

Allocations Procedure

1. Direct applications

1	Applicant requests application form by email, phone or post	
2	Application form and Allocations Policy sent by post or emailed as PDF with closing date	Clerk
3	Form returned to Clerk and circulated to Residents Committee members	Clerk
4	All applications assessed by Residents Committee and shortlist for interview drawn up	All
5	Letters/emails sent to applicants: • Rejection with reason if applicant clearly does not meet the criteria OR • Applicant told s/he has been shortlisted • Opportunity to view offered	Clerk
6	Interview with applicant arranged either in the applicant's present home or at the flat to be allocated: • 2 Directors carry out interview • Checklist completed • Recommendation made to Residents Committee by email if straightforward • Residents Committee meeting called if there is any uncertainty	Residents Committee
7	Decision made	Residents Committee
8	If application is to be accepted: • Applicant is phoned to resolve any queries • Applicant asked to confirm that they will accept the provisional offer, subject to credit checks and references • Provisional offer letter and Licence conditions sent by post/email • Credit checks run • References taken up • Any issues flagged up to Residents Committee	Clerk
9	Applicant accepts or reject offer	

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The Charity of Mrs Mabel Luke

Charity Commission Reg. no: 236518

Registered Provider no: 4840

10	If offer accepted and references and credit checks are satisfactory: • Date for commencement of Licence is agreed with applicant • Second viewing is arranged • Two copies of letter of appointment are prepared for signature at the viewing or are sent by post/email and applicant is requested to sign both and return	Clerk
11	If offer is rejected, Residents Committee goes to next person on shortlist	Clerk
12	If an applicant is rejected by the Charity, the applicant is: • Notified in writing and given the reason • Told how they may appeal	Clerk
13	Record is kept of refusals and rejections and the reasons	Clerk

2. Nominations from WBC

1	WBC is notified of an expected void and property details are uploaded to Abritas (Choice Based lettings system)	Residents Committee Chair/Clerk
2	WBC sifts bids and nominates applicant via Abritas	WBC
3	Application is reviewed: • Any issues raised promptly with WBC	Residents Committee Chair/Clerk
4	Applicant invited for interview either at their current home or at the flat: • 2 Directors carry out interview • Checklist completed • Recommendation made to Residents Committee by email if straightforward • Residents Committee meeting called if there is any uncertainty	Clerk
5	If application is to be accepted: • Applicant is phoned to resolve any queries • Applicant asked to confirm that they will accept the provisional offer, subject to credit checks and references • Provisional offer letter and Licence conditions sent by post/email	Clerk

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	• Abritas updated	
6	If references and credit checks are satisfactory: • Date for commencement of Licence is agreed with applicant • Second viewing arranged • Two copies of letter of appointment are prepared Abritas is updated Go to Lettings procedure	Clerk
7	If application is to be rejected: • WBC is informed and second nomination requested • Applicant is notified in writing, given the reason and told how they may appeal	Residents Committee Chair/Clerk

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