

LETTINGS POLICY & PROCEDURE

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1 Introduction

CHAS is committed to ensuring fairness, transparency and accountability in allocating units. The administrator is responsible for allocations and only the Administrator & Tenant Liaison will have access to the details of person(s) applying for accommodation.

A panel of two interviewers will be agreed comprising of the Administrator, the Tenant Liaison and a member of the CHAS Board. Compatibility with the living environment, a willingness to act communally and an up to date rent account are all taken into account before allocations are finalised.

After interview and assessment by two members of this panel, points will be allocated as per the criteria and points system agreed by Board Members of CHAS and a record kept.

The step-by-step process which will be followed is outlined below:

2 Step One

Housing Authorities provide list of eligible housing applicants and / nominations to the Administrator of CHAS. Referrals may also be received from relevant agencies or direct applications may also be considered. Depending on the terms & conditions of the funding relating to a specific scheme, allocations may need to be cognisant of quotas.

3 Step Two

The Administrator will contact people both on the list provided and from referrals made.

4 Step Three

The Administrator will write to each person on a pro forma letter outlining that they are eligible for consideration for accommodation and inviting them to complete an application form for return within 5 working days.

5 Step Four

Two designated people, one to be the Administrator, will meet the prospective resident. If the prospective resident is female, we will endeavour to include a female interviewer. The Administrator will interview applicants and allocate points to their application. This will determine an applicant's place on the list and the order in which applicants will be offered accommodation. This interview will enable the Administrator to provide information on exact details of the accommodation, e.g.

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rent, service charges and to gather prospective resident details. This interview is invaluable in clearing up any queries and in informing residents about the scheme, while ensuring that prospective residents will settle in to our community and are financially appraised of their obligations and rights.

6 Step Five

On completion of Garda Vetting by the local authority, the Administrator will issue a letter of offer which will be copied to the relevant Housing Authority / referral agency. The applicant will be asked to respond within 10 working days and confirm their acceptance / refusal. Unsuccessful applicants will be notified in writing.

7 Step Six

Using agreed email process, we will provide a report to the relevant Housing Authorities stating:

- Offers of accommodation
- Acceptance of accommodation
- Other e.g. non contactable / failure to appear at interview

8 Step Seven

Use complaints process identified in **Complaint Policy & Procedure**.

Report Proforma to referral agency

Name of resident

Allocated address

Weekly rent

Date of Occupation

PPS No. of resident

Appendix - Points system suggested by DoE for allocations

MEDICAL

Over-riding

Immediate transfer required. Medical imperative will occur when there is a serious health implication for not providing a home. This will be a letter from a doctor listing, illness, potential illness or risk of serious medical implications if a home is not

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provided quickly (i.e. Terminal illness, potential medical conditions deemed serious by medical experts, risk to adults or children, if new housing is not facilitated. This can be modified and approved by Board members and is not static, as a concept.

100 points

Serious

Where the applicant's health is seriously affected by their housing condition. I.e. Children with asthma, elderly people with mobility problems due to housing conditions.

Between 20 to 5 points depending of severity.

Moderate

Minor health issues.

5 points

OVERCROWDING

Too many people occupying a residence either long term or temporary.

Points per year for each year of waiting

up to 10 points

UNDER OCCUPATION

Where a person is seeking to move from a larger property to a smaller one. This will facilitate a larger dwelling being made available to a suitable family, and is generally encouraged by government policy.

Per room in excess of personal need:

Up to 20 points

TIME POINTS

Based on time on the waiting list, the longer the time the greater the points allocated.

Per year up to a maximum of 5 years:

2 points

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COMPATIBILITY WITH SOCIAL ENVIRONMENT

Up to 2 points