a change of tenancy. Apart from the first month rent, the applicants will be required to pay a deposit at the start of their tenancy, the deposit will be registered with a deposit scheme (DPS – www.depositprotection.com).

3.2.7 License Agreement

License Agreements are offered for short term tenancies or tenancies with housing support contracts. The license gives the resident the right to occupy a property for a specified period and with specified conditions (e.g. support). The license provides a person with the right to occupy the property without acquiring rights as a tenant.

4. Notices

PA Housing may decide to terminate the tenancy in line with legal requirements. This may be done by serving the following notices:

4.1 Section 8 Notice of Seeking Possession (NOSP)

- **Grounds for Use:** This notice is used when tenants have breached the terms of their tenancy, such as anti-social behaviour (ASB), tenancy breaches, or rent arrears
- **Notice Period:** The notice period can vary depending on the grounds for possession. For example, serious rent arrears may require a two-week notice

4.2 Section 21 Notice

- **Grounds for Use:** This notice is used to end an assured shorthold tenancy (AST) either at the end of a fixed term or during a periodic tenancy. It can be used without providing a specific reason
- **Notice Period:** A Section 21 notice must give tenants at least two months' notice to vacate the property

4.3 Communication with residents

Before any action is taken, PA Housing will explore all options to contact the resident, which can be either by phone, in writing, or by organising a tenancy visit to ensure that residents are supported throughout the process. We will ensure that all communication is accessible to residents, including those with disabilities or language barriers, by providing information in various formats, available on request. All communication attempts will be documented to maintain transparency and accountability. Additionally, residents will have the opportunity to provide feedback or raise concerns about the communication process.

4.4 Housing Advice

Where an action is taken to seek possession of a property, PA Housing will provide the resident with comprehensive rehousing advice, including advice on their rights and financial assistance, and information on local housing services. We will ensure that all information is accessible to residents, including those with disabilities or language barriers. All advice and support provided will be documented to maintain transparency and accountability.

5. Key points of Policy

5.1 Eligibility

- PA Housing will only grant tenancies to over 18 year olds.
- We will offer the tenancy agreement in line with the type of home offered.
- In all cases where an applicant is nominated by a Local Authority, the nominating authority will conduct all necessary checks to ensure that the household has the Right to Rent in the UK.
- Applicants who apply to us directly (and are not nominated by the Local Authority) must provide proof of their Right to Rent in the UK.
- We will explain the tenancy agreement to each resident making sure that they have understood their and our obligations.
- PA Housing will use local authority income, savings, and asset thresholds for transferring households. Households above these limits are considered self-sufficient. If no limits exist, we apply the following: £50,000 income, £16,000 savings/assets in the Midlands, and £30,000 savings/assets in London and the Southeast. Welfare benefits are not included in income thresholds.
- We will regularly review the tenancy agreements to ensure that we are compliant and adhere to current legislation.

5.2 Provisional offers

When an eligible applicant is identified, the applicant will receive a provisional offer letter which will provide details about the property and allocation process as well as a request for supporting documents required to complete the application process.

5.3 Assessment of applications and bedroom need matrix (with variation)

PA Housing has adopted the Department for Work and Pensions (DWP) guidelines for bedroom entitlement; you can check your entitlement here:

<https://lha-direct.voa.gov.uk/bedroomcalculator.aspx>

Additional bedroom needs may apply in the following situations:

- If an additional or sole occupancy bedroom is recommended by a professional practitioner supporting the household.
- If a two-bedroom Independent Living property cannot be let within a reasonable time frame to a qualifying household requiring two bedrooms, under-occupation may be permitted.
- If the household's needs are likely to change in the next 12 months (e.g., due to pregnancy, the age of the children, or another household member returning to live with the household).
- If children reside jointly with separated parents, the family will need to provide evidence of the division of parental responsibility, such as a Family Court Order or proof of which parent is in receipt of child benefit.

5.4 Verification

PA Housing requires a copy of a photographic ID and a recent, unedited photo from all applicants at the accommodation offer stage to verify their details. This information will be kept on the system for the duration of the tenancy. We also conduct various checks to ensure tenancy sustainability, including:

- Criminal records of any unspent convictions and national fraud check where criminal history is declared
- Income assessment, including benefit entitlement
- Reference checks with current or previous landlords for declared anti-social behaviour, unless information is provided by the nominating authority
- Right to Rent checks as per Home Office guidance for all direct applicants

5.5 Sustainment and Affordability

PA Housing will conduct an affordability assessment for households to provide support and help maximise their income potential. We reserve the right to refer a nominated household back to the local authority if they cannot demonstrate the ability to afford the rent.

PA Housing offers a proportion of properties at Affordable Rents, which are up to 80% of the local market rent or the local housing allowance, whichever is lower. Once a property is let at an Affordable Rent, it will not revert to a social rent. We may prioritise households in employment for such properties, and any such distinction will be clearly communicated to applicants at the point of advertising.

5.6 Withdrawal of offers

PA Housing can withdraw a provisional offer of accommodation during the re-let process if there are concerns about the resident's ability to maintain a tenancy or if their needs

differ from their application. PA Housing can also withdraw offers from abusive applicants or those who provide false or misleading information.

5.7 Refusal of offers

If a nominated applicant refuses an offer of accommodation, PA Housing will advise the applicant to seek immediate advice from that local authority as this may affect their future housing assistance and options.

5.8 Rights of Appeal

Applicants can appeal allocation decisions made by PA Housing within 21 days of the decision being made. Appeals must be submitted to the Head of Lettings, either in writing or through another accessible format requested by the applicant. The Head of Lettings will review the appeal and respond within 14 working days of the receipt.

5.9 False Information

An application may be cancelled if false or misleading information is provided. If this is discovered after the applicant has been granted a tenancy, action may be taken to repossess the home in accordance with legislation.

5.10 'High Risk' allocations

PA Housing requires all nominating local authorities to share relevant medical or risk-related paperwork in accordance with data sharing protocols to safeguard our colleagues and other residents. We reserve the right to refuse to rehouse high-risk potential nominees if all relevant professional agencies do not support the allocation or fail to provide the required paperwork. In some cases, we may refuse a high-risk applicant for a particular property due to local restrictions.

PA Housing will collaborate with Probation and the Police to house applicants subject to Multi-Agency Public Protection Arrangements or the National Accommodation Strategy for housing sex offenders.

For vacancies arising from illegal proceedings where crime or violence has occurred, or if a property on offer is within the immediate vicinity of such incidents (e.g., a block of flats), PA Housing will allocate those properties sensitively as soon as possession is recovered, considering the wellbeing of nearby residents to ensure sustainable tenancies.

5.11 Allocations to Colleagues / Relatives / Contractors / By virtue of employment

All applicants must declare any interest they hold in PA Housing. We may provide accommodation to board members, employees, former employees, and their close relatives, provided that:

- They are in housing need and meet the allocation criteria
- They receive the same consideration as any other applicant
- They are not involved or able to influence the allocation decision

PA Housing will not consider applications from former employees if they have a conviction or pending legal action related to criminal activity connected to their employment with PA Housing or its residents.

Certain roles, such as some scheme caretakers, require employees to occupy PA Housing accommodation as part of their duties. Accommodation will only be offered with the job if it is specifically necessary. In such cases, PA Housing will handle this solely through the employment contract, and it is not considered an allocation. Upon leaving employment, these employees would only be rehoused if a contractual requirement exists or if they are housed through a nominations process. The accommodation offered would not be in the scheme where they worked.

If an individual occupying PA Housing accommodation as part of their duties is dismissed from employment with PA Housing, they will not typically be rehoused. All potential allocations to employees, contractors, or their close relatives will be subject to close scrutiny, requiring an impartial review and Director-level approval.

5.12 Treatment of previously evicted applicants

Applicants who have committed any of the following will not be eligible for housing:

- Evicted for Anti-social behaviour
- Evicted for rent arrears less than 6 years go unless debt is repaid in full at the point of moving in
- Convicted of tenancy fraud

6. Other Client Groups / Access routes

6.1 Supported Housing

The primary source of allocation for supported housing is direct referrals from relevant professional bodies, services, or the Local Authority, which will handle any panel or approval process. For schemes managed directly by PA Housing, nominations may come from the support provider or the Local Authority. PA Housing reserves the right to refuse these nominations only if specific concerns are raised, as outlined in sections 5.6 and 5.10 of this policy.

Extra Care Supported Housing properties are available to prospective residents with support needs identified by the commissioning Local Authority, which will set any additional eligibility requirements and/or assessment processes.

6.2 Independent Living

Each applicant for an Independent Living property will be assessed based on their needs and age. Applicants under the age of 65 must demonstrate that they meet the qualifying criteria for the property, including suitability of the accommodation and required levels of support. We will assess the needs of all applicants to ensure these can be met by the services available at any given scheme.

6.3 Key Worker, Market and Intermediate Rent Properties

PA Housing offers a diverse portfolio of Market rent, Intermediate Rent and Key worker properties. These properties are advertised on various property portals (e.g. Open Rent) and are allocated on first come first serve basis. More information about those can be found in paragraph 3.2.

6.4 Assignment

In some circumstances it may be appropriate to allow a person who would be entitled to succeed to a tenancy to take over the tenancy in circumstances other than the resident's death. Those circumstances are outlined in the tenancy agreements.

6.5 Succession

In certain circumstances, legislation provides for a tenancy to pass to another person on the resident's death. In all cases, the resident's tenancy agreement confirms if the right of succession applies to them.

Where there is no right of succession we may however offer only in exceptional circumstances and at our sole discretion, a new tenancy to a member of the family, if that person has been residing with the resident and living at the property as his or her only or principal home for minimum of 12 months before the resident's death. A tenancy offered under this clause is at our sole discretion and may be of this property or of another suitable property.

7. Wider Initiatives

7.1 Under Occupying and Overcrowding

PA Housing is dedicated to supporting residents in both under-occupied and overcrowded homes by offering guidance and assistance. We will collaborate with local authorities and partners to assist households in finding more suitably sized home. In all instances PA Housing will advise residents to explore mutual exchange as an option.

7.2 Difficult to let

At times, a property may be declined by several consecutive nominees, or there may be no suitable applicants currently matching the property profile, such as properties adapted for disabled individuals or independent living. These properties may be classified as 'difficult to let.' This term can also apply to properties in low-demand areas or on estates with high resident turnover.

In such cases, PA Housing may utilise external advertising or collaborate with social agencies. To minimise the time the property remains vacant, PA Housing may issue multiple offer letters to prospective residents and arrange an open viewing of the available property.

7.3 Other Agencies

PA Housing may establish Service Level Agreements with various Support and Homeless Prevention Agencies, as well as other Social Housing Providers, to assist in rehousing some of their clients. Typically, PA Housing would seek assistance from these agencies for allocating difficult to let properties, in cases where the local authority has been unable to successfully nominate, or for specific schemes with set eligibility criteria.

7.4 Local Lettings Policies

PA Housing may implement local letting policies in certain neighbourhoods to show our commitment to creating and maintaining sustainable tenancies and safe communities. When these policies are introduced, the need for them will be clearly supported by data collected both internally and externally and agreed upon with the local authority and community stakeholders. Any additional criteria or eligibility requirements will be clearly communicated to all prospective applicants. An example of this would be Section 106 agreements.

8. Compliance

8.1 Resident Consultation and Feedback

PA Housing is committed to involving residents in developing services and improving service delivery. Residents were consulted to ensure this policy is clear and easy to understand, and their feedback has been incorporated.

8.2 Data Protection

Under the Data Protection Act 1998 and the Human Rights Act 1998, all personal and sensitive information, however received, will be treated as confidential. PA Housing will only involve other agencies or share information with the applicant's permission unless:

- The information is necessary for the protection of children.
- We are legally required to share information with the Police to assist a criminal investigation.
- We subscribe to formal information-sharing protocols with other agencies, such as the Police.

9. Training

We will carry out regular training for all relevant staff to make sure that they are aware of our policy and current industry standards. All relevant managers will receive specific training to provide the skills and knowledge to comply with our policy.

New staff will have a thorough induction and training to ensure that they understand and can implement our policy.

10. Monitoring and Reporting

Monitoring performance regarding compliance with the policy and satisfaction related to resident's onboarding process is key to ensuring that we achieve our objectives covered by this policy. We use a variety of methods to do so, including but not limited to:

- Performance reports
- Application approval process
- Benchmarking against other Registered Providers
- Internal audit
- Resident scrutiny and satisfaction surveys
- Annual report to residents

- Monthly reports to the Board
- Complaint reviews
- CORE (Continuous Recording of social housing lettings and sales)

11. Legislation (including but not limited to):

- Housing Acts 1988 and 1996
- Welfare Reform Act 2012
- Localism Act 2011
- Housing and Planning Act 2016
- Data Protection Act 1998
- Equality Act 2010
- Housing and Regeneration Act 2008
- Immigration (Residential Accommodation) (Prescribed Requirements & codes of practice) (Amendment) Order 2016
- Human Rights Act 1998
- Regulator of Social Housing - Tenancy Standard – Consumer Standard 2024

12. Linked Policies

- Integrity and Bribery policy
- Complaints Policy
- Safeguarding Policy
- Mutual Exchange Policy
- Temporary and Permanent Decants Policy
- Tenure Policy
- Tenancy Fraud Policy
- EEDI Policy
- Income Policy

13. Appendix 1: Local Authorities Collaborating with PA Housing

'The Midlands'	'London'	'The Southeast'
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<ol style="list-style-type: none"> 1. Ashfield 2. Aylesbury Vale 3. Blaby 4. Bolsover 5. Broxtowe 6. Charnwood 7. Coventry 8. Gedling 9. Harborough 10. Hinckley and Bosworth 11. Leicester 12. Mansfield 13. Melton 14. North Northamptonshire 15. North Warwickshire 16. Northwest Leicestershire 17. Nottingham 18. Nuneaton and Bedworth 19. Oadby and Wigston 20. Rugby 21. Rushcliffe 22. Rutland 23. West Northamptonshire 	<ol style="list-style-type: none"> 1. Barking and Dagenham 2. Barnet 3. Bexley 4. Brent 5. Camden 6. Croydon 7. Ealing 8. Greenwich 9. Hammersmith and Fulham 10. Haringey 11. Harrow 12. Hillingdon 13. Islington 14. Lambeth 15. Lewisham 16. Newham 17. Redbridge 18. Slough 19. Southwark 20. Tower Hamlets 21. Waltham Forest 22. Wandsworth 	<ol style="list-style-type: none"> 1. Arun 2. Elmbridge 3. Epsom and Ewell 4. Guildford 5. Hounslow 6. Kingston-upon-Thames 7. Merton 8. Mole Valley 9. Reading 10. Richmond-upon-Thames 11. Runnymede 12. Spelthorne 13. St Albans 14. Watford 15. Woking
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