

LETTINGS POLICY



Version Number: 3

Approval Date: November 2025

Approved by: Board

Next Review Date: September 2026

Responsible Officer: CEO

1.0 Introduction

- 1.1 HYELM is committed to providing affordable, good quality accommodation in London for young people and priority groups in employment who are unable to afford market rents or to buy.
- 1.2 HYELM aims to offer a safe, stable, and supportive environment in which residents can thrive, while helping them to prepare for more permanent housing in the future.
- 1.3 This policy outlines how HYELM allocates accommodation, the eligibility criteria, and the processes used to ensure fairness, transparency, and compliance with relevant law and regulation.

2.0 Policy Objectives

- 2.1 This policy aims to:
 - Ensure compliance with housing law, regulatory standards, and good practice.
 - Set out clear eligibility and priority criteria.
 - Provide a fair and transparent allocation system.
 - Provide clear routes for appeal and complaint.

3.0 Legal and Regulatory Framework

- 3.1 This policy complies with:
 - Housing Act 1996 (Part VI: Allocation of Housing),
 - Localism Act 2011,
 - Homelessness Reduction Act 2017,
 - Immigration Act 2014 (Right to Rent),
 - Equality Act 2010,
 - Data Protection Act 2018 & UK GDPR,
 - Data (Use and Access) Act 2025,
 - Regulator of Social Housing: Tenancy Standard,
 - National Housing Federation Code of Governance.

4.0 Scope

- 4.1 Applies to all lettings of HYELM-managed accommodation.



4.2 Applies to all staff and contractors involved in letting and tenancy allocation.

4.3 Applies to both key worker housing and non-keyworker housing.

5.0 Eligibility

5.1 Applicants must:

- Be aged between 18 and 35 years old,
- Be in employment or paid training in London (not a student),
- Have a household income within HYELM's eligibility thresholds,
- Not own or part-own another property,
- Be unable to afford market rent or purchase in London,
- Not be in serious rent arrears or have a history of serious ASB (unless exceptional circumstances apply).

5.2 Additional criteria apply to key worker/intermediate housing as set out in Appendix A.

6.0 Allocation Principles

6.1 HYELM uses a banding and points system to prioritise applicants fairly.

6.2 Priority is given to:

- Key workers defined by government or local authority agreements;
- Applicants in greatest housing need (overcrowding, unaffordable housing, long commutes, health impacts).

6.3 Applications are assessed, verified, and reviewed annually.

6.4 HYELM reserves the right to close waiting lists if demand significantly exceeds supply.

7.0 Lettings Process

7.1 Applicants apply via an online application form.

7.2 Applications are assessed against the eligibility and points criteria.

7.3 Applicants may be:

- accepted and placed on the waiting list, or
- rejected (with reasons provided).

7.4 Offers are made to the highest ranked eligible applicant.

7.5 For further information, see the Starting a Tenancy Procedure.

8.0 Tenancy Types and Length

8.1 HYELM accommodation is intended as move-on housing (not permanent).

8.2 Initial tenancy: 24 months, subject to compliance with tenancy conditions.



- 8.3 Extensions may be granted for up to 12 months at a time, up to a maximum of 5 years, subject to review.
- 8.4 For further information, see the Tenancy Reviews Procedure.

9.0 Appeals and Complaints

- 9.1 Applicants may request a review of allocation decisions if they believe this policy has not been applied correctly.
- 9.2 Appeals are considered by a manager not involved in the original decision.
- 9.3 If still dissatisfied, applicants may use HYELM’s Complaints Policy and ultimately escalate to the Housing Ombudsman.

10.0 Monitoring and Review

- 10.1 HYELM collects equalities and outcomes data to monitor compliance with the Equality Act 2010.
- 10.2 Allocation outcomes are reviewed annually by the Executive Team.
- 10.3 Policy will be reviewed at least every 3 years, or sooner if legislation or funding requirements change.

11.0 Linked Documents and Related Policies

- Starting a Tenancy Procedure
- Tenancy Reviews Procedure.
- Guide for Residents
- Complaints Procedure

12.0 Appendices

- Appendix A: Allocations and Eligibility Matrix

Version Control Table

Status (draft/ approved)	Version #	Date	Amendments
Approved	3	Nov2024	Priority bandings matrix tabulated as appendix and simplified.