

Housing allocation scheme 2018

Full scheme



Camden Housing Allocation Scheme

Updated August 2018

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1. Introduction

1.1 Purpose

- 1.1.1 The allocation scheme sets out who can apply for social housing (Council housing and housing association nominations) in Camden and how we set the priorities for who is housed.

1.2 Basic principles

- 1.2.1 Camden Council is committed to maintaining its diverse mix of people, providing new ways of tackling inequality and designing services to meet the needs of our communities. Our housing strategy shows how we will support independent living, make the best use of our social housing and encourage balanced and mixed communities.

- 1.2.2 To help us meet these aims, the allocation scheme will:

- award points to prioritise social housing for those who are eligible for assistance and are in the greatest need,
- be fair and clear,
- help applicants to make realistic decisions about their future housing prospects, by offering information on a range of housing options,
- comply with the law and reflect priorities set out in key documents such as the Camden Plan, Camden's housing and tenancy strategies and the London Housing Strategy,
- encourage strong, mixed and sustainable communities and recognise commitment to the borough,
- help the Council effectively manage its housing stock,
- support the Council's wider work around tackling child poverty.

1.3 Legal framework

- 1.3.1 Camden's allocation scheme sits within a legal framework (see Appendix A) which includes the Housing Act 1996 (as amended by the Homelessness Act 2002 and the Localism Act 2011) the Homelessness Reduction Act 2017 and regulations issued by government relating to allocations. The sections below explain how the main laws set the context for the allocation scheme.

1.4 Localism

1.4.1 Under the Localism Act 2011, local authorities can identify groups who will not qualify for an allocation of social housing, by taking into account:

- a household's ability to meet their own housing costs,
- any behaviour that affects a person's ability to be a suitable tenant,
- local connection between the household and the local authority.

This is dealt with in more detail in the section 2.2 Who cannot qualify for the register.

1.5 Reasonable preference

1.5.1 The Council must give 'reasonable preference' to the following groups when it decides how to allocate housing:

- households living in overcrowded or unsanitary conditions,
- those who need to move due to a medical condition or disability,
- those who need to move for health related or welfare reasons, including care leavers and people with high level support needs,
- those who need to move due to hardship,
- those who are homeless or at risk of homelessness.

1.5.2 We can also give additional preference to households in one of the reasonable preference groups listed above. By law we must give additional priority to applicants who are current or previous members of the armed forces and who are in housing need.

1.6 Equality

1.6.1 Camden is one of the most diverse boroughs in the country, with some of the poorest and wealthiest neighbourhoods. We want to reduce inequality and help people, communities, businesses and the Council itself to make the best use of the resources available.

1.6.2 Camden Council is committed to ensuring that all residents have access to services. If you need any form or leaflet translated into another language, or if you are deaf, hard of hearing, blind or partially sighted and need assistance with any forms or documents, please contact us on 020 7974 4444.

1.7 How the allocation scheme was developed

1.7.1 To develop this scheme, we completed a public consultation exercise from 12 January to 5 April 2015. We have undertaken an Equality Impact Assessment (EIA) which looked at the overall impact of the scheme and also considered how key policy changes would affect groups protected by the Equality Act 2010. Cabinet first considered the proposed policy changes in December 2014 prior to public consultation and approved the final scheme 22 July 2015.

1.8 Delegated authority to make changes to this scheme

1.8.1 To make sure the allocations scheme is operating fairly and within the law, the Executive Director of Supporting People in consultation with the Cabinet Member for Housing will be able to approve any minor amendments to the scheme providing that the amendment is not considered to be major and is not considered likely to affect more than five per cent of lettings.

2. Applying for housing

2.1 Your options

2.1.1 There is a limited supply of social housing available for letting each year in Camden. You are strongly advised to consider all your options for your future housing and the Council can provide information and advice on the range of alternatives available to you. Some possible alternatives include:

- Private rented housing. Around one third of households in Camden live in private rented housing and you may be able to find good quality accommodation which is available to move into straight away. You can contact local lettings agencies, respond to adverts in local or London papers and look online to find a home for rent.
- Low cost home ownership. The main option available in Camden is shared ownership, which means that you buy a share in the property and pay rent on the remaining share. For more details go to the First Steps website at **sharetobuy.com** for more details about shared ownership homes available across London.
- Low cost renting. There are some options available in Camden for renting a property at less than the usual market rent for the area. For more details, visit **camden.gov.uk** and search for low cost renting.

- Moving out of the area. There are a range of options available if you would like to move out of the Camden area. In some parts of the country, there may be a wider range of housing options open to you.
- If you are an existing Council or housing association tenant looking to move to another part of London, you can find more information on **housingmoves.org**. Camden is part of the London scheme, Housing Moves, and, along with other London boroughs, makes up to five per cent of its properties for letting available to tenants transferring from other boroughs. This percentage is kept under review by the Greater London Authority.
- If you are aged 60 and over and you are interested in moving out of London, you can find more information about the seaside and country homes scheme on **homeconnections.org.uk**.
- Mutual exchanges. If you are a social housing tenant (local authority or housing association), you can exchange your home with another secure or assured tenant if your landlord agrees. More information about homes available for exchange can be found at **homeswapper.co.uk**.
- Staying where you are but getting help to make your property more suitable for your needs. If you are having problems with your landlord or your property is in a poor state of repair, we may be able to help.

2.1.2 Please call Contact Camden on **020 7974 4444** if you would like to discuss your current housing situation with someone. There is also more information available online – please go to **camden.gov.uk** and search for housing options.

2.2 Who cannot qualify for the register

2.2.1 You will not be eligible to qualify for the register if you are not entitled access to public funds due to your immigration status. This includes households who, by law:

- are subject to immigration control,
- only have a right to reside in the UK because they (or a member of their household) are a jobseeker,
- are not habitually resident in the UK,
- have a right to reside in the UK of less than three months.

2.2.2 If you are eligible for housing but your partner is not eligible because they fall into one of the above groups, you will be able to bid for accommodation, but if

you are successful in securing a tenancy, you will not be able to have a joint tenancy with your partner.

2.2.3 In addition, you will not qualify for the register if you fall into one or more of the groups below:

2.2.4 You or a member of your household has been involved in unacceptable behaviour serious enough to make you an unsuitable tenant of the Council or other housing provider, including:

- violence, crime or anti-social behaviour,
- giving false information to obtain or try to obtain a tenancy,
- making a payment to obtain or try to obtain a social housing tenancy,
- deliberately damaging or allowing someone else to deliberately damage your home,
- subletting any Council or housing association tenancy,
- being provided with a home in connection with your work for Camden Council and losing this due to your behaviour or actions,
- making a homelessness application to any local housing authority and being assessed as intentionally homeless – this means you deliberately did or didn't do something which led to you losing your accommodation.

2.2.5 You or anyone included in your application have a high level of household savings or assets¹, including if:

- you own or have recently owned a property or an interest in a property in the UK or elsewhere. If you recently owned a home, you will be asked for evidence of the sale and details of any capital gained from the sale to help decide whether you qualify for the housing register, or
- you have financial assets, such as savings, above £32,000. You will not be subject to this test if you are applying for extra care housing or if you need fully adapted housing which is not available on the private market. Extra care housing is generally for older people who need some support (see 2.8 Extra care housing). You will also not be subject to this test if you are awarded points or are entitled to a direct offer for under-occupation, regeneration or redevelopment. The Council will exempt some people where it is in the Council's legal, financial or strategic interest to do so.

¹ The savings and assets thresholds will be the subject of regular review and approval by the Director for Housing and Adult Social Care.

2.2.6 You have not lived in the London Borough of Camden^{2 3} for five of the last seven years. This requirement does not apply if:

- you are a young person looked after by the Council and have been placed in care outside the borough,
- you are a foster carer approved by the Council for caring for children or young people looked after by the Council and you are eligible for points under Group F of this scheme because you are experiencing hardship,
- you are caring for one or more Camden child or young person under a special guardianship order and you are eligible for points under Group F of this scheme because you are experiencing hardship,
- you are fleeing violence and harassment and it would be unsafe for you to remain in the area where you lived,
- you give or receive substantial long-term care in Camden and you are eligible for points under Group F of this scheme because you are experiencing hardship,
- the Council provides adult social care services to you and you have been placed out of borough in a hospital or residential care or other accommodation under ongoing social care duties with Camden,
- you have been assessed as ready to move on to independent housing and you have received 200 points under group E of the scheme,
- you are currently serving, or have recently served with the armed forces,
- your partner died in the course of duty and you are about to lose your home provided by the Ministry of Defence,
- you have a serious injury, illness or disability resulting (wholly or in part) from your service in the reserve forces,
- Camden Council has accepted a duty under part VII of the Housing Act 1996 to your household (this main homelessness duty is explained in section 4.2),
- you are a Camden Council tenant and you have been awarded 600 points under Group B2 of the scheme, due to regeneration or other redevelopment work. This is also not a requirement if you are the adult son or daughter of the tenant and you have lived with the tenant for at least 12 months before the regeneration or redevelopment work,
- you are a Camden Council or housing association tenant who lives in Camden and you have been awarded 600 points under Group B2 of the scheme, due to under-occupation. This requirement will also not apply if you are the adult son or daughter of the tenant and have lived with the

² This includes Camden Council tenants living in properties owned by the London Borough of Camden in other local authority areas.

³ If you have been placed in Camden by another local authority in discharge of its statutory duties, this will not count towards the calculation of residence.

tenant for at least 12 months before they were awarded under-occupation points,

- you are a Camden Council tenant and you have been awarded 600 points under Group B2 of the scheme, due to essential repairs.
- you would normally be owed the main homelessness duty by Camden Council, you are working with us to resolve your housing needs and you receive points in Group A2 and:
 - you live in Camden; or
 - you moved outside the borough into private rented accommodation arranged through the Council's homelessness prevention scheme within the last three years,
- you are homeless or threatened with homelessness within 56 days, would normally be owed the main homelessness duty by Camden Council and are working with us to resolve the situation,
- you are an existing social housing tenant and are experiencing hardship because you need to move to take up employment or an apprenticeship and you have been awarded 75 points under Group F of this scheme.

2.2.7 You have significant rent arrears which have not been cleared or reduced to a period of ten weeks or less at the time of your application. This does not apply:

- in some particular cases, for example if you are experiencing harassment or violence or your home requires essential repairs,
- if you are a Camden Council tenant looking to move to a smaller property and your current arrears could be covered by a payment (for information on payments, see appendix C),
- if you cannot reasonably afford your current rent and you are planning to move to a property with a lower rent.

2.2.8 You are not eligible for more than 30 points as you have no housing need under the needs group set out in section 4. We will give you advice and assistance about any other options you may have. This does not apply if:

- you are the adult son or daughter of a Camden tenant who has been awarded 600 points under group B2 of the scheme, due to regeneration or other redevelopment work and you have lived with the tenant for at least 12 months as your sole home before the regeneration or redevelopment work was approved and you would like to make your own housing application. You will be entitled to a direct offer,
- you are the adult son or daughter of a Camden tenant who has been awarded 600 points under group B2 of the scheme, due to under-

occupation and you have lived with the tenant for at least 12 months as your sole home before they were awarded under-occupation points and you would like to make your own housing application. You will be entitled to a direct offer.

2.2.9 If you do not qualify for the register for one of the reasons above, you can ask us to review your case under section 9.2 of this scheme or you can contact us if your situation changes.

2.2.10 If you qualify for the register, in some cases your application will not be made active and you will not be able to bid for a home. This may happen if:

- we are in the process of verifying your points,
- we require further information to assess your application, for example medical reports,
- your case is under investigation,
- you have support needs and are unable to sustain a tenancy (see section 4.8.4 and 4.8.5 for more information).
- You have submitted an application to buy your rented home

2.2.11 If you are aged 16 and over and you need help with housing, please go to the Housing Options home page on Camden's website at camden.gov.uk for details on how to apply for housing or you can call Contact Camden on **020 7944 4444**. You will not qualify for the register if you are aged 15 or under.

2.2.12 We will not usually give a tenancy to you if you are aged 16 or 17 unless there are very exceptional circumstances, but we will provide you with housing advice and discuss housing options with you.

2.3 Who you can include on your application

2.3.1 You can only include people who normally live with you as a member of your household on your application. You and any members of your household can only be on one housing application.

2.3.2 You can include the following people on your application if they normally live with you or could reasonably be expected to do so:

- your partner or spouse,
- children dependent⁴ on you and/or your partner who live with you more than half of the time (51% or more of the time),
- siblings,

⁴ Dependent children are those aged 18 and under.

- adult sons and daughters,
- other adults who are dependent on you.

2.3.3 Other adults who give or receive substantial long-term care from you or other members of your household in Camden can also be included. The person cared for must have care needs confirmed by assessment of social care services, which cannot be provided by visiting carers. The care needs must be substantial, that is a need for personal care with basic daily activities (dressing, feeding, bathing, toileting), or an inability to live independently certified by a medical professional.

2.3.4 You cannot include anyone else (other than the above list) who lives with you on your application for rehousing, although they can make their own housing applications. We recommend that you carefully consider how many people you include on your application.

2.3.5 Where we have an ongoing duty to accommodate you as a homeless household under section 193 of Part VII of the Housing Act 1996, you can include anyone who we accepted as part of your homeless application.

2.3.6 If you are a current Camden Council or Housing Association tenant in Camden applying for a transfer, all tenants should be included in the application.

2.4 What you will be able to bid for

2.4.1 We will assess your bedroom need using the Camden bedroom standard, following the steps below **in order**:

Camden's bedroom standard:

If you are a single-person household please see section 2.6 below.

Step 1: One bedroom for you, and partner/spouse (*if any*)

Step 2: One bedroom for any additional adult couple

Step 3: One bedroom for any two additional people of the same sex

Step 4: One bedroom for any two additional people of the opposite sex aged nine and under

Step 5: One bedroom for any additional person.

2.4.2 In addition, if you are pregnant or you have been approved for adoption, special guardianship or fostering, this will be taken into account when assessing your bedroom need.

2.4.3 Some housing associations in Camden may use different bedroom standards when assessing your bedroom need.

2.4.4 Our bedroom standard will not apply if:

- you wish to move to a smaller home and you are at or above state pension credit age,
- you have to move because of redevelopment work, such as Community Investment Programme (CIP) work, and you are living in a property larger than your household needs. You will be entitled to bid for a property that is one bedroom larger than your assessed bedroom need as long as you are not in rent arrears of more than ten weeks,
- you require extra rooms under the Fostering Regulations bedroom standard.

In these cases, an appropriate officer will make a decision about the type and size property you will be able to bid for and will apply any local lettings plans relating to redevelopment work (see section 7.4).

2.5 Additional bedrooms

2.5.1 Additional bedrooms will be allowed in the following circumstances (unless the bedroom standard already allows a separate room for the relevant individual): sharing with another family member whose care needs or behavioural problems severely affect your ability to sleep, which in turn negatively impacts on your employment or mental health. In the case of children, this may also apply to schoolchildren whose ability to study and complete homework is negatively impacted. Supporting evidence would need to be provided from an occupational health provider, a consultant psychiatrist, head teacher or principal, or other relevant professional.

- where grandparents and grandchildren would otherwise be sharing,
- you, or a member of your household (adult or child), need overnight care (and you do not have a carer in your household) and this will need to be confirmed as part of your housing and health needs assessment. You will need a Community Care Assessment to show that you need permanent and substantial overnight care on a regular basis. This would include assistance to turn in bed because you cannot do this yourself to reduce the risk of pressure areas, changing of incontinence aids, liquid feeds. You will be asked to provide occupational therapy and community care reports to support your request for an additional bedroom.
- people who are in receipt of formal overnight care (provided by NHS continuing care nurses, visiting agency carers, etc) cannot be considered for an additional bedroom **and/or**
- you, or a member of your household (adult or child), need major medical equipment for the long term, such as home dialysis, equipment for percutaneous external gastrostomy feeding, long term large assistive

equipment or and/or bulky medical supplies which need to be used and stored on a permanent basis, **and/or**

- you, or a member of your household (adult or child), need substantial psychological support due to a major psychiatric illness certified by a consultant psychiatrist (for example, progressive dementia, schizophrenia, bi-polar disorder, severe learning difficulties, severe and longstanding neurosis which is poorly controlled by medical treatments) and you are assessed as being incapable of living independently in the community by a medical professional, **and/or**,
- sharing with another family member whose care needs or behavioural problems severely affect your ability to sleep, which in turn negatively impacts on your employment or mental health. In the case of children, this may also apply to schoolchildren whose ability to study and complete homework is at risk. Supporting evidence would need to be provided from an occupational health provider, a consultant psychiatrist, head teacher, or principal, whichever is most appropriate.
- there is a child or young person up to the age of 25 in your household who has a severe or profound learning difficulty, with a presentation of behavioural or emotional difficulties who exhibits sexually exploratory behaviour or other inappropriate behaviour of a serious nature and has a limited understanding around the impact of this on others. This will need to be certified by a consultant psychiatrist.

2.5.2 Additional bedrooms will only be considered if documentation showing that an assessment of need which supports an additional bedroom has been undertaken by the appropriate health or care professionals. If you are eligible for an additional bedroom, this may be provided either at your home or at the home of your care giver depending on the arrangements made for your care.

2.6 Single people applying for housing

2.6.1 If you are a single person, you will be able to bid for a studio property. You will also be able to bid for one bedroom properties as well as studios if:

- you are aged 40 or over,
- you are a Camden social housing tenant moving to another home and your current home is not a studio flat,
- you have a medical or housing support reason as assessed by the Council's medical assessment officer (or equivalent).

2.6.2 You will be entitled to a one bedroom property if:

- you need permanent use of medical equipment at home (for example, wheelchairs, possum machines, equipment/stores for kidney dialysis/double incontinence),
- you have a permanent inability to live in studio accommodation

because of clinical phobia, certified by a qualified psychiatrist (a specialist registrar or consultant in psychiatry),

- you need for night time care for at least four nights per week (for example, HIV-related conditions, cancers, neurological disorders), and/or where it can be demonstrated that you need permanent/recurrent and long-term help with personal activities for daily living (ADL), for example, toileting, turning in bed, administration of medications, dressing, washing and/or cooking).
- you are a Camden social housing tenant living in a studio flat but you are required to move because of development work, or for essential repairs to be carried out,
- you are the adult son or daughter of a Camden Council tenant who is required to move due to CIP or other development work as approved by the Director for Housing and Adult Social Care,
- you are the adult son or daughter of a Camden Council tenant who is moving to a smaller property from a home with more bedrooms than their family needs,
- you have taken over a Camden Council tenancy after the tenant died or you are being granted a tenancy under the Council's succession policy,
- you are a care leaver and you are assessed as needing additional space due to your vulnerability or additional support needs by the leaving care service.

2.6.3 If you are aged 65 or over and you have applied for general needs housing, you may also be able to bid for studios in some sheltered accommodation schemes. Decisions on these allocations will be made on a case-by-case basis by the Sheltered Housing Panel. Property advertisements will include information about any such studios.

2.7 Sheltered housing

2.7.1 Sheltered housing provides a supportive environment, which promotes independent living for older people in designated, self-contained properties. In most sheltered housing schemes there are communal areas, such as laundry, lounge and garden, with the services of a Sheltered Housing Team and links to a 24-hour community alarm service.

2.7.2 If you would like to apply for sheltered housing you must have a housing need as set out at 4.2 to 4.9 of this scheme and meet both of the criteria below. For couples one of you must meet both criteria and we will take into account the amount of support the other person is able to provide when deciding if sheltered housing is appropriate:

- 1 **Age** – you must be aged 65 or over to apply (please also see 2.7.3), and
- 2 **Age related support needs** that are not being met, are unable to be met in

your current home and cannot be met easily in general needs social housing – you must have at least one of the below:

- frailty
- physical and mental health issues
- multiple health problems
- sensory impairment
- loneliness and isolation
- safety and security needs
- aged 75 or over with low care or support needs.

2.7.3 In exceptional circumstances those with medical, support, or age related needs who are aged under 65 may be considered for sheltered housing, for example people who are registered as being disabled. This will be assessed on a case-by-case basis by the Sheltered Housing Panel.

2.7.4 If you are assessed as eligible for sheltered housing you may be entitled to additional points as set out in Appendix G.

2.7.5 For more information on sheltered housing and how to apply, please go to **camden.gov.uk** and search for sheltered housing, or call **020 7974 4444** for advice, support and information.

2.8 Extra care housing

2.8.1 Extra care housing provides specialist assisted living designed for people aged over 65. Extra care schemes have a dedicated care and support team available 24 hours a day for help with personal care and housing support tasks.

2.8.2 To be eligible you must:

- be aged 65 or over,
- live in Camden,
- have substantial or critical community care needs,
- be assessed by adult social care as needing of the extra care services provided by the scheme.

2.8.3 If you are interested in extra care housing, you can go to **camdencarechoices.camden.gov.uk** for more information.

3. Assessing your needs

3.1 Points

- 3.1.1 Camden has a points based allocation scheme which gives you points according to your housing needs and additional needs you or other members of your household have.
- 3.1.2 When you apply for housing, your needs will be assessed and you will be given a points total. Any points awarded will need to be checked before you can bid on a property.

3.2 Being truthful on your application

- 3.2.1 You must provide us with full and accurate information when you apply to qualify for the register. We may ask for documents such as your passport, birth certificate, proof of your income and proof of where you live and have previously lived when we are checking your application.
- 3.2.2 It is a criminal offence to:
- obtain, or try to obtain, a tenancy by deception,
 - knowingly keep back information that we need to assess your application,
 - knowingly or recklessly provide incorrect information about your circumstances.
- 3.2.3 We will check the information you provide and we will take action against anyone who gains, or tries to gain, a tenancy through knowingly and willfully providing false information. This may mean your application is cancelled, you may lose your home and we may prosecute you. A prosecution could result in a criminal record, a fine or possibly a prison sentence.

3.3 Keeping your information up to date

- 3.3.1 You must keep the information on your housing application up to date, for example you must let us know if you wish to include other family members on your application or if your address changes. This applies whether you complete your application yourself, or someone else does this for you.

3.3.2 We may contact you from time to time to review your application and to update it. We may close your case where we have made reasonable attempts to contact you but you have not responded. You will still be able to reapply to the housing register at a later date.

4. The points system

4.1 How the points system works

4.1.1 The points system is divided into eight points groups which reflect the reasonable preference groups outlined in housing law (see section 1.5.1 on reasonable preference for more detail).

4.2 Group A1 – Threat of homelessness and statutory homelessness

4.2.1 Threat of homelessness

If you are homeless or threatened with homelessness, you will be eligible for 50 points for a period of up to 56 days prior to losing your accommodation and for four months afterwards (no longer than 6 months in total). During this period, you will be offered housing advice to help you decide how to best meet your housing needs. You will be eligible for these points if you have no accommodation you can reasonably occupy, for example if:

- you are a tenant and your landlord has issued a valid section 21, at the point this will expire in 56 days' time or less,
 - you live with family or friends and you have been asked to leave within 56 days (and you have no legal right to remain),
 - you live in a caravan or on a boat (or other moveable structure) and there is nowhere for you to pitch or moor your home,
 - you live in a hostel or hotel where your licence to occupy has been withdrawn.

4.2.2 Main homelessness duty

You will be eligible for 100 points if:

- you are owed the main homelessness duty under homelessness law. This means that you are:
 - eligible for housing assistance, and
 - you became homeless through no fault of your own (unintentionally homeless), and

- you are in one of the priority need groups⁵, and
- you have a local connection to Camden or no local connection elsewhere.

4.3 Group A2 – preventing homelessness

4.3.1 In line with homelessness law and the Council’s wider priorities around preventing homelessness, you will be eligible for the following points if you meet the criteria outlined below.

4.3.2 You will be eligible for 100 points if:

- you are homeless or threatened with homelessness and you have accepted a private rented sector offer from the Council to help prevent or relieve your homelessness. These points will be awarded if you would normally be owed the main homelessness duty by the Council. You will be eligible for a further 100 points if your homelessness is prevented for at least six months.
- you are homeless or threatened with homelessness but the Council has negotiated for you to remain in accommodation for at least 6 months. These points will be awarded if you would normally be owed the main homelessness duty by the Council. You will be eligible for a further 100 points if your homelessness is prevented or relieved for at least six months.
- You applied to the Council before it started to use its powers under the Localism Act (in February 2013) and you accept a tenancy in the private rented sector that ends the Council’s main homelessness duty to your household – this is called a qualifying offer. You will be eligible for a further 100 points after you have lived in the private rented sector for six months.

4.4 Group B1 – Insanitary, unsuitable or overcrowded housing conditions

4.4.1 You may be eligible for points if you are living in insanitary, overcrowded or unsuitable housing conditions and the Council agrees to award points under this category.

4.4.2 Insanitary or unsuitable housing

You will be eligible for 50 points if:

⁵ The priority need groups are families with dependent children or a pregnant woman, 16 and 17-year olds, people who are vulnerable due to old age, mental health problems or disability, households made homeless after an emergency (fire, flood or other disaster), young people aged under 21 who were in care between the ages of 16 and 18, vulnerable care leavers aged 21 and over, people who are vulnerable as a result of leaving prison, people who are vulnerable as a result of leaving the armed forces and people fleeing domestic violence or the threat of violence.

- you share facilities (including bath/shower, toilet and food storage/preparation area if you are not provided with meals) with other people who are not on your housing application and you have dependent children or a pregnant woman living as part of your household (these points are not available for tenants, or in some cases owners, of homes with self-contained facilities).
- you are a private sector tenant renting a property where a move is desirable as your housing situation could seriously affect your health and wellbeing. The Council will assess your case and determine that:
 - there are significant hazards in your property, and/or
 - your property is uninhabitable, and/or
 - you are living in conditions that the Council should be able to improve through informal or formal enforcement activity.

You will be eligible for 300 points if:

- you are a private sector tenant renting a property and you have an urgent need to move because there is an immediate threat to your health and wellbeing. The Council will assess your case and determine that:
 - there are significant hazards in your property, and/or
 - your property is uninhabitable, and/or
 - your living conditions cannot be improved.

4.4.3 Overcrowded housing

We will assess the number of bedrooms you need (see section 2.4). We will compare this with the number of rooms that are currently available for the sole use of your household and which could be used as bedrooms. We will count any rooms other than bathrooms, toilets, self-contained kitchens and utility rooms. This will help us to decide if you qualify for overcrowding points. The Council reserves the right to decide how you can make best use of the rooms available to your household and to change your application accordingly.

Where a room which could be used as a bedroom measures less than 50 square feet, we will award additional overcrowding points – this will be done on a case-by-case basis.

There are three levels of points for overcrowding. You can only receive one award.

1. You are eligible for 50 points if:
 - your household consists of you and one or more other people who are not your partner or spouse, and

- you have sole use of the same number of rooms which could be used as bedrooms as your assessed bed need, and
- you have no access to any additional rooms (other than bathrooms, toilets and self-contained kitchens).

2. You are eligible for 100 points if:

- you have one room which could be used as a bedroom less than your assessed bedroom need,
- you are a single-person household and do not have access to a room of your own.

You are eligible for 250 points if:

- you have two or more rooms which could be used as a bedroom ~~less~~ than your assessed bedroom need.
- you have one or more dependent children and you live in a studio.

4.5 Group B2 – Under-occupation, essential repairs, regeneration or other improvement work

4.5.1 You may be eligible for points if you are an existing Camden Council or housing association tenant in Camden and you are living in a property which is too large for your household (under-occupation). 'Household' here means all those who live in the accommodation, whether or not on your application. Or if you are an existing Camden Council tenant and the Council needs to make improvements/repairs to your property, building, estate or wider area.

4.5.2 You can only be awarded points in **one** of the categories listed below. (If you are eligible for points in more than one of these categories, you will be given the highest award of points.)

4.5.3 Under-occupation

You will be eligible for 600 points if:

- you are living in accommodation which is larger than your household needs (under occupation). For housing association tenants, your landlord will need to agree to allow your current property to be let through the Council if you move into a Council property. If you are a Camden Council tenant, you may also receive a payment from our Tenant Options Fund if you are moving to a smaller property to help with the costs of moving. The Council may help your sons and daughters to move into a property of their own through a direct offer if they have lived with you for at least 12 months before you were awarded under-occupation points. Housing associations may have similar schemes to help with moving costs and your landlord will be able give you further information. Under-occupying

tenants will also be prioritised in shortlisting for a limited number of one and two bedroomed properties through a First Choice for Downsizers scheme. More information on moving to a smaller property can be found in Appendix C.

4.5.4 Accessible housing

You will be eligible for 400 points if:

- you are living in accommodation that has been specially designed or adapted to be accessible (properties rated A or B – see section 6.1 for more details) and you no longer require the adaptations in the property.

4.5.5 Essential repairs

You will be eligible for 600 points if:

- you are a Camden Council tenant and your property has been assessed by the Council as needing essential repairs. The Council will award these points where we assess that repairs will be disruptive or where there are technical or safety reasons to move you and where the works will take two months or longer. Where repairs will take less than two months, you will be eligible for temporary accommodation and the right to return to your current property. Where repairs will take longer than two months, you will be offered a choice between a temporary and a permanent move. You will also be eligible for a disturbance payment to help you with the costs of moving – more information on disturbance payments can be found in Appendix D. Once you return to your home, you will no longer be eligible for your 600 essential repairs points. These points will be awarded for a six-month period only, though this may be extended in exceptional cases.

4.5.6 Regeneration or redevelopment

You will be eligible for 600 points if:

- you are a Camden Council tenant and are required to leave your property because it has been identified for regeneration under a major redevelopment project agreed by the Director for Housing and Adult Social Care. You will be given the option to return to one of the newly built units which meets your household's assessed bedroom need where available. The Council may assist your adult sons and daughters to move into a property of their own through a direct offer if they have lived with you for at least 12 months before the redevelopment work is approved to proceed. In some cases, a local lettings plan may apply, which means lettings will be made outside the normal rules of the allocation scheme – see section 7.4 for more information.

4.6 Group C – Housing and health related needs

- 4.6.1 There are two levels of priority for housing and health related needs within this group. Your application will be assessed by the Council's medical assessment

officer (or other authorised medical professional) to determine if you are eligible for health and housing related points.

4.6.2 To be assessed as eligible for housing and health related needs points, you must demonstrate that:

- your medical condition is being caused or made worse by your housing conditions, **and**
- your current property cannot be improved or adapted to meet your needs at a reasonable cost, **and**
- rehousing is likely to significantly improve your condition.

4.6.3 You will be awarded housing and health related points for each person in your household who meets the thresholds in their medical assessment.

4.6.4 Category 1

You will be eligible for 500 points if your medical condition and housing circumstances are having a serious impact on your health and wellbeing and you are in urgent need of rehousing.

4.6.5 Category 2

You will be eligible for 150 points if your medical condition and housing circumstances are having a serious impact on your health and wellbeing and rehousing would be necessary.

4.6.6 We aim to assess your application within 21 working days. This may be extended if there are delays in getting information from your doctor or other medical professionals involved with your case. During this assessment period, your application will be temporarily put on hold and you will not be able to bid for properties.

4.6.7 After your initial assessment, any further formal medical assessments will only be carried out where you have provided evidence of a significant change in your medical condition.

4.6.8 Once we have assessed your application, we will use the information on accessible housing given in section 6.1 to determine what types of property you can bid for. We will give you priority for a ground floor property if your health and housing needs assessment shows that you have a medical need for a ground floor property.

4.6.9 More information on medical points and assessment can be found in Appendix B.

4.7 Group D: Harassment and violence

4.7.1 The Council places a high priority on community safety and the personal safety of all its residents and we aim to take action against perpetrators of harassment and violence. If you are currently experiencing domestic violence or persistent harassment and you need to move, you may be eligible for the following points (where they are agreed by an appropriate officer):

- If you are fleeing severe harassment or violence and you are in urgent need of rehousing, you will be eligible for 600 points.
- If you are fleeing harassment or violence and rehousing would be desirable, you will be eligible for 75 points.

4.7.2 Initially these points will be awarded for a six-month period. If you have not been able to move after six months, your Group D points will be reviewed by an appropriate officer.

4.8 Group E: Additional support needs

4.8.1 The Council wants to make sure that care leavers and vulnerable people with support needs are given as much help as possible to find suitable housing. If you have recently moved, or are about to move, from supported accommodation, a care placement, hospital or rehabilitation and you are assessed as able to sustain an independent tenancy, you will be eligible for Group E points.

4.8.2 If you are a young person age 25 or under who has been looked after by Camden between the ages of 14 and 18, for a period amounting to at least 13 weeks in total, you will be eligible for 200 points if your care placement is coming to an end or has ended recently and you have been assessed as being able to manage a tenancy.

4.8.3 If you are a vulnerable person with support needs who is ready to move on to independent housing following a stay in hospital or a period of living in supported accommodation, you will be eligible for 50 points. Where you are ready to move on and also fall into one of the groups below, you will be eligible for 200 points:

- you are **aged 65 or over** and you are **vulnerable** because, for example, you have been accepted for sheltered housing, you have a category 2 medical priority or you have spent 10 or more years in a hostel or hospital.
- you have **complex and enduring mental health problems** and
 - you have a Care Programme Approach to plan, assess and review your particular needs, **or**

- you have a funded support package which goes beyond your housing related support needs.
- **Your mobility needs cannot be met in the private rented sector** where you have an assessment from the Council's medical assessment officer (or other authorised medical professional) showing you need level access or wheelchair accessible accommodation, or the Council has tried and been unable to find suitable accommodation for you and your household over the last six months.

4.8.4 In cases where your assessment shows you are not yet ready to sustain an independent tenancy, you may be referred to supported housing for a period of time dependent on your individual needs. Your application will not be made active for bidding on Home Connections until an appropriate Officer has assessed you as ready to move on to independent living.

4.8.5 If you are a Camden Council tenant who would benefit from a period of time in supported housing, or a similar scheme providing a high level of support, and you surrender your tenancy for this reason, you will be awarded 300 points where the following conditions are met:

- you are able to show that you have the skills and, if necessary, the support to sustain a successful tenancy,
- an appropriate officer has agreed the points should be awarded,
- the decision to award the points was made before the tenancy was surrendered,
- you qualify for an allocation of housing.

4.9 Group F: Social needs and hardship

4.9.1 You will be eligible for points if you need to move for reasons related to Camden Council approved fostering, adoption or special guardianship:

- you need larger or alternative accommodation to continue your role as a foster parent or adopter; you will be eligible for 150 points.
- you are caring for one or more children in Camden under a Special Guardianship order and your housing conditions have been affected by this order (for example you are overcrowded), you will be eligible for 100 points.

4.9.2 You will be eligible for points if you are experiencing hardship caused by one of the situations listed below and it would be alleviated by moving to alternative accommodation:

- If you need to move to give or receive long-term substantial care in Camden, you will be eligible for 100 points.
- if you are accessing specialist medical or support facilities in Camden, you will be eligible for 75 points,
- if you are taking up an education or training opportunity in Camden that is not available elsewhere, you will be eligible for 75 points,
- if you need to move to take up employment or an apprenticeship in Camden, you will be eligible for 75 points. You will only be eligible for these points if you:
 - are in, or under definite offer of, paid work or an apprenticeship and,
 - have signed, or been offered, a contract of employment or an apprenticeship agreement for a minimum period of 12 months, and
 - work 24 hours per week on average, and
 - are based for the majority (at least 60%) of the time in the London Borough of Camden, and
 - earn the national minimum wage (currently £6.50 an hour for those aged 21 and over).

4.9.3 When assessing hardship or your need to move we will take into account where relevant:

- the nature of the work, study or specialist service, or care given,
- distance, transport options, and costs,
- personal and financial impact of a failure to move,
- other personal factors, such as medical conditions and child care, financial and family life.

4.10 Group G: Transfers

4.10.1 If you are a current Camden Council tenant applying for a transfer and you qualify for inclusion on the register, you will be awarded 30 points

4.11 Group H: Additional preference

4.11.1 If you are a current or former member of the armed forces and have been awarded points in groups A-H, you will be eligible for an additional 50 points.

4.12 Recognising waiting time

4.12.1 The Council wants to recognise the time households spend on the housing register. To do this, every year we will give you five per cent of the points award you have on the anniversary of your application.

4.12.2 The 30 points awarded in Group G to Camden Council tenants applying for transfer will not be included in the calculation of waiting time points. Waiting time points awarded on previous anniversaries will also be excluded from the calculation.

4.13 Long-term residence

4.13.1 To recognise commitment to the borough and long-term residence, if you have lived in Camden for 10 out of the last 15 years, we will give you 10% of the points award you have on the anniversary of your application (instead of the five percent award given to those without a long-term connection to the borough).

4.13.2 If you have previously been a looked after child under the care of Camden Council, you will automatically be awarded 10 per cent of the points award you have on the anniversary of your application.

4.13.3 The 30 points awarded in Group G to Camden Council tenants applying for transfer will not be included in the calculation of waiting time points. Waiting time points awarded on previous anniversaries will also be excluded from the calculation.

4.14 How points are awarded

4.14.1 You will be awarded points in the groups above according to the information you give on your application form. You may not be able to receive points from all points groups. The table below shows from which groups you can be awarded points under the scheme. You can only receive points from one of the columns in the “Who is eligible?” section in the table at a time.

4.14.2 If you are assessed as eligible for sheltered housing you may additionally be entitled to sheltered housing points, as set out in Appendix G.

Criteria	Points	Who is eligible?				
		Council tenants	Housing association tenants	Private sector tenants	Applicants owed the main homeless duty	Other applicants
Homelessness (A1) and homelessness prevention (A2): One award only						
Threat of homelessness	50 time-limited points awarded for up to 56 days prior to, and four months after, the loss of accommodation		✓	✓		✓
Household accepted as statutorily homeless	100 points				✓	
Homelessness prevention or qualifying offer in the private rented sector	100 points plus a further 100 points after six months			✓		✓
Qualifying offer in the private rented sector	100 points plus a further 100 points after six months			✓		✓
Insanitary, unsuitable or overcrowded housing (B1): All that apply						
Private rented accommodation – disrepair	Uninhabitable: 300 points; insanitary or in poor condition: 50 points			✓		
Sharing facilities where there are dependent children or pregnancy in household	50 points	✓	✓	✓		✓
Overcrowding	Dependent on the degree of overcrowding: 250, 100 or 50 points. Please refer to section 4.4.3 above.	✓	✓	✓		✓

Criteria	Points	Who is eligible?				
		Council tenants	Housing association tenants	Private sector tenants	Applicants owed the main homeless duty	Other applicants
Under-occupation, essential repairs, regeneration or other improvement work (B2): One award only						
Decants / Community Investment Programme or other major development work	600 points	✓				
Under-occupation	600 points	✓	✓			
Essential repairs	600 points	✓				
Accessible housing	400 points	✓				
Health and housing (C): All that apply						
Urgent need to move (category 1)	500 points	✓	✓	✓	✓	✓
Need to move (category 2)	150 points					
Harassment and violence (D): One award only						
Urgent need to move	600 points	✓	✓	✓		✓
Need to move	75 points					
Additional support needs (E): One award only						
Move to supported accommodation (surrender tenancy)	300 points	✓				
Care leavers	200 points		✓	✓		✓
Move on from supported accommodation	200 points (particular vulnerable) 50 points		✓	✓		✓
Hardship, and social needs (F): One award only						
Fostering	150 points	✓	✓	✓		✓
Special Guardianship	100 points					
Giving or receiving substantial care	100 points					
Accessing medical or support services	75 points					
Employment or education	75 points					

Criteria	Points	Who is eligible?				
		Council tenants	Housing association tenants	Private sector tenants	Applicants owed the main homeless duty	Other applicants
Transfer (G)						
Current Camden Council tenants applying for a transfer who qualify to register	30 points	✓				
Additional preference (H)						
Current or former members of the armed forces and already receiving other points from Groups A to F above	50 points	✓	✓	✓	✓	✓

5. How to bid for properties

- 5.1 Camden's housing stock will be let through Home Connections, a choice-based lettings scheme. Properties available for letting will be advertised weekly and you will have to bid for properties that you wish to view. You should only place bids on properties you would like to live in.
- 5.2 You will not usually be able to bid for properties larger than you need (see section 2.4 for details of the exceptions to this). However you will be able to bid for a property with one bedroom less than your assessed need where this will improve your current housing situation.
- 5.3 For larger households who are waiting for properties with five or more bedrooms, you may be able to bid on properties with two bedrooms less than your assessed need. This will only be possible where a suitable property is available and you will not be making your housing conditions worse by living in a property smaller than your assessed bedroom need.
- 5.4 The Council will shortlist the applicants with the highest points who have bid on a property. If you are successful in your bid, you will be invited to view the property. After the viewings are complete, the property will be offered to you if you are the highest pointed applicant who wants to accept it. If the applicant with the highest points refuses the property it will be offered to the second highest bidder.

- 5.5 If you are tied with another applicant in the number of points you have, we will allocate the property according to the date of your application. Where you are still tied with another applicant, we will then use your highest points group award to allocate the property, for example if your highest points group award is for urgent housing and health related needs (500 points) you would receive the allocation over someone with a highest points group award for living in unsuitable private sector housing (300 points). If you are still tied with another applicant at the end of this process, a decision will be made by an appropriate officer.
- 5.6 If a property is refused by all applicants on two shortlists, the Council will allocate the property through a direct offer (see section 7.1 for more detail). These properties will be allocated in line with the Council's wider strategic and financial priorities.
- 5.7 Where a property has been advertised with a restriction, only applicants who meet the criteria will be short listed for the property. For example, if you have young children, you will not be considered for properties advertised as suitable for people over 65.
- 5.8 Ground floor properties identified as suitable for applicants with a ground floor medical recommendation (awarded by the Council's medical assessment officer) will be allocated to applicants within this category. In the case of all remaining ground floor properties, priority will be given to under-occupiers.
- 5.9 If you do not actively bid on properties for a year, your application will be reviewed and you may be contacted to discuss your housing options further. We may close your case where we have made reasonable attempts to contact you but you have not responded. You will still be able to reapply to the housing register at a later date.

6. Types of property and accessibility

- 6.1 Property advertisements on the Home Connections website will identify properties according to the categories set out below. Once we have assessed your application, we will use the information on accessibility given in this section to determine what types of property you can bid for.

For categories A-D, if there is ramp access and the ramp is less than 5 metres long, the maximum gradient is 1:15. For ramps measuring over 5 metres, the gradient must be no steeper than 1:20. All ramps must have suitable ramp platforms.

- A) Wheelchair accessible throughout:** These properties have been designed or adapted to meet the wheelchair accessible housing design standards, offering extra space and full access to all rooms and facilities. designed or adapted to provide access for wheelchair users to essential facilities (that is, a bedroom, bathroom, toilet, living room and kitchen). Other rooms in the property such as additional bedrooms or bathrooms may not be wheelchair accessible.
- B) Wheelchair accessible essential rooms:** These properties have been designed or adapted to provide access for wheelchair users to essential facilities (that is, a bedroom, bathroom, toilet, living room and kitchen). Other rooms in the property such as additional bedrooms or bathrooms may not be wheelchair accessible.
- C) Lifetime homes:** The properties have been designed to meet the space standards of Lifetime Homes. The main features include a level approach/entrance and wider doorways.
- D) Easy access:** The main features of these properties include a level approach to the entrance, wider doorways and more space than in general needs housing. These properties may have an internal flight of stairs where there is enough space to accommodate future provision of a stair lift subject to technical feasibility.
- E) Step free:** These are properties that are considered general needs housing but have a level approach/entrance into the property. The main access feature is level access to the property and throughout. If there is ramp access, the maximum gradient is 1:10. Properties in this category with an internal flight of stairs will be likely to accommodate future provision of a stair lift subject to technical feasibility.
- E+) Minimal steps:** These properties do not meet any accessible housing design guidance and will have no more than four steps to access the front door. If there is ramp access, the maximum gradient is 1:10. They are likely to be ground floor properties or properties in a block with a lift and a small number of communal or property front door steps.
- F) General needs:** These properties will have more than four steps or a ramp access that is steeper than 1:10 to access the property front door. Properties in this category will be advertised with the number of steps to access the property to help you choose what to bid for.

7. Properties let through other routes

7.1 Direct offers

7.1.1 From time to time the Council (or a housing association) may ask you to move to another property. This could be so that repairs or improvements can be carried out or because you took over the tenancy after the previous tenant died and you now have more bedrooms than you need. If we (or your housing association landlord) do ask you to move, another property may be identified for you outside the usual rules of this allocation scheme.

7.1.2 The Council may also make direct offers of properties in some limited circumstances where it is in our financial or strategic interests. These cases will be approved by an appropriate officer.

7.1.3 You may receive a direct offer if:

- you need to move urgently so that Community Investment Programme or other redevelopment work can be completed.
- you are a non-dependent adult (such as an adult son or daughter, or other close relative) who normally lives with a tenant in a property where there are works planned under our Community Investment Programme.
- you live in a Camden Council property larger than you need and your current property could be used to house another household in housing need. Where you have adult sons and daughters living at home who are not moving with you to the smaller property, we may also make them a direct offer of a property to meet their assessed needs at the same time.
- you live in a property due to be returned to the owner (this could include temporary accommodation you occupy where the Council has accepted the main homelessness duty to your household).
- you need accommodation under the National Witness Mobility Scheme, the Safe and Secure Programme or the North London Domestic Violence protocol.
- the Council has agreed that you can be offered the tenancy of the property that you already live in,
- it is in the Council's wider strategic interests to move you or it helps the Council manage the housing stock more effectively.
- you are living in shared housing at 5-7 Belsize Grove and you are applying to transfer to self-contained housing at the same address.
- you are eligible for direct offers under Section 7.5 for Service Tenants.

- 7.1.4 Direct offers will also be made where a property has been refused by all applicants on two shortlists.
- 7.1.5 If you refuse a direct offer, an appropriate officer will review your application and discuss your housing options with you.
- 7.1.6 On occasion the council may agree to assist another local authority or housing association with a reciprocal transfer in return for the resultant or similar sized voids. However, in agreeing a reciprocal request, consideration will be taken of the prevailing housing climate in Camden at the time of the request, so that Camden applicants are not disadvantaged

7.2 Quotas

- 7.2.1 In addition, there are quotas for direct offers for the following groups:
- 7.2.2 You use the Council's Learning Disability Service and are in a supported living arrangement, or live with family and have been nominated by Adult Social Care having been assessed as ready to live independently or able to live independently with a supporting care package. **Ten properties will be available each year for these groups.** The type of property needed will be assessed on a case-by-case basis. This quota will be reviewed on an annual basis and set according to future needs and requirements of people with learning disabilities in Camden.
- 7.2.3 You are a Camden Council approved foster carer who would foster older or additional children if you had larger accommodation or if you are a prospective Camden approved adoptive parent and your housing situation is a barrier to adopting. **Ten properties (with a mix of two, three and four bedroom properties) will be available each year for this group.**
- 7.2.4 We will prioritise under-occupying council tenants in shortlisting for a limited number of one and two bedroom properties which are likely to be attractive to tenants who wish to downsize.

7.3 Sensitive lettings

- 7.3.1 The Council will sometimes use a sensitive lettings approach to decide how to let properties. Examples of where this approach could be applied to the allocation of properties are set out below:
- an outgoing tenant has caused a serious nuisance.
 - there has been a high level of recorded incidents of harassment/nuisance in a block or particular part of an estate.
 - there is a high concentration of vulnerable households in a block, estate or area who may be susceptible to exploitation.

- 7.3.2 Where a vacant property has been identified as being covered by the sensitive lettings approach you may be affected if:
- you have a history of causing nuisance or anti-social behaviour.
 - there is a risk that your health or social needs could have a serious negative impact on the local community.
- 7.3.3 We will conduct regular reviews of our approach to sensitive lettings to ensure that it is being used effectively and fairly.

7.4 Local lettings

- 7.4.1 The Council may also decide to apply a local lettings policy to a particular area or development. The Executive Director of Supporting People Care can set up local lettings plans to help the Council deliver on its priorities, tackle social issues and create sustainable neighbourhoods. To do this, it may give priority to different groups of applicants who may not have priority in the wider allocation scheme, give additional priority to certain groups of applicants that are already owed some priority or vary how the Council assesses bedroom need.
- 7.4.2 In line with policy agreed by the Executive on the 1 April 2009 a local lettings plan (LLP) for council regeneration schemes will where possible adhere to the principles laid out in the report. A copy of that policy report can be found [here](#). For housing association developments a section 106 agreement is held by the Council's planning department. Interested parties can input and view those LLP directly through the Planning process.
- 7.4.3 Local lettings policies will be reviewed regularly to make sure that we continue to give priority in our allocations to the groups the law says we must give priority to.

7.5 Service tenants

- 7.5.1 If you are an employee of Camden Council and you are provided with accommodation as part of your job (for example, you are a caretaker on a housing estate or in a school, or a sheltered housing manager), you may, subject to an savings and assets test as set out in section 2.2, be offered alternative accommodation by the Council when you retire or if you are made redundant.
- 7.5.2 If you are eligible, you will receive a maximum of two direct offers of suitable accommodation, which may include your present property. In some cases, a short period of bidding through the Council's choice based letting scheme Home Connections will be possible prior to two direct offers being made. We may also make you direct offers if you decide to give up your rent-free accommodation but continue to be employed in your role.

7.5.3 This priority may also be awarded to you if you are the spouse, civil partner or partner of a service tenant who died whilst in service.

7.5.4 You will not be eligible for direct offers if:

- you are being or have been dismissed under the Council's disciplinary procedures or on the grounds of poor performance, or you resign after a formal investigation prior to disciplinary action being taken.
- If you are in the process of resigning or have resigned voluntarily.

7.5.5 If you are not eligible for direct offers we will give you appropriate advice about your housing options.

8. Other allocations

8.1 Buy Back Scheme

8.1.1 If you are a Council leaseholder, you can apply to sell your property back to the Council under its buy back scheme. Under this scheme we may grant a tenancy to the leaseholder. For full details of the buy-back scheme, visit camden.gov.uk and search for buy back scheme.

9. Your information and rights

9.1 Data protection

9.1.1 You have the right to ask for details of any information held by the Council about you. For more information, please go to camden.gov.uk and search for data protection.

9.2 Right to request information or a review

9.2.1 We want you to know how we assess your housing application and how your points are awarded. We can provide you with information on whether you are likely to be housed and how long this might take.

9.2.2 You have the right to information on how we have assessed your case. If we decide that you are ineligible or do not qualify for housing, we will let you know in writing.

9.2.3 You have a right to request a review of any decision on your case. We have a two-stage review procedure.

- 9.2.4 **Stage 1:** If you disagree with an officer's decision, you can ask them to reconsider it up to 21 days after we have issued the decision. You should let them know your reasons for disagreement in writing or by telephone. Within 14 days of receiving your reasons and any further information you provide, the officer will advise you of any change to their decision.
- 9.2.5 **Stage 2:** You can also request a review of the stage 1 decision. You must do so within 21 days of the decision being issued and should provide your reasons for disagreement in writing and send us any other information that you would like us to consider as part of the review. A reviewing officer, who was not involved in the original decision, will review the decision within 56 days of your request and let you know the outcome in writing.
- 9.2.6 The timescales above may be extended in exceptional circumstances.

10. Dealing with exceptional cases

- 10.1 There may be exceptional circumstances giving rise to a housing need not described or anticipated by this scheme. The Executive Director of Supporting People may take account of such needs in deciding whether an applicant is entitled to qualify for the scheme, or receive points or an offer of housing. The Executive Director of Supporting People may also take account of injustice (where, through administrative error, an applicant has not received an offer of housing they would clearly have accepted) in considering exceptional circumstances.

Appendix A – legal framework

- Part 6 of the Housing Act 1996 and relevant regulations,
- The Localism Act 2011,
- The Allocation of Housing (Procedure) Regulations 1997,
- The Allocation of Housing and Homelessness (Eligibility)(England) Regulations 2006,
- The Allocation of Housing and Homelessness (Miscellaneous Provisions)(England) Regulations 2006,
- The Allocation of Housing (Reasonable and Additional Preference) Regulations 1997,
- The Allocation of Housing and Homelessness (Review Procedures) Regulations 1999,
- The Allocation of Housing (Qualification Criteria for Armed Forces) (England) Regulations 2012,
- The Homelessness (Suitability of Accommodation)(England) Order 2012,
- The Allocation of Housing (Qualification Criteria for Right to Move)(England) Regulations 2015,
- Part 4 of the Housing Act 1985

The statutory guidance (required to be taken into account by section 169 of the Housing Act 1996):

- Allocation of accommodation: guidance for local housing authorities in England (2012),
- Supplementary Guidance on the homelessness changes in the Localism Act 2011 and on the Homelessness (Suitability of Accommodation)(England) Order 2012 (November 2012),
- Providing social housing for local people: Statutory guidance on social housing allocations for local authorities in England (December 2013), and
- Right to Move: Statutory guidance on social housing allocations for local housing authorities in England (March 2015).
- The Council's current Homelessness Strategy and Tenancy Strategy and the London Housing Strategy (required to be taken into account by section 166A(12) of the Housing Act 1996).

Appendix B – more information on housing and health needs

Role of the medical assessment officer

The Council medical assessment officer is responsible for assessing your housing and health related needs, including your need for suitable accessible housing (see section 4.1 for more details), any vulnerability you may have and reviewing any points you are awarded. In some circumstances the Council may use another medical professional in place of the medical assessment officer to review your application form.

Health and housing points assessment

Where your health condition is being caused or made worse by your current housing circumstances, you will be awarded either higher or lower level housing and health related needs points. Below are some examples of the types of condition that will be considered.

To be eligible for points due to **urgent** housing and health related needs, you will need to show, for example, that you:

- are housebound due to your housing conditions,
- have substantial care needs that meet our criteria and the care is not provided by adult social care, such as neuro-psychiatric illness,
- require the permanent use of substantial medical equipment at home, such as kidney dialysis equipment, mobile or ceiling track hoists,
- are a full-time wheelchair user requiring wheelchair adapted housing,
- have moderate to severe dementia,
- have had severe strokes or traumatic brain injuries resulting in a loss of function on one side of the body,
- have advanced Motor Neurone Disease or Multiple Sclerosis.

To be eligible for points due to housing and health related needs which mean that it would be desirable for you to move, you will need to show, for example, that you:

- have significant back or knee problems and have difficulty carrying children or shopping upstairs,
- have a severe and enduring mental illness where a move would substantially improve your wellbeing,
- have bilateral arthritis of the hips and knees and you use mobility equipment.
- have had moderate strokes with recovery of some function,
- have Chronic Obstructive Pulmonary Disease or Emphysema and you use mobility equipment,

- have schizophrenia or Bipolar Affective Disorder,
- have an Autistic Spectrum disorder with behavioural problems, global developmental delay or moderate to severe learning disabilities,
- have Cardiomyopathy or congestive cardiac failure.

Appendix C – more information if you would like to move to a smaller property (under-occupation)

If you would like to move to a smaller property because you are under-occupying, you will be entitled to points from group B2 of the scheme.

If you are a Council tenant moving to a smaller property in Camden releasing a larger property to be let to a household in need, you will be eligible for a payment from the Tenant Options Fund. This will also apply if you move through a mutual exchange within Camden.

Under-occupying Council tenants will receive priority for some Council properties under our First Choice scheme. These properties will make up no more than half of one bedroom Council properties and/or 20 per cent of two bedroom Council properties available for letting over the year.

If you are at or above state pension credit age, you will be able to bid for a property which is one bedroom larger than you require under the Camden bedroom standard.

Appendix D – more information on disturbance payments

If you are moving because we are undertaking essential repairs to your property or to redevelop or refurbish your building or estate, you will be entitled to help with the costs of moving. The payment you will receive is called a disturbance payment.

The payment will be £330 if you have to move to a new tenancy. In addition, you will be able to get help from the Housing Allocations Service with the costs of:

- removal contractor's fees,
- disconnecting and reconnecting any appliances, including washing machines, electric key meters,
- reinstalling a telephone,
- redirecting mail for up to three months,
- storage,
- curtains and carpets (a reasonable contribution will be made where receipts or quotes can be provided).

If you are in arrears with your rent or charges, we will use any disturbance payment to clear your arrears and pay you the balance.

You may also be entitled to an additional home loss payment if your property is part of improvement or redevelopment works. The Housing Allocations Service will be able to provide more information on these payments.

Appendix E – tenancy conditions

Please go to [camden.gov.uk](https://www.camden.gov.uk) and search for tenancy conditions for more information on succession and other tenancy matters.

Appendix F - Direct Offer Priority Matrix

The matrix below sets out how the council will apply priority to groups of applicants when making direct offers to properties that have not been allocated despite two completed shortlists, or where there are insufficient bids made to allow two shortlists to be created, in accordance with part 7.1.4 of the scheme.

Type of property	Priority 1	Priority 2	Priority 3
General needs studio	<ul style="list-style-type: none"> • Need to move under CIP or other strategic redevelopment • ANDs of CIP tenants that have not been successful in bidding in 6 months • Under Occupying Council tenants and their ANDs • Properties that need to returned to their owners where we have tenants or statutory duties owed • National Witness Mobility Scheme, the Safe and Secure Programme or the North London Domestic Violence protocol • The Council has agreed that you can be offered the 	<ul style="list-style-type: none"> • Harassment or Domestic Violence management transfer/ reciprocal • Cat 1 Medical need (if appropriate) • Emergency transfer (Flood, Fire etc.) • Essential repairs to Council tenancy 	<ul style="list-style-type: none"> • Care leavers with insufficient points or in TA • Requirement to move AND/s of large families in TA • Pathways Resident with Enhanced Move on points • Care leaver sub regional transfers • Care Leavers aged 25+ with special circumstances

	<p>tenancy of the property that you already live in</p> <ul style="list-style-type: none"> • It is in the Council's wider strategic interests to move you or it helps the Council manage the housing stock more effectively 		
General needs 1 bed	<ul style="list-style-type: none"> • Need to move under CIP or other strategic redevelopment • ANDs of CIP tenants that have not been successful in bidding in 6 months • Under Occupying Council tenants and their ANDs • Properties that need to be returned to their owners where we have tenants or statutory duties owed • National Witness Mobility Scheme, the Safe and Secure Programme or the North London Domestic Violence protocol • The Council has agreed that you can be offered the tenancy of the 	<ul style="list-style-type: none"> • Harassment or Domestic Violence management transfer/ reciprocal • Cat 1 Medical need • Emergency transfer (Flood, Fire etc.) • Essential repairs to Council tenancy. 	<ul style="list-style-type: none"> • Pathways Resident with Enhanced Move On points • Care leavers with insufficient points or in TA • PrtVII applicants that are TBC affected • PrtVII applicants that have been in TA 10years+ and have above average points • PrtVII applicants living in inaccessible TA and alternative property cannot be sourced • Care Leavers aged 25+ with special circumstances

	<p>property that you already live in</p> <ul style="list-style-type: none"> • It is in the Council's wider strategic interests to move you or it helps the Council manage the housing stock more effectively 		
<p>General needs 2, 3 and 4 bed +</p>	<ul style="list-style-type: none"> • Need to move under CIP or other strategic redevelopment • ANDs of CIP tenants that have not been successful in bidding in 6 months • Under Occupying Council tenants and their ANDs • Properties that need to returned to their owners where we have tenants or statutory duties owed • National Witness Mobility Scheme, the Safe and Secure Programme or the North London Domestic Violence protocol • The Council has agreed that you can be offered the tenancy of the property that you 	<ul style="list-style-type: none"> • Harassment or Domestic Violence management transfer/ reciprocal • Cat 1 Medical need • Emergency transfer (Flood, Fire etc.) • Essential repairs to Council tenancy. 	<ul style="list-style-type: none"> • Safeguarding Adults/Children where they would have insufficient points • PrtVII applicants that are TBC affected • PrtVII applicants that have been in TA 10years+ and have above average points • Foster carers with insufficient points • PrtVII applicants living in inaccessible TA and alternative property cannot be sourced

	<p>already live in</p> <ul style="list-style-type: none"> • It is in the Council's wider strategic interests to move you or it helps the Council manage the housing stock more effectively. 		
Accessible properties	<ul style="list-style-type: none"> • Need to move under CIP or other strategic redevelopment • ANDs of CIP tenants that have not been successful in bidding in 6 months • Under Occupying Council tenants and their ANDs • Properties that need to returned to their owners where we have tenants or statutory duties owed • National Witness Mobility Scheme, the Safe and Secure Programme or the North London Domestic Violence protocol • The Council has agreed that you can be offered the tenancy of the property that you 	<ul style="list-style-type: none"> • Harassment or Domestic Violence management transfer/ reciprocal • Emergency transfer (Flood, Fire etc.) • Essential repairs to Council tenancy. 	<ul style="list-style-type: none"> • Safeguarding Adults/Children where they would have insufficient points • PrtVII applicants that are TBC affected • PrtVII applicants that have been in TA 10years+ and have above average points • Foster carers with insufficient points • PrtVII applicants living in inaccessible TA and alternative property cannot be sourced

	<p>already live in</p> <ul style="list-style-type: none"> • It is in the Council's wider strategic interests to move you or it helps the Council manage the housing stock more effectively 		
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Type of property	Priority A	Priority B	Priority C
Sheltered Housing	<p>Applicants who are delayed transfers and / or are in crisis and therefore unable to return home</p> <p>Serious Safeguarding cases (e.g. victims of financial, psychological sexual, domestic abuse)</p>	<p>Management transfers such as ASB, sensitive lets, health / adaptations.</p> <p>End (of life stage) accommodation needs</p>	<p>Matching applicants with long-term voids (council's strategic interest).</p> <p>Bereaved partners of existing sheltered housing tenants to be reassessed:</p> <ul style="list-style-type: none"> a) succeed tenancy or make direct offer to alternative suitable sheltered housing property <p>If unsuitable</p> <ul style="list-style-type: none"> b) refer for direct offer via General Needs

Appendix G – Sheltered Housing

If you express an interest in sheltered housing whilst making or updating an application for housing, this information will be passed to our Sheltered Housing Assessments Officers.

The Sheltered Housing Assessment Officers will:

- Contact you to find out some more information about you and may visit you at home to complete a questionnaire with you.
- Present a report to the Sheltered Housing Panel; the report will include details of any person(s) or agency providing you with support.
- Take account of the Panel's recommendation and decide if you are eligible to bid for sheltered housing and can be awarded sheltered housing points from the table below.
- If you are eligible for sheltered housing, give you details on how to bid for sheltered properties that are advertised weekly, or how you can be given assistance in bidding by the Sheltered Assessment Officers.
- If you are not accepted by the Sheltered Housing Panel, then you will be given details on how to appeal that decision in the outcome letter, though you may still be able to bid for general needs housing.

Sheltered Housing Points Table

Criteria	Points	How do we assess this?
Being in receipt of a care package	100	We will consider any formal care package you are receiving.
Safeguarding risk	150	We will consider any identified safeguarding concerns
Social inclusion	75	We will consider how difficult it is for you to be involved or get out and about in your local community.
Age over 75 years or 80 years plus	75 or 150	We will award additional points relating to your age



If you have any queries regarding this summary, please contact the Accommodation Placements Team on **020 7974 4444** or email **housingneeds@camden.gov.uk**

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