

Housing Allocation Scheme 2023

Owner: Deputy Director of People

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1. Introduction and background

1.1. Introduction

This document sets out the housing allocation scheme for the Canterbury City Council area. The Council wishes as far as possible to give choice to customers who are seeking social housing. This is why it operates a 'choice based letting scheme' to give applicants the best possible choice over where they wish to live and to express a preference over the type of property they would ideally prefer. However, all applicants should be fully aware that the Council's ability to satisfy a preference might be severely limited by the pressures on social housing.

The Council's Housing, Homelessness and Rough Sleeping Strategy 2018 to 2023 clearly sets out the challenges facing the Council. These include a growing population, relatively high costs to buy or rent a home on the open market, an ageing population, the pressures of a large student population and an undersupply of affordable housing. Meanwhile there is a continual increase in the number of people seeking affordable rented homes and applying to the Council's housing register. The Housing, Homelessness and Rough Sleeping Strategy may be viewed via this link [Housing strategy](#)

The degree of choice that the Council is able to offer is limited by these housing pressures, by the responsibility which the Council has to some groups in urgent housing need and by the need to reduce the financial impact of temporary accommodation on the Council. Demand for social housing, both council and housing association accommodation, far outstrips supply. Relatively few applicants will be housed through this housing allocations scheme due to the limited availability of accommodation and the growing demand for housing from the reasonable preference groups.

The competition for accommodation and its relative scarcity contributes to high housing costs. Combined, these factors make it difficult for many local people, particularly families with children, to find suitable homes that they can afford to rent or buy. There are competing pressures on the limited supply of social rented homes but the Council is committed to providing a fair and transparent service to everyone applying for housing under this scheme, with the focus on allocating accommodation to those households with the greatest housing need, with few or no alternative options available to them.

Unfortunately, for most applicants who join the register, the solution to their housing needs will not be met via an offer of social housing made through this scheme. The Council therefore works with applicants to look at alternative ways to meet their housing need, mainly through the provision of housing advice, assistance and support. The Council supports applicants to choose the alternative housing option which is best for them such as low cost home ownership, mutual exchanges, and the private rented sector. Furthermore, by providing information and free advice about staying put options such as aids and adaptations and mobility schemes, the Council promotes independent living for all applicants wishing to be rehoused. Expressing a preference over where an applicant would prefer to live does not mean that the Council will be able to meet that preference, or that the Council will not offer suitable accommodation outside of a preferred area.

1.2. Purpose

The purpose of this document is to establish a clear framework for allocating social housing across the district while ensuring that reasonable preference is given to people in the most urgent housing need and providing applicants with the opportunity to express preferences about the type of accommodation available to them.

The Council tries to ensure that the allocations scheme is compatible with other housing and tenancy-related policies and strategies, particularly the Housing, Homelessness and Rough Sleeping Strategy 2018 to 2023, the Tenancy Strategy 2020 and Tenancy Policy 2020, all of which may be viewed on the Council's website [here](#).

The definition of an allocation for the purposes of Part VI Housing Act 1996, so far as generally relevant to this allocation scheme is:

- a) Selecting a person to be a secure or introductory tenant of Canterbury City Council housing accommodation.
- b) Nominating a person to be a secure or introductory tenant of housing accommodation (i.e. in effect accommodation held by another housing authority).
- c) Nominating a person to be an assured tenant of housing accommodation held by a registered provider.
- d) Transfers at the request of an existing secure, introductory or assured tenant where the authority is satisfied that he or she has 'reasonable preference' for an allocation.

The following are not allocations covered by Part VI of the Housing Act, and are not covered by this scheme:

- a) Mutual exchanges between secure tenants
- b) Mutual exchanges between secure and assured tenants, and those with flexible/fixed term tenancies
- c) Assignments
- d) Renewals/extensions of fixed term/flexible tenancies
- e) Transfers to existing tenants that the Council initiates for management purposes, including temporary decants
- f) Conversion of an introductory tenancy to a secure tenancy
- g) Succession under S.89 of the Housing Act 1985
- h) Provision of non-secure temporary accommodation in discharge of any homelessness duty or power
- i) Transfer of tenancy by a court order under family law or under the provision of the Civil Partnership Act 2004
- j) Temporary decant to allow repairs to a property to be carried out
- k) The Allocation Scheme does not apply to an allocation to anyone who is already a secure or introductory tenant or an assured tenant of a private registered provider of social housing or registered social landlord unless the person has applied to the Council for a transfer and the Council is satisfied that the person is to be granted reasonable preference under one of the reasonable preference categories in S.166A (3) of the Housing Act 1996 or qualifies to be placed into a priority bands.

1.3. Aims

The specific aims and objectives of the policy are:

- To meet legal requirements for the allocation of social housing as set out in key legislation, including the Housing Act 1996, Homelessness Act 2002, Localism Act 2011 and Homeless Reduction Act 2017
- To make the housing application process accessible, transparent, fair and easy to use
- To prevent homelessness and reduce the use of temporary accommodation
- To make effective use of the available housing stock
- To provide information about the availability of homes to enable applicants to make realistic choices about their housing options
- To encourage and support, balanced, sustainable communities where people choose to live
- To advertise available properties to provide the opportunity to make informed choices and actively find a home
- To publish data on the number of applicants on the housing register and the number of properties let
- To monitor the scheme to ensure that it is meeting its aims and objectives.

1.4. Legislation and guidance

This policy has been developed with close regard to the codes of guidance issued to local housing authorities in England, in exercising functions under 167(A) and 167(2) of the Housing Act 1996.

The Council ensures that the policy is compatible with obligations imposed by other legislation, in addition to Part VI of the Housing Act 1996 as detailed below, though this list is not exhaustive:

- The Human Rights Act 1998
- The Freedom of Information Act 2000
- Children Act 1989
- Crime & Disorder Act 1998
- Data Protection Act (1998) 2018
- Homelessness Act 2002
- The Equality Act 2010 Localism Act 2011
- Homeless Reduction Act 2017
- Allocation of Housing (Qualification criteria for Armed Forces) (England) Regulations 2012 (S.12015/967)
- Section 17 Children Act 1989.

This policy also takes the following guidance into consideration:

- Equality and Human Rights Commission (Code of Practice on Racial Equality in Housing – September 2006)
- Allocation of accommodation: guidance for local authorities in England 2012
- Providing social housing for local people statutory guidance 2013
- Right to move and social housing allocations 2015

- Improving access to social housing for members of the armed forces statutory guidance 2020
- Allocation of accommodation statutory guidance for local authorities 2022
- Improving access to social housing for victims of domestic abuse statutory guidance 2022.

Information provided by a person making an application to join the housing register and any information received in administering and processing an application is treated as confidential in accordance with Data Protection Act 2018. Information provided as part of the application process is shared with partner landlords and may include other agencies such as the police, probation service, social services, general practitioners, health authorities, NHS employees, registered providers, private housing landlords, other local authority departments and statutory bodies to process the housing application and assess housing need. Information may be shared without the applicant's specific consent in the prevention and/or detection of crime, the prevention and/or detection of fraud, in matters relating to safeguarding of an individual or others and/or any rule of common law.

1.5. Relevant Council documents

This Housing Allocations Scheme has a specific function and does not address the whole range of strategic housing issues and analysis. Its principles align with our other housing-related strategies and policies, but do not replace or take precedence over them. These include:

- Housing, Homelessness and Rough Sleeping Strategy 2018 to 2023
- Tenancy Strategy 2020
- Tenancy Policy 2020

All of which may be viewed on the Council's website [here](#).

2. The housing register

2.1 Eligibility

An applicant is generally be considered eligible to join the register if they are:

- British citizens
- Certain Commonwealth citizens with a right of abode in the UK
- Irish citizens, who are not subject to immigration control in the UK because the Republic of Ireland forms part of the Common Travel Area with the UK which allows free movement
- EEA citizens, and their family members, who have established citizens' rights in accordance with Part 2 of the Withdrawal Agreement, ie, those who were residents and exercised a right to reside in the UK derived from European Union law or any provision under section 2(2) of the European Communities Act 1972, and those who were frontier working, before 31 December 2020
- Persons who are exempt from immigration control under the Immigration Acts, including diplomats and their family members based in the UK, and some military personnel.

Any person who does not fall within one of the five categories above will be a person subject to immigration control and will be ineligible for an allocation of accommodation unless they fall within a class of persons prescribed by regulation 3 of the Eligibility Regulations (see below).

- A person granted refugee status: normally granted five years' limited leave to remain in the UK
- A person granted exceptional leave to enter or remain in the UK granted outside the provisions of the Immigration Rules; and whose leave to enter and remain is not subject to a condition requiring them to maintain and accommodate themselves, and any person who is dependent on them, without recourse to public funds. Exceptional leave to remain now usually takes the form of 'discretionary leave'
- A person with current leave to enter or remain in the UK with no condition or limitation, and who is habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland (the Common Travel Area): such a person will have indefinite leave to enter or remain and will be regarded as having settled status. However, where indefinite leave to enter or remain was granted as a result of an undertaking that a sponsor would be responsible for the applicant's maintenance and accommodation, the applicant must have been resident in the Common Travel Area for 5 years since the date of entry – or the date of the sponsorship undertaking, whichever is later – in order to be eligible. Where the sponsor has (or, if there was more than one sponsor, all of the sponsors have) died within the first 5 years, the applicant will be eligible for an allocation of accommodation
- A person who has humanitarian protection granted under paragraphs 339C-344C of the Immigration Rules
- A person who has limited leave to enter or remain in the United Kingdom on family or private life grounds under Article 8 of the Human Rights Act, such leave granted under paragraph 276BE (1), paragraph 276DG or Appendix FM of the Immigration Rules, and who is not subject to a condition requiring that person to maintain and accommodate themselves, and any person dependent upon them, without recourse to public funds
- A person who is habitually resident in the Common Travel Area and who has been transferred to the United Kingdom under section 67 of the Immigration Act 2016 and has limited leave to remain under paragraph 352ZH of the Immigration Rules
- A person who is habitually resident in the Common Travel Area and who has Calais leave to remain under paragraph 352J of the Immigration Rules (effective from 1 November 2018)
- A person who is habitually resident in the Common Travel Area and who has limited leave to remain in the UK as a stateless person under paragraph 405 of the Immigration Rules
- A person who has limited leave to enter and remain in the UK as the family member of a 'relevant person of Northern Ireland' by virtue of EU Immigration Rules
- A person who has limited leave to enter or remain in the United Kingdom under Hong Kong British Citizen (Overseas) of the Immigration Rules, who is habitually resident in the Common Travel Area, and who is not subject to a condition requiring that person to maintain and accommodate themselves, and any person dependent upon them, without recourse to public funds
- A person who has been granted leave by virtue of the Afghan Relocations and Assistance Policy or the previous scheme for locally employed staff in Afghanistan
- A person with leave to enter or remain in the United Kingdom who left Afghanistan in connection with the collapse of the Afghan government that took place on 15 August 2021 and who is not subject to a condition of no recourse to public funds and has not been given leave to enter or remain as a result of an undertaking that a sponsor would be responsible for the applicant's maintenance and accommodation. However, a person who was sponsored will be eligible for housing assistance if the applicant has been resident in the Common Travel Area for five years since the date of entry (or the date of the sponsorship undertaking, whichever is later) or their sponsor(s) have died

- A person in the United Kingdom who left Ukraine in connection with the Russian invasion on 24 February 2022 and had resided in Ukraine immediately before 1 January 2022, and who has been granted leave in accordance with Immigration Rules made under section 3(2) of the Immigration Act 1971
- A person in the United Kingdom who has limited leave to remain granted in accordance with Ukraine Scheme of the Immigration Rules pursuant to an application made by that person from within the United Kingdom
- A person who has limited leave to remain granted in accordance with Temporary Permission to Stay for Victims of Human Trafficking or Slavery of the Immigration Rules.
- Eligibility is confirmed at the point of application and at the point of offer during the housing process, and the Council has full regard to the detailed eligibility guidance set out in the Allocation of Accommodation Guidance 2022 and any subsequent updates. If there is a change in legislation or change in circumstances and a person is found to be no longer eligible for social housing and/or the housing register the application is closed.

2.2 Qualification

Legislation states that the allocation of accommodation may only be to persons who are defined as a “qualifying person” (s.160ZA (6) and 7) and these requirements are in addition to eligibility in respect of persons from abroad (s.160ZA (2) and (4), which is explained in section 2.1.

The Localism Act 2011 gives local authorities greater freedom to set their own housing policies and determine who may qualify for access to their housing register. This means that authorities are able to make best use of their housing stock, manage the demand for housing and help those in greatest housing need.

Canterbury City Council’s Allocation Scheme has been framed accordingly and the criteria below outline which groups qualify to join the register and applicants are asked to provide relevant documented evidence to prove their eligibility for assistance. These are:

- Households who have a three out of five year local connection to Canterbury City Council’s district
- Households that the Council has accepted a main duty to house or a relief duty, under the terms of Part VII of the Housing Act 1996 as revised by the Homelessness Reduction Act 2017
- Those who are currently serving in the Regular Armed Forces or who were serving in the Regular Forces at any time in the five years preceding their application for an allocation of social housing (dishonourable discharge excluded)
- Bereaved spouses or civil partners of those serving in the Regular Forces where (i) the bereaved spouse or civil partner has recently ceased, or will cease, to be entitled to reside in Ministry of Defence accommodation following the death of their Service spouse or civil partner, and (ii) the death was wholly or partly attributable to their service
- Serving or former members of the Reserve Armed Forces who are suffering from a serious injury, illness or disability which is wholly or partly attributable to their service
- Divorced or separated spouses or civil partners of Service personnel who need to move out of accommodation provided by the Ministry of Defence
- Households those who are living in a refuge or other form of safe temporary accommodation in their district having escaped domestic abuse in another local authority area

- Local social housing tenants who want to move to a smaller home
- Households who are existing social housing tenants who have lived in social housing for at least two years, and need to move for work related reasons, where failure to do so would cause hardship (see definition for Right to Move).

In addition qualifying households must:

- Have a housing need (see Appendix 1: Definitions) or already be a tenant of the Council who is under-occupying their home
- Usually be over 18. If an applicant is under 18 years old, the law states that they are not old enough to hold any tenancy. In exceptional circumstances an applicant under 18 years old may be eligible to join the register and cases such as this will be considered on an individual basis. Any approach from a 16 or 17 year old is automatically referred to Children and Families Social Services according to the [Kent Joint Working Protocol for Young People](#)
- Not own a home or other property (except applicants for sheltered, sheltered plus or designated accommodation for older people or other exceptional cases)
- Have income and/or savings below the limits set out in section 2.6.

Some households generally do not qualify to join the register. These are:

- Households who do not have a local connection or do not qualify under the Right to Move criteria
- Tenants who are currently in breach of their tenancy conditions and whose landlord has started formal action
- Tenants of any local authority or registered provider with (former or current) arrears of rent or repairs recharges inclusive of all costs and fees, unless they are less than four weeks and can prove that they have paid and are maintaining a sustained repayment plan for six months, and have cleared a minimum of 50% of the total debt, or unless those arrears have accrued for reasons beyond their control
- Households who owe a repayable rent deposit to the Council
- Tenants with an introductory tenancy or starter tenancy or demoted tenancy
- Households with members who have been guilty of unacceptable behaviour (See Appendix 1: Definitions for more information)
- Households considered to have sufficient financial resources or assets to either buy or rent a property in the district on the private market that is suitable for their household needs without the assistance of welfare benefits (see section 2.6)
- Owner occupiers who already own a residential property in the UK or abroad, or part own a property under a shared ownership scheme, will not normally qualify for entry onto the housing register. This includes applicants who have a mortgage or other loan on a property and/or own a property but have chosen to rent it out. Applicants who own a residential caravan, mobile home or houseboat are also considered owner occupiers. (In exceptional circumstances and at the Council's discretion, homeowners may be granted access to the register)
- Households who have deliberately worsened their housing circumstances with the intent of increasing priority
- Households who knowingly or recklessly give false information and/or knowingly withhold information.

In certain defined circumstances these qualification criteria may not apply. These include:

- Homeless applicants owed a main duty under Part VII of the Housing Act 1996 (as amended Homeless Reduction Act 2017)
- Households accepted under MAPPA
- Households in the National Witness Protection Scheme and
- Persons fleeing domestic violence or hate crime.

These cases are assessed individually and, where supported and approved by a senior officer, may be considered as qualifying to join the housing register. Restrictions may be applied and these can include:

- Bidding restrictions on the type of property and/or
- Bidding restrictions on the area of an applicant may choose and/or
- A single direct offer of accommodation which can be into Council, registered provider or private rented accommodation.

2.3 Giving false information/deliberately withholding information

Under section 171 Housing Act 1996 a person commits an offence when applying to a housing authority for accommodation and:

- Knowingly or recklessly makes a statement which is false, or
- Knowingly withholds information which is relevant to their housing application.

A person found guilty under s.171 is liable on summary conviction of a fine up to £5000.

If applicants are found to have made fraudulent claims or provided or withheld information, their application is closed and they are disqualified from the housing register for a minimum period of 12 months.

Applicants whose application has been closed and who have been disqualified have a right of review. A fresh application for housing may be made after any disqualification period has expired.

The Council may seek a possession order for a tenancy granted as a result of a false statement and/or withholding information.

2.4 Deliberate worsening of circumstances

This Housing Allocations Scheme is intended to ensure that those with urgent housing needs are given priority and should not reward applicants who deliberately worsen their housing circumstances in order to get into a higher band or gain greater priority on the housing register.

Each case is assessed individually. If an applicant is found to have deliberately worsened their circumstances their application is closed and they are disqualified from the housing register for a minimum of 12 months.

Applicants whose application has been closed and who have been disqualified have a right of review. A fresh application for housing may be made after any disqualification period has expired.

2.5 Local connection

The Council restricts access to the housing register to those people who have a recognised local connection to Canterbury District. Applicants must meet one of the following criteria:

- Those who normally live in the Council's administrative area and who can show they have lived in the area for three years out of the last five years, where residence is a matter of choice
- Those who have family connections to the District. The Local Government Association guidelines define this as immediate family members who have lived in the area for five years. Immediate family members means parents, siblings or adult children with whom the applicant has a meaningful and on-going relationship
- Members of the armed forces and reserve forces in certain circumstances (see section 2.2)
- Households those who are living in a refuge or other form of safe temporary accommodation in their district having escaped domestic abuse in another local authority area.

Under special circumstances a local connection may be considered on a discretionary basis. Examples may include:

- Applicants who grew up in the District but moved away and no longer meet the normal residence criteria
- Households accepted by a senior manager under the National Witness Protection Scheme
- Where the Council has accepted either a relief duty (reason to believe homeless, eligible and in priority need) or main housing duty under the Housing Act 1996 Part VII as amended by the Homeless Reduction Act 2017 and the applicant is not to be referred to another authority
- Care leavers as defined by the Homeless Reduction Act 2017.
- If exceptional circumstances prevent a person from returning to a local authority area where they have a local connection, such as fleeing domestic violence.

The Council reserves the right to consider these types of applications. Each case is assessed individually and may be accepted as having a local connection. This is not a definitive list and individual circumstances are taken into account in consultation with the Head of Service when deciding whether to exercise discretion.

People in the following categories are not generally considered to have a local connection:

- Those who originated outside the area and were placed in the Canterbury district in temporary accommodation by another council
- Those who originated outside the area and were placed in the Canterbury district in residential or supported housing by another council or agency
- Those who have come to Canterbury district for the primary reason of study.

2.6 Sufficient financial resources and home ownership

Applicants who are deemed to have sufficient income, savings, capital and/or assets and are assessed as being able to meet their own housing need do not usually qualify to join the housing register and are offered information on alternative housing options.

An applicant cannot join the housing register if they own or have an interest in residential property, including freehold, leasehold, joint ownership or shared ownership. Applicants who have been the owner of a residential property within the last seven years are required to provide proof of the proceeds from the sale and of the disposal of the proceeds. This includes:

- Properties owned and rented out to other persons
- Properties in the UK and other countries
- Properties owned by a spouse, civil partner or cohabitant.

Applicants who are considered to have sufficient financial resources to buy or rent suitable accommodation in the area do not qualify to join the register. 'Sufficient financial resources' are defined as:

- Sufficient capital to buy or
- Sufficient income to raise a mortgage to buy or
- A combination of both or
- Sufficient income to rent.

The basis for assessing whether an applicant has sufficient financial resources is set out below:

The Canterbury City Council Housing Needs Assessment 2021, which underpins the Housing, Homelessness and Rough Sleeping Strategy and the Local Plan, contains a detailed analysis of local market rental costs, property prices and affordability. Lower quartile rents in Canterbury are around £725 per month. This means that a household would need a gross income of around £31,200 (based on 25% of income) to rent privately in the area.

The housing needs assessment also shows that lower to median house prices in the area are £250,000 to £312,750. Assuming a 15% deposit is available, this means that a household would need a gross income of just over £60,000 to buy a home.

Using the above data, the Council has determined that the following applicants do not qualify to join the housing register:

- a) Applicants whose household's total gross income from all sources exceeds an annual income of £60,000.
- b) Applicants who have total savings and/or investments and/or assets of £26,000 or more, as this provides sufficient financial resources to rent privately for a three year period.

The [Housing Needs Assessment \(September 2021\).pdf](#) may be viewed here.

The income and savings rules do not apply in the following cases:

- Home owners who cannot afford to maintain their existing home and need accommodation designated for older people or sheltered housing
- Local social housing tenants who want to move to a smaller home or into designated older persons accommodation or sheltered housing
- Other exceptional cases may be allowed by the Head of Service based on the merits of each case.

Applicants who have received a lump-sum payment of over £26,000 (such as an inheritance, a lottery win, a bonus or a gratuity, redundancy pay, insurance settlements, accident/injury/illness settlements) and have spent it on things that were not necessary, cannot register for housing for at least twelve months. In deciding whether expenditure was necessary the Council has regard to the “deprivation of capital” rules used in connection with Universal Credit claims.

Any lump sum received by a member of the Armed Forces as compensation for an injury or disability sustained on active duty is excluded from the assessment.

2.7 Joint applications

Joint applications can be accepted. All applicants must be eligible and meet the qualification criteria and intend to occupy the property together as their main home.

Under s.160ZA(1)(b) Housing Act 1996 a joint tenancy is not granted to two or more applicants if any one of them is a person from abroad who is ineligible. However where two or more people apply and one applicant is eligible, a tenancy may be granted to the person who is eligible.

2.8 Current tenants and their household

Existing social housing tenants can apply to move and their eligibility and qualification is assessed in the same way as new applicants. However, tenants are not normally be allowed to move if:

- They have current arrears and/or are in breach of their tenancy agreement
- Any formal action has been started as a result of a tenancy breach
- They occupy a property that has been adapted for their needs, unless that adaptation is no longer required or the property they are moving to includes all the adaptations they require
- They have been housed within the last 12 months unless a key change in circumstances makes the property unsuitable for their needs
- They are in temporary accommodation, hostel and/or supported housing if they have current arrears and/or in breach of their accommodation licence/tenancy where court action/eviction is likely
- There may be occasions where an existing tenant wishes to downsize but has accrued rent arrears as a result of under occupying a property. These applications are assessed by a senior housing officer and applicants may be allowed to move if they are addressing their current arrears and to help prevent further hardship.

To maximise their housing options, existing tenants are encouraged to register for a mutual exchange.

If existing tenants are no longer eligible or do not qualify to join the housing register, they are advised of the reason why, given advice on how they may qualify in the future and their application is closed.

2.9 Household members

It is for the Council to decide whether a person is normally resident as a member of the household. When the Council considers requests for housing, it takes the following circumstances into account:

- If a person moved in with the applicant at the start of the tenancy and continues to reside with the applicant, it is reasonable to expect that they should reside with the applicant
- When a member of the applicant's household is in prison, this person may be included as part of the household four weeks before their confirmed release date
- Children coming out of Social Services care, children who have been adopted/fostered, if a parent has care and control of children (sleeping in the home for four or more nights a week) are considered to be part of the household
- If a relative has had to join the applicant to receive care and there are no other housing options for the family (such as the relative owning their own property, or occupying a property large enough to accommodate the whole family) they are considered to be part of the household. A relative means partners, parents, grandparents, children, grandchildren, siblings, uncles, aunts, nephews and nieces, including step relations and half relations.
- Applicants requiring a carer to provide care during both day and night may in some circumstances be registered for an additional bedroom. The applicant will be asked to produce documentation from Social Services detailing the care package. In some cases, proof of Carers Allowance paid at the same address as the applicant may be accepted
- Partners who have lived with the applicant for the last 12 months are considered part of the household
- If applicants have children over the age of 16 years living in their household, the children are expected to share a bedroom with a same sex sibling until they are 21 years old.

2.10 Applications from employees or councillors and their close relatives

Applications can be accepted from employees, elected local authority councillors, registered provider board members and their close relatives if they are eligible and qualify for the housing register.

Applicants must disclose any such status or relationship on their application.

Relatives are defined as:

- Anyone living with them as their partner or as a member of their household
- Natural, adoptive or step-parents
- Children

- Sisters or brothers
- Daughter-in-law or son-in law
- Grandparents
- Aunts or uncles
- Estranged spouses or partners, regardless of whether they live as part of the applicant's household.

Such applications are assessed in the normal way. However a senior manager must approve their eligibility to join the register and also before any accommodation is allocated.

2.11 How to apply

Applicants should complete a pre-assessment for housing through the Council's website to assess eligibility at [Housing – Canterbury City Council](#). The simplest way to do this is to visit the Kent Homechoice website, at [Kent Homechoice](#), and choose the register tab.

Applicants must complete the application in full and supply any additional information before a decision about the application can be made. The Council carries out checks to verify the information provided. An additional assessment is undertaken of applicants seeking sheltered or Sheltered Plus accommodation to establish their support needs and their suitability for living in their preferred schemes (see section 4.4).

Applicants can only join the housing register if they are eligible, a qualifying person/household and in housing need.

Applicants have the right to ask the Council to provide general information, such as:

- How the application is likely to be treated under the scheme
- Whether the applicant is likely to have reasonable preference
- Whether accommodation that is suitable for the household's needs is likely to be available and, if so, the likely waiting time.

Once the housing registration form has been processed, applicants receive an acknowledgement letter giving details of the following information:

- Unique reference number
- Details of the band in which registration has been placed
- Confirmation of the date of their application
- The number of bedrooms they are eligible for.

All applicants can check their application once it is processed via the Kent Homechoice website at [Kent Homechoice](#) and using their email address to log in.

The Housing Act 1996 requires a housing authority to ensure that any necessary advice, information and assistance is made available free of charge to persons in its district who wish to make an application for the allocation of accommodation. In order to ensure all vulnerable applicants are given assistance accessing Kent Homechoice, the Council:

- Identifies those who are likely to have difficulty making an application without assistance

- Identifies the appropriate assistance required by the applicant
- Monitors applicants identified as needing assistance to ensure their active participation in the scheme.

2.12 Changes in circumstances

It is the responsibility of the applicant or their advocate to notify the Council of any change of circumstance which may affect their housing application. Applications are assessed using this information and where this results in an applicant no longer being eligible and/or qualifying for the register or results in a change in their priority banding, the applicant is advised in writing.

If a change in banding results in increased priority, the date of the band increase is the 'applicable date'. Where a change in banding results in reduced priority, the band date does not change.

The Council reserves the right to withdraw an offer of accommodation if it is found that there has been a change in circumstances that would have resulted in a change of priority band, eligibility and/or qualification for the housing register.

2.13 Keeping the register up to date

The Council carries out an annual review of the register. Applicants who have not bid on any properties within a 12 month rolling period are contacted and asked if they wish to remain on the housing register. If no response is received within 28 days, the application is cancelled. Applicants who contact the Council within 28 days and want to remain on the housing register have their application reviewed, assessed and banded based on their current housing need.

Applicants in bands A and B have their application reviewed on a more regular basis to ensure they are not having difficulties with the scheme and to provide support in bidding for suitable advertised properties.

The Council reserves the right to remove or reduce priority banding if applicants are not bidding on all suitable advertised properties. If banding is reduced, applicants have a right of review.

2.14 Cancelling applications

Applications are cancelled in the following circumstances:

- A failure to provide verification information within the given time period (usually 12 weeks from application date)
- The applicants are no longer eligible or qualified to be on the register
- A request has been made by the applicant or their named advocate to cancel the application
- No bids are placed during a 12 month period (unless it is demonstrated that no suitable accommodation has become available)
- No response to a rolling review letter within the given time period
- Applicant has been re-housed or completed a mutual exchange

- Applicant has purchased a property/shared ownership property, either outright or with a loan or mortgage, and is now a home owner
- Contact is lost with an applicant because they have moved address
- A sole applicant has died
- Applicant is no longer eligible and/or no longer qualifies to be on the register
- Applicant no longer meets the local connection criteria
- There is clear evidence that an applicant has provided false information and/or deliberately withheld information
- Applicant has been found to have deliberately worsened their circumstances
- Applicant has declined two suitable offers of accommodation following bidding or declined a single direct offer of accommodation. They cannot re-apply for 12 months from the date of rejection of the offer
- If an accepted statutory homeless (statutorily homeless under Housing Act 1996)(as amended by the HRA 2017) applicant refuses a direct offer of suitable accommodation the local authority has discharged a main duty to house¹.

Reasons for suspension from the register:

- If the Council is waiting for additional information, it suspends an application until this is received. If this is not received within 12 weeks, the application is removed from the register
- If an applicant deliberately worsens their housing conditions to try and improve their position on the housing register, the Council will suspend this application for 12 months
- If an applicant is leaving supported accommodation, and is accepted onto the housing register, the application is suspended until a nomination form and support plan are completed by support workers and/or other appropriate professionals
- If a household has accrued housing related debt, and the property is affordable, the application is suspended until the debt is cleared or an arrangement with the landlord has been agreed and maintained for at least 6 months.

2.15 Rural housing

A small number of homes provided by registered providers in the rural communities of Littlebourne, Bridge, Adisham and Bekesbourne can only be offered to people with a very strong connection with the local community. These are usually associated with conditions for granting planning permission or Section 106 agreements for the development. To qualify for one of these homes applicants must meet one of the following criteria:

- Currently reside in the village for a minimum of 10 years
- Have previously been resident in the village for a minimum of 10 years but moved away to secure affordable/appropriate accommodation
- Is the mother or father, son or daughter, the brother or sister of a family that meets the criteria above in the first two points and whose application is evidenced by proof that continuing care to or for members of the family is necessary
- Applicants who have lived away from the village for a period exceeding 10 years will not be considered eligible.

¹ Where an accepted statutory homeless duty is discharged, the applicant may apply to remain on the register and will have their application and band assessed accordingly, where no request to remain on the register received the application will be cancelled.

The advert for homes in Bridge (Brickfield Lane), Adisham (Bossington Road) and Bekesbourne (Aspinall Close and Cranmer Close) state that this type of connection is required.

Properties in Littlebourne (Court Meadows and List Meadows) are not advertised. Applicants must in the first instance contact Littlebourne Parish Council by emailing **clerk@littlebournePC.org**

If an applicant thinks they have this connection to any of these villages, and wants to be considered for a home there, they must give full details on their application form. All other rural housing is let on the basis of housing need in the same way as all other social housing in the district.

2.16 Local lettings plans

Local lettings plans are usually used:

- During the first letting of homes on new developments
- If there are circumstances when the Council must pay special attention to a particular area and be sensitive as to how vacant properties are let, for example in certain rural communities (see section 2.15)
- To address community safety issues in an estate or area
- To support the creation of balanced and sustainable communities
- To support area regeneration or renewal.

The use of local lettings plans is carefully considered to ensure that addressing an issue in one area does not have unforeseen consequences elsewhere.

2.17 Right to review

Applicants have a statutory right to request a review. When the Council makes any of the following decisions about an application, the decision is given in writing with reasons for the decision and the applicant's right to request a review of the decision:

- The household is ineligible to join the housing register
- The household does not qualify to join the housing register and/or does not meet the housing need criteria
- The household's priority on the housing register, including band they have been placed in and any changes to the banding of their application
- The Council does not accept that the applicant's present accommodation is detrimental to their current medical condition and has refused to prioritise their need for alternative accommodation
- The applicant refuses an offer of accommodation that the Council considers to be reasonable
- Removal from the housing register
- Discharging duty to a homeless applicant who has refused a reasonable and suitable offer
- The facts of their case and how they have been taken into account
- If the applicant thinks the Council has interpreted the policy incorrectly.

There is no right to ask for a review of the Council's policy.

A review must be requested in writing or by email within 21 days of the date of the decision notification. A request for a review may also be made by a representative of the applicant on their behalf.

The request for a review should include all relevant information and, where possible, any supporting evidence to explain why the applicant disagrees with the decision.

The review is carried out by an officer senior to the original decision maker. The reviewing officer may seek further information, which is considered in the context of this Allocation Scheme, any legal requirements, government guidance and regulations. Advice may also be sought from other professionals, such as social services, medical professionals or the police. A decision is reached within 56 working days. If a longer period of time is required, the applicant is advised of this in writing. It may be decided to uphold the original decision or alternatively to make a different decision. If the applicant is not satisfied with the outcome of the review they may seek a judicial review or take their case to the Local Government and Social Care Ombudsman at [Contact us – Local Government and Social Care Ombudsman](#).

2.18 Appeals

If an applicant is dissatisfied with the outcome of the review, they can appeal to have their case heard in person by a senior manager. The appeal must be submitted within 21 days of receiving the review decision.

2.19 Complaints

The Council has a formal complaints procedure. Details can be found at [Complaints – Canterbury City Council](#).

3. Assessing housing need

In framing this scheme to ensure that those in greatest housing need are given preference for an allocation of accommodation, the Council has considered the categories of people that must be given reasonable preference by local authorities, as set out in the Housing Act 1996, (S.167 (2)) the Homelessness Act 2002 the Localism Act 2011 and the Homeless Reduction Act 2017. These are:

3.1 Reasonable preference

- People who are homeless within the meaning of Part VII of the 1996 Act 193(2) or 195(2) of the 1996 Act (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any housing authority under S.192(3)
- People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
- People who need to move on medical or welfare grounds, including grounds relating to a disability
- People who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or to others).

3.1.1 Homeless households

Accepted statutory homeless (statutorily homeless under Housing Act 1996 as amended by the Homelessness Reduction Act 2017) applicants are entitled to one offer of suitable accommodation which could be social housing, housing association or private rented accommodation. Applicants are awarded Band B priority and are expected to actively bid for suitable homes. Those who do not bid receive a direct offer of accommodation, which may be in the private sector, a housing association property or in the Council's own housing stock.

3.1.2 Foster carers and adopters

Children's services have a duty under S.22G of the Children Act 1989 to ensure sufficient accommodation to meet the needs of the looked after children in their area. The Council works in partnership with children's services to best meet the needs of prospective and approved foster carers and adopters, so that children's services can meet their s.22G duty.

Each case is considered individually and evidence is required to confirm that the adoption or fostering role has been approved in principle.

3.1.3 Resettlement and supported housing move on

Canterbury City Council aims to assist people to move-on from supported housing by giving rent deposits to those who have a local connection to Canterbury district at the time they entered supported housing, provided they have been referred to the Council by the support provider who certifies that they are ready for move-on. People without a local connection to Canterbury's district are, as far as possible, re-connected to their home area in accordance with the Kent-wide reconnection policy.

Applicants who have an established and additional need for longer term settled accommodation that is not available in the private or voluntary sectors may join the housing register. Such applicants must also meet the criteria for a social housing allocation. The support worker or social worker or professional involved with the applicant, must confirm in writing that the applicant is ready for such a move and has acquired reasonable skills to sustain a tenancy.

Criteria for establishing a need for long term settled social housing are as follows:

- The applicant suffers from a long term condition which makes them vulnerable and results in them requiring long term stable and sustainable accommodation
- The applicant will suffer a significant impact to their health and wellbeing should they move in to any form of insecure accommodation
- Social housing is the only suitable option for meeting their housing need.

Applicants who meet these criteria are placed in band B. A quota of properties for allocation to those moving on from supported accommodation is agreed with each individual support agency and reviewed annually.

3.1.4 Under-occupiers

In order to increase the supply of family sized housing, the Council prioritises applications from existing tenants who are under-occupying their current home.

If a tenant moves from a large home to a smaller one, and gives up at least two bedrooms, they are awarded Band B status. If a tenant gives up one bedroom they are placed in Band C.

The Council may sometimes offer other incentives to make it easier for tenants to move to a smaller home, and are subject to availability. These incentives are outside the scope of the Housing Allocations Scheme and are discussed separately with applicants. Other registered providers may not offer incentives.

3.2 Additional preference

Section 166A(3) Housing Act 1996 allows housing authorities to give additional preference to particular groups of people who fall within the statutory reasonable preference categories and have urgent housing needs, The Council gives the following groups additional preference within this Housing Allocations Scheme:

3.2.1 Members of the armed forces

Members of the armed forces who meet one of the following criteria:

- The person is serving in the regular forces and is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the persons service
- The person formerly served² in the regular forces
- The person has recently ceased, or will cease to be entitled to reside in accommodation provided by the Ministry of Defence following the death of that person's spouse or civil partner who has served in the regular forces and whose death was attributable (wholly or partly) to that service
- The person is serving or has served² in the reserve forces and is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service.

will on activation of their housing application have their priority increased by one band, unless they are already in Band A. Those who are in Band A will have the date of their priority banding back-dated by six months.

3.3 Priority banding

Applicants have their housing application assessed and are allocated a band in accordance with their assessed housing need. Bands in order of priority are Bands A, B, C and D. Most applications are placed in Band D.

Detailed definitions for the categories of need can be found in Appendix 3.

Priority band	Categories of application
Band A: Critically urgent housing needs	<ul style="list-style-type: none"> • Critical medical or welfare need • Special cases • Emergency housing status • Decants – in a home due for demolition or major repairs • National Witness Protection Scheme referrals • MAPPA referrals
Band B: Serious housing needs	<ul style="list-style-type: none"> • Families with major overcrowding who lack 2 or more bedrooms • Social housing tenants who are prepared to move to a new home with at least 2 fewer bedrooms • Households living in unsatisfactory housing conditions where at least one Category 1 hazard exists • ‘Vulnerable’ supported housing leavers • Families who live with other families and who lack 2 or more bedrooms • Households that are owed a Section 193 main housing duty (N.B. households who do not actively bid within a 3 month period will receive a direct offer)
Band C: Higher preference housing needs	<ul style="list-style-type: none"> • Families with minor overcrowding who lack 1 or more bedrooms • Social housing tenants who are prepared to move to a new home with at least 1 bedroom less • Medium medical or welfare needs • Moving under the Right to Work scheme • Families who live with other families and who lack 1 or more bedrooms
Band D: General housing needs	<ul style="list-style-type: none"> • People who live in insecure housing (for example lodgers) • People who live in private rented housing that is no longer affordable • People without their own home, such as sofa surfers or rough sleepers • People with low medical or welfare needs not covered in Bands A-C • Households who are owed a prevent or relief duty by the Council, including those who have turned down a suitable offer and those that are intentionally homeless • People who have been assessed as homeless but not owed a duty by the Council • Cases where a duty is owed by another local authority under the Housing Act 1996 section 190(2) (intentional homelessness), section 193(2) (full housing duty) or section 195(2) (threatened homelessness), or who are occupying accommodation secured by another local authority under section 192(3) (discretionary accommodation provided for non-priority applicants)

Priority band	Categories of application
	<ul style="list-style-type: none"> • Those wanting to move to designated older persons' accommodation, sheltered housing or Sheltered Plus who meet age limits and support needs • Families who live with families where they are adequately housed • Concealed families that have given up independent accommodation to deliberately worsen their circumstances

4. The choice based lettings scheme

4.1. Advertising accommodation

Choice based letting works by advertising available properties each week and giving applicants on the housing register the opportunity to express an interest (or bid) for an advertised property.

To enable applicants to make an informed choice, adverts provide information on the property location, the type of property, the number of bedrooms, type of heating, whether it has a bath or shower, whether there is a garden, a driveway or a policy on keeping pets. Some properties have restrictions that are clearly stated in the advert including:

- Specially adapted or designed properties for those with an identified physical disability or mobility need
- Stipulations under a section 106 (S.106) agreement, which is a legal agreement between the council and the developers that is linked to the original planning permission. It is sometimes also known as planning obligations, and applicants must meet a specified condition
- A minimum age limit on the applicant and other members of the household
- Rural areas where the Council may restrict bids to applicants with a local connection to the parish (see section 2.15)
- A sensitive let, where additional checks may be required on potential tenants to address or manage a specific local housing issue
- A local lettings plan which enables landlords to allocate particular accommodation to people with particular characteristics. Local lettings plans are used to address a wide range of housing management objectives, such as creating balanced and mixed communities (see section 2.16).

If an applicant bids on a property but does not meet the advertised criteria, their bid may be passed over in favour of an applicant that meets the criteria.

4.2. Direct offers

Offers of housing for applicants in Band A may be a direct offer of accommodation that is broadly appropriate for their needs. This is considered more appropriate than bidding because of the need for urgency and because the Council must make best use of its limited housing stock and has access to information about its homes and their potential suitability for

adaptation, which optimises the matching of adapted homes to applicants who have needs related to a disability.

Homeless households to whom a main duty is owed, who do not actively bid, will also receive a direct offer (see section 3.2).

4.3. Adapted properties for people with disabilities

Adapted properties are homes that have been designed or significantly altered to meet the needs of people with physical or sensory disabilities. Adapted homes are advertised as part of the choice based lettings scheme to ensure that applicants who are assessed as needing this type of accommodation have the widest possible choice. This is consistent with the duty to promote disability equality.

Adverts state if the property is purpose-built or adapted and encourage bids from people who need an adapted home. Applicants with disabilities who wish to bid for an unadapted home may do so. However, the Council reserves the right to overlook any successful bid if it is not practical to adapt the property for the applicant or if there is no funding to pay for the adaptations.

The successful applicant for an adapted property is selected from a short-list of qualifying applicants. The full circumstances of each short-listed applicant are considered before deciding who is offered the property.

Households with a documented and established need for certain types of adaptations (including stair lifts, level-access showers, ramp access, widened doorways) are given preference over people who do not need these adaptations when homes that have such features become available.

Bungalows and other level access accommodation are usually offered first to people who need this type of housing due to their mobility and health needs.

If an applicant requires adaptations, an occupational therapist may have to decide what works are essential. Sometimes these adaptations cannot be carried out until some time after a tenant moves in. All decisions of this nature are risk assessed with advice from an occupational therapist. The timing of adaptations depends on an assessment of their relative priority and the availability of resources.

If a Council tenant has a home with significant adaptations that are no longer needed and there is a waiting list for such a property, the Council may place that household in a higher priority band to release the adapted home for someone who needs it as quickly as possible.

4.4. Housing with support, sheltered, Sheltered Plus and extra care housing

Supported housing is normally offered only to people who need the level of support and services provided and who also satisfy any minimum age requirement. The normal lower age limit for sheltered and Sheltered Plus schemes is 60 years, which is always included in property adverts. For sheltered and Sheltered Plus schemes, if one person satisfies the age requirement, any other person in the household must usually be over the age of 40 years.

Priority for ground floor sheltered accommodation and other older persons' accommodation is given to current tenants on the housing register who have a medical or mobility need to move.

If there are insufficient bidders above the minimum age requirement, the Council may consider younger applicants who need this type of property because they require the level of support and/or have a medical condition, disability or serious mobility problems in order to make best use of the housing stock.

The council may also relax the minimum age limit for studio accommodation in sheltered or Sheltered Plus if there have been two or more offers and refusals, but the applicant must need the level of support and services provided by the accommodation.

The Council carries out an assessment of the applicant's needs before offering sheltered or Sheltered Plus accommodation. This includes a visit by or discussion with one of the Council's Independent Living Managers to establish the applicants' support needs and their suitability for living in their preferred schemes.

There is currently one extra care housing scheme in Canterbury district at King Edward Court in Herne Bay. Properties at this scheme are not advertised via the Kent Homechoice website. To be considered for this scheme, applicants should contact Kent County Council (KCC) Adult Social Services and complete a further assessment that is referred to as a "pen picture" document. This document is then presented to a meeting of the King Edward Court housing allocation panel, which is attended by representatives from Canterbury City Council, KCC and Housing 21, who manage the property, and the care providers. The applicant in highest housing need is identified and directly offered a property when one becomes available.

4.5. Designated older persons' accommodation

These properties are normally offered only to people who satisfy the minimum age requirement stated in the advert, which is normally 55 years. If one person satisfies the age requirement, anyone else in the household must be over the age of 40 years.

If an applicant has only the "designated older persons' accommodation" band, which is Band D, then they are only:

- a) Offered designated older persons' accommodation, regardless of which properties they bid on, and
- b) Considered for an offer of older persons' accommodation after applicants in the same band with other housing need factors, such as mobility and health needs.

If there are insufficient bidders above the minimum age limit, the Council may consider younger applicants who need this type of property because of a medical condition, disability or serious mobility problems in order to make best use of the housing stock.

The council may also relax the minimum age limit for studio accommodation in designated older persons' accommodation if there have been two or more offers and refusals. Applicants

are not required to have a medical condition or disability, but must demonstrate their suitability for living in the accommodation.

4.6. Property size eligibility

The Council has a clearly defined framework in Appendix 2 for deciding on the size of property that an applicant can bid for.

In exceptional cases, the Council may consider allocating a property that is larger than the framework permits to make best use of the housing stock for reasons such as:

- Enabling an under-occupying council tenant to downsize to a smaller property
- A medical condition or disability
- A property has been advertised on three separate occasions with no eligible bids
- A property is vacant and has been available to let for more than two months.

In these circumstances, applicants are advised to check whether their choice of larger accommodation would have a negative impact on their housing benefit, Universal Credit or other welfare benefits. It is the applicants' responsibility to ensure that they can afford the cost of the larger accommodation.

4.7 Hard to let properties

Some properties are less popular than others due to issues such as their age, design, location or size, and are sometimes referred to as 'hard to let'. These are defined by the Council as:

- A property that has been advertised on three separate occasions with no eligible bids
- A property that is vacant and has been available to let for more than two months
- Studio accommodation in sheltered, Sheltered Plus or designated older persons' accommodation where there have been two or more offers and refusals.
- The problem of these hard to let properties may be addressed by:
 - Allocating a property that is larger than the property size eligibility criteria framework (Appendix 2) permits to make best use of the housing stock (see section 4.6)
 - Relaxing the minimum age threshold for studio accommodation in sheltered, Sheltered Plus or designated older persons' accommodation if there have been two or more offers and refusals. The successful applicant must need the level of support and services or demonstrate their suitability for the accommodation (see sections 4.4 and 4.5).

4.8. The bidding cycle

Properties are advertised weekly through the [Kent Homechoice website](#). Once an advert has closed a shortlist is created by the system.

4.9. Short-listing and selection

Two main factors determine shortlisting:

- Which bidder is in the highest position on the register, and

- Which bidder is best suited to the property, bearing in mind any special requirements, property or community attributes.

At the end of the advertising cycle, applicants are ranked by order of priority and a shortlist produced. Priority is first decided by bands, and then by date order within each band.

Applicants with children aged 13 or under on the date of offer, or who have supporting evidence from a medical professional of a need for a garden, have priority over other applicants in the same band for un-adapted houses with private gardens. The Council has decided to prioritise private gardens for families with young children to provide a safe space to play, with other uses being a secondary consideration.

If no one on the register bids or no one is eligible to be considered for the empty home, the Council re-advertises the property, or may decide to make a direct allocation of the property.

Offers are made only if an application has been verified. Applicants who are Canterbury City Council tenants must have a clear rent account and their current home must be in good condition as required by [Your tenancy agreement – Canterbury City Council](#).

Successful bidders are contacted by phone and invited to view the property. Registered Providers have their own letting processes. If contact cannot be made with the applicant, the home is offered to someone else.

If an applicant refuses two offers of housing for which they have bid within the last 12 months, the Council removes the application from the register and the applicant is not permitted to re-apply for 12 months from the date of rejection of the second offer.

The Council aims to re-let vacant homes as quickly as possible and successful applicants are usually expected to sign the tenancy agreement immediately after the viewing. The tenancy normally starts the following Monday.

When making direct offers the Council makes every effort for an offer to be reasonable, which means that, as far as possible, it meets the size and type of property that the applicant qualifies for. If an applicant has received a direct offer and refuses to accept it, they have a right to request a review of the offer and must give a reason. The property is not kept empty if a review of a direct offer is requested.

5. Review

This scheme was adopted on 9 June 2023. It will be reviewed as changes in legislation, regulation or guidance require.

Minor changes that do not make a significant difference to service provision will be made to the document by the authority delegated to the Deputy Director – People in the Council's constitution.

Significant changes will be taken through the Council's governance process.

6. Equality and diversity

The Council is committed to promoting equality in its policies and practices, preventing and eliminating discrimination in line with the protected characteristics set out in the Equalities Act 2010.

The Council aims for the Housing Allocation Scheme to be accessible and sensitive to the diverse needs of individuals and will take measures to ensure that people with disabilities have equal access to housing opportunities within the population as a whole.

The Council will monitor the impact of this policy to ensure equal opportunity for all. This policy has been subject to an Equalities Impact Assessment (EIA).

7. Personal data and information sharing

Personal data is collected by the Council as part of the application process using powers in section 166, 166A and 167 of the Housing Act 1996.

The lawful basis for processing is Article 6(1)(c) of UK GDPR, Legal Obligation, whereby “processing is necessary for compliance with a legal obligation to which the controller is subject.”

For matters which are facilitative, incidental or conducive to the statutory obligations we rely upon Article 6(1)(e) of UK GDPR, Public Task, where processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

In the absence of any other lawful bases the Council seeks the consent of the applicant to share personal data with another public body or organisation.

Under the partnership scheme, the Council seeks consent from the applicant to share the data with one or more other partners in the event that the applicant expresses an interest in housing accommodation managed by that other partner.

Information is shared in accordance with the Information Sharing Protocol agreed by the Kent Choice Based Lettings Partnership to ensure that data sharing is only carried out in controlled circumstances to facilitate the application process.

The lawful basis for such sharing is Consent (more likely than Public Task), to share the information to enable each authority to assess the applicant's suitability for housing accommodation.

In accordance with s169 of the Housing Act 1996, information may also be shared between partner authorities in the exercise of their functions in order to comply with such guidance as may from time to time be given by the Secretary of State.

Personal information may also be shared with other parties if:

- There are overriding legal, social or public interest considerations, for example there is a risk of serious harm to the person or to others if the information is not disclosed
- The information is required by a local authority department or external auditors to carry out a statutory function
- The information is required by the police as part of a criminal investigation.

Information may also be disclosed in response to Councillor or MP enquiries in the course of their duties. Care will be taken to only disclose information that is proportionate to the enquiry.

Further information about how the Council will process personal data can be found in the Council's privacy notice published on the website. Service specific privacy notices can also be found [here](#).

8. Subject Access Requests

Individuals have the right to access and receive a copy of their personal data, and other supplementary information. This is commonly referred to as a subject access request or 'SAR'. Individuals can make SARs verbally or in writing, including via social media. A third party can also make a SAR on behalf of another person.

SARs are dealt with by the Information Governance Team for processing. The Council should respond without delay and within one month of receipt of the request. The time period may be extended by a further two months if the request is complex or if you receive a number of requests from the individual

Officers should perform a reasonable search for the requested information. The information should be provided in a form that is accessible, concise and intelligible format. The information should be disclosed securely.

The Council can only refuse to provide the information if an exemption or restriction applies, or if the request is manifestly unfounded or excessive.

Appendix 1: Definitions

Application means the completed application form together with the documents required to prove the identity of every person named on the form, full details of their income and savings over the preceding six months and any other supporting evidence. The term 'application' is also used as a generic description for the whole process from the point of completing the application form until someone accepts the offer of a home or their application is withdrawn from the Housing Register. The date of application is the date on which the applicant first submits their completed application to the Council.

Breaking the rules of the tenancy: if an applicant is a tenant of Canterbury City Council, a local housing association or one of the Council's voluntary partners, they must abide by the conditions of their tenancy or licence. If they do not, they may not be considered for an offer of a home.

If formal legal action has been commenced against the applicant for any breach of tenancy conditions, they will not usually be considered for an offer of a home whilst the matter is still outstanding.

If they owe rent or other charges from either a current or former tenancy to any of the above landlords they will only be considered for an offer of a home at the discretion of the Council. The Council usually expects applicants to clear the arrears completely before they will be considered for an offer. Other registered providers have their own rules about arrears.

Category 1 Hazard under the Housing Health and Safety Rating System (HHSRS), is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. It was introduced under the Housing Act 2004 and applies to residential properties in England and Wales.

The HHSRS assesses 29 categories of housing hazard. Each hazard has a weighting which will help determine whether the property is rated as having category 1 (serious) or category 2 (other).

A Category 1 Hazard is a housing defect that could have particularly serious effects on the people who live in the property. Examples include lack of a heating system, dangerous staircases or balconies, low windows that small children could fall out of, etc. Most Category 1 hazards can be fixed by the landlord and the Council tries to get landlords to fix them, if at all possible.

Reasonable time for resolving Category 1 hazards means:

- That the work can easily be carried out with the tenant in occupation, and
- That the work does not rely on the co-operation of other property owners.

Concealed families are those where a family with children live within another family or household (for example, if a tenant's son or daughter lives in the parental home, but now has children of their own and needs a home of their own). The over-crowding definition will be applied to these applications in accordance with the number of bedrooms occupied by those named on the application. An applicant who deliberately worsens their housing circumstances by moving in with family and friends will have their application suspended for 12 months.

Consent and declaration, when an applicant applies to join the housing register they will be required to sign a consent and declaration statement as part of the application process to confirm that:

- The information provided is true and accurate
- They will inform the Council of any change that affects their housing
- They understand that their information may be shared with other relevant parties
- They consent to the Council making any appropriate enquiries to confirm information is correct
- They consent to the release of relevant information
- The information may be used to detect and prevent fraud.

Homeless soon means an applicant has been given a valid Notice to Quit by their landlord and is within two months of the end of their tenancy but is still entitled to remain in their home.

Housing need in this scheme means that an applicant/s are in one of the “reasonable preference categories” in the Housing Act 1996, Part VI. This means they:

- Are homeless (within the meaning of Part VII of the Housing Act 1996) or
- Are owed a particular statutory duty by any Council under certain provisions of homelessness legislation (they will have had a homeless interview and will have a decision letter from the Council) or
- Are occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions or
- Need to move on medical or welfare grounds, including grounds relating to a disability, or
- Need to move to a particular locality in the district where failure to meet that need would cause hardship (to themselves or others).

If they are homeless they are usually assessed through the homelessness service. If they are owed a statutory duty under homelessness legislation they are assessed by the homelessness service and a decision is given in writing.

Housing Solutions. The Council has adopted a proactive approach to finding solutions to housing need, which brings several benefits:

- People are offered support to access the housing solution that best meets their needs (which might be private rented housing, low cost home ownership or help to stay put and sustain their current accommodation)
- Expectations about accessing social housing are properly managed; and
- Social housing is focused on those who need it most.

Immigration status. Canterbury City Council’s Housing Allocations Scheme is framed according to relevant legislation and good practice and affects whether applicants may join the Housing Register.

Kent Agency Assessment for housing needs is a way in which partner organisations can provide supporting evidence. It is intended to explain important details about the applicant and their family that have not been included on the application form. Kent Agency Assessments (KAA) are only accepted if they provide new or additional information, not if they just re-state facts that have already been taken into account. If a KAA is submitted the Council may discuss the recommendation with the professional providing it, to fully explore and understand their recommendation.

Applicants need to be aware that just because a professional has recommended a certain priority, it is for the Council to decide whether or not to award a priority based on the evidence submitted within the framework of this Housing Allocations Scheme.

Local connection is defined in Part VII of the Housing Act 1996 for the purposes of homelessness. This Housing Allocations Scheme uses a different definition of local connection to decide who can join the housing register. The differences are that this scheme does not recognise local connection through employment (unless the application is under the Right to Move criteria) and requires a three-year local connection, not just six months. It includes:

- Those who normally live in the Council's administrative area who can show they have lived in the area for three years out of the last five years, where residence has been through choice
- Those who have family connections. The Local Government Association guidelines define this as immediate family members who have themselves lived in the area for five years. Immediate family members means parents, siblings or adult children with whom the applicant has a meaningful and on-going relationship
- Special circumstances on a discretionary basis. For example, the Council might agree that there is a local connection for applicants who grew up in the area but moved away and no longer meet the normal residence conditions, or those who need to move to the district for urgent social reasons such as to receive or give support, or to escape violence. This is not a definitive list and individual circumstances will be taken into account by staff in consultation with the Head of Service in deciding whether to exercise discretion
- Serving or former members of HM armed forces.

Under this scheme, people with a local connection as defined above will only be admitted to the register if they meet the other qualifying criteria as well.

People in the following categories are not normally be considered as having a local connection:

- Those placed in the Canterbury district in temporary accommodation by another council
- Those who originated outside the area and were placed in the Canterbury district in residential or supported housing by another council or agency.

Means-tested benefits are awarded based on the applicant's income and how much capital they have, and include:

- Universal credit
- Income-based Jobseekers Allowance
- Income-related Employment And Support Allowance
- Income support
- Working tax credit
- Child tax credit
- Pension credit.

Medical and Welfare Assessments. This Housing Allocations Scheme gives reasonable preference to applicants who can demonstrate that their present accommodation is detrimental to their current medical condition and/or their welfare in order to prioritise their need for alternative accommodation. It does not make assumptions about or predict future medical or welfare needs. All members of the applicant's household who have submitted medical information are considered to ensure that the composite needs of the household are assessed. The Council normally assesses applicants based on the information they provide. This may include GP letters, hospital letters, or letters from relevant medical practitioners or support workers that directly address the link between the applicant's medical condition and/or their welfare and their housing need. Sometimes the Council may ask an

independent medical adviser to provide an independent perspective to help the Council reach a decision on an applicant's medical priority. In all cases, medical and/or welfare priority is only given where there is a direct link between the applicant's health and/or welfare situation and their housing circumstances.

Examples of medical and welfare needs that may result in priority being given to move on medical or welfare grounds, and being awarded Band C or D include:

- A mental illness or disorder
- A physical or learning disability
- Chronic or progressive medical conditions such as Multiple Sclerosis, Parkinson's Disease
- Infirmary due to old age
- The need to give or receive care
- The need to recover from the effects of violence, or threats of violence, or controlling behaviour, or physical, emotional or sexual abuse where the acts are historic and there is no longer a risk to the individual. There must be a link between these events and the current home. Applicants need to explain why living in their current home is preventing their recovery.
- Ability to live independently
- Young people at risk
- People with behavioural difficulties
- Need for adapted housing and/or extra facilities, bedroom or bathroom
- Need for improved heating (on medical grounds)
- Need for sheltered housing (on medical grounds)
- Need for ground floor accommodation (on medical grounds)
- Need to be near friends/relatives or medical facility on medical grounds
- Need to move following hospitalisation or long term care
- Recovering from addiction. The applicant must provide evidence that they are actively engaged in a recognised rehabilitation programme and that re-housing would be a very important contribution to recovery. The professional person leading the rehabilitation programme should confirm these items in writing.

Multi Agency Public Protection Arrangements (MAPPA). All local authorities have a duty to cooperate with MAPPA. The council recognises the importance of accommodation in the resettlement of offenders and in the assessment and management of associated risks. There are specific processes associated with MAPPA referrals.

National Witness Mobility Scheme (NWMS). To help the police tackle serious crime and to support witnesses through the legal process, the Council accepts, as required, referrals from the NWMS. Cases must be assessed and verified by the NWMS and are only accepted with the agreement of the Head of Housing and Community Services.

Overcrowding. The Council has adopted the Bedroom Standard to assess whether a household is overcrowded. The Council takes into account the number of bedrooms and other rooms that can be used for sleeping. Kitchens and living rooms are not bedrooms for the purpose of the assessment. The intended function of the room is considered, rather than its current use. A dining room is considered as possible bedroom accommodation if it is a separate room and no-one has to walk through it to get to another room. The bedroom standard may be viewed [here](#).

Permitted number is a number calculated in accordance with the Housing Act 1985 Part X, and takes into account the number and size of rooms (including living rooms). The maximum number of

bedrooms any family can have under this Allocation Scheme is five, because the Council owns no housing stock with more bedrooms than this. Larger families are expected to occupy four or five bedroom houses in the best way they can, provided the number of occupiers does not exceed the permitted number. All the accommodation owned by the Council has a permitted number.

Proof of identity is required for each named applicant. Photographic identification (e.g. passport, photo driving licence) is required together with birth certificates, proof of benefits, wage slips showing the applicant's name, address and national insurance numbers, proof of capital, residency permits showing leave to remain. Further details on verification of identity will be provided if you are offered a property.

If verification shows that applicants are not eligible or do not qualify for the property, the offer will be withdrawn. If the Council believes that the applicant was trying to obtain a tenancy by deception, then the case will be investigated to determine whether an act of fraud has been committed.

Reasonable Preference Categories are categories of people, defined by law, who must be given priority over other applicants. They do not all have to be given the same amount of priority. They are outlined in the definition of Housing Need above and fully explained in Housing Act 1996, Part VII.

Right to move. The Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations 2015 (SI 2015/967), which came into force on the 20 April 2015, provides that local authorities must not disqualify certain persons on the grounds that they do not have a local connection with the authority's district, in particular local connection may not be applied to existing social tenants seeking to transfer from another local authority in England for work related reasons. Guidance may be viewed at the [Allocation of Housing \(Qualification Criteria for Right to Move\) \(England\) Regulations 2015](#).

As a result of this, the Council is required to:

- Ensure local connection is not applied to applicants who qualify under the Right to Move
- Expand the definition of the 'hardship' reasonable preference category
- Set aside a quota of 1% of lettings per annum for this group.

The applicant must demonstrate that they need, rather than wish to move to the Canterbury district to take up employment. In this regard the following factors will be taken into account:

- The distance/time taken to travel between work and home
- The availability and affordability of transport, taking in to account the level of earnings
- The nature of the work and whether similar opportunities are available closer to home
- Other personal factors, such as medical conditions and child care, which would be affected if the tenant could not move
- The length of the work contract
- Whether failure to move would result in the loss of an opportunity to improve their employment circumstances or prospects, for example, by taking up a better job, a promotion, or an apprenticeship.

The qualification regulations 2015 only apply if the work is not short term or marginal in nature, as such the following forms of work are excluded:

- Short term – whether the work is regular or intermittent, whether or not the work was intended to be short term from the outset. Contracts of less than 12 months will be considered as short term
- Marginal – the number of hours worked, employment of less than 16 hours per week will be considered marginal in nature
- Ancillary – whether the main place of work is within Canterbury district or not
- Voluntary work – where no payment is received or the only payment is for expenses incurred.

In determining whether an application qualifies under the Right to Move, the Council will require the applicant to provide one or more of the following:

- A contract of employment
- Wage/salary slips covering a certain period of time, or bank statements
- Tax and benefits information
- A formal offer letter
- Satisfy the authority they have a genuine intention of taking up the offer of employment (if they have not yet started the employment).

Applicants who meet the Right to Move criteria will be placed into Band C, to reflect reasonable preference. Any additional housing need elements will be considered at the banding stage and may result in an increased priority.

Serious offenders applications made by serious offenders, as defined by the Serious Crime Act 2007 will be subject to an appropriate assessment of their eligibility, which will take MAPPA (Multi-Agency Public Protection Arrangements) guidance into account. Any allocation will only be made following a multi-agency risk assessment and where suitable safe accommodation has been identified.

Social housing is defined by the Housing and Regeneration Act 2008 and may be viewed [here](#).

Social/welfare needs. This applies where an applicant's accommodation is detrimental for their needs because of social or welfare reasons. Evidence from professionals will be required in such cases, together with a risk assessment and recommendations as to how best to assist. This may be, for example, where:

- A vulnerable applicant is being exploited within their accommodation, putting them at risk
- An applicant needs to move to receive care or support.

Supported Housing is housing where specialist support is offered to the residents, for example, to assist people trying to overcome alcohol or substance misuse issues. Access to supported housing is usually by referral, but the location of the supported housing is often not in the applicant's home area. The intention is that the applicant will stay in supported housing until they are ready to move-on to live independently in mainstream housing where there is little or no support. The housing solution will be person centric and may be either a deposit for private rented accommodation or a social housing tenancy (obtained through bidding).

Tenancy sustainment aims to prevent a tenancy from coming to a premature end by providing the necessary information, advice and support for tenants to be able to maintain their tenancies. Tenancy

sustainment services provide short-term, intensive support to customers with multiple needs, who are at serious risk of losing their tenancy if intervention is not provided.

Unacceptable behaviour is conduct by the applicant or a member of their household which would, if the applicant were a secure tenant of the Council, entitle the Council to an order for possession. In particular, those who have been evicted from previous accommodation because of their behaviour. Examples include:

- Breaching tenancy conditions
- Causing a nuisance to neighbours
- Being convicted of an arrestable offence committed in or in the vicinity of their home
- Causing the condition of the property to deteriorate by a deliberate act or by neglect.

Urgent housing need includes:

- Emergency situations such as needing to move urgently because a disaster has made the existing home uninhabitable
- The current home is no longer usable due to a medical condition or disability that is attributable to military service
- Families in severe overcrowding such that it poses a serious health hazard
- Those at risk of violence through domestic abuse
- Those suffering racial harassment and at risk of violence
- Those who are covered by national witness protection programme.

Withdrawing offers of accommodation. There are some circumstances when the Council may withdraw an offer. The following are examples and is not an exhaustive list:

- Where there has been a significant change in circumstances
- The verification process shows that the applicant is not eligible for the property
- Where there has been an error in the advertising
- Where there has been an error in the assessment of the applicants priority
- Where there has been a false declaration or an applicant has failed to provide documents for the verification process
- In emergency situations where the accommodation is required for another applicant at the discretion of the Head of Service.

Appendix 2: Property size eligibility

The Council's policy reflects the [Allocation of accommodation: guidance for local authorities](#) which suggests that the bedroom standard is an appropriate measure of overcrowding for allocation purposes, and recommends that all housing authorities should adopt this as a minimum. [Definition of overcrowding – Housing Act 1985](#).

The bedroom standard allocates a separate bedroom to each:

- Married or cohabiting couple
- Adult aged 21 years or more
- Pair of adolescents aged 10-20 years of the same sex
- Pair of children aged under 10 years regardless of sex
- Unborn children and children under 12 months old, are not taken into account for the provision of bedrooms. Children under 12 months old are expected to occupy a room with a parent. The applicant must supply verification details of the child's name, gender and date of birth to ensure the application is correct.

The Council does not own any homes with more than five bedrooms. Larger families are expected to occupy four or five bedroom houses, provided the number of occupiers does not exceed the permitted number for the house. If a larger home is necessary, social housing is unlikely to be available and other options will be explored.

The Council may at its discretion consider that an applicant needs an additional bedroom if there is a medical requirement for a household member to sleep in a separate bedroom, or if there is a need for an additional room for medical equipment, or an overnight carer is required. However, applicants should be aware that an additional bedroom may not be covered by housing benefit, as it could be subject to the spare room subsidy ruling.

Where separated or divorced parents have responsibility for children, the Council will only allocate family housing to one of them. The other parent will only be eligible for one-bedroom accommodation. This will normally be decided in accordance with benefit system rules, but each case will be considered on its merits.

Applicants are not allowed to bid for a home with fewer bedrooms than they need if:

- It worsens their current housing circumstances, or
- The household is bigger than the permitted number for the dwelling (see definitions).

In general, applicants and their households will match the size criteria, but in certain areas or for certain properties, they may be allowed to bid for a larger property to facilitate the best use of the housing stock. Examples include:

- Enabling an under-occupying council tenant to downsize to a smaller property
- A medical condition or disability
- A property that has been advertised on three separate occasions with no eligible bids
- A property that has been vacant but available to let for more than two months.

In these circumstances, applicants are advised to check whether their choice of larger accommodation would adversely affect their housing benefit, Universal Credit or other welfare benefits and it is the applicants' responsibility to ensure that they can afford the cost of the larger accommodation.

Property size eligibility criteria	
Type and size of home	Family group considered
Studio apartments	Single person
1 Bedroom Homes	Single person Couple Family with shared responsibility for children Single pregnant person Couple with a child under 12 months old
2 Bedroom Homes	Two adults who do not live as a couple (e.g. a brother and sister) Family with one child over 12 months old Family with two children of the same sex, where the eldest is under 21 years Family with two children of the opposite sex under the age of 10 years
3 Bedroom Homes	Family with two children of opposite sex with one aged over 10 years Family with three or four children of the same sex up to the age of 21 years Family with four children of any sex under the age of 10 years
4 Bedroom Homes	Family with five or more children of different sexes under the age of 16 years Family with three or more non-dependents over the age of 21 years
5 Bedroom Homes	Family with five or more children Families with four or more non-dependents
1 Bedroom accommodation designated for older people	Older persons or couples – age limits may vary
2 Bedroom accommodation designated for older people	Older couples – age limits may vary Older persons living with another adult Older persons with a live-in carer
Sheltered or Sheltered Plus accommodation	Persons identified through assessment of need

Appendix 3: Banding criteria

Band A – critically urgent housing needs

1. Critical medical or welfare needs such as:
 - A life threatening illness being made worse by housing conditions
 - A person who is housebound due to stairs or steps (e.g. having to use a wheelchair in an upstairs property with no lift)
 - A person who cannot be discharged from hospital until alternative accommodation is secured, subject always to the availability of suitable accommodation. The Council will work with Social Services in such cases and the solution may include interim respite or other care options
2. Enhanced need. A critical medical priority may be established by provision of medical evidence, by completion of a medical questionnaire, or by the Council accepting a high priority referral from an occupational therapist or under the Kent Agency Assessment procedure (see definitions).
3. Special cases where a senior officer has decided that it is most appropriate in the interests of fairness, compliance with the law, good management of the housing stock or other good reason for someone to be given a direct offer or exceptionally to be allowed to bid in Band A.
4. Emergency Housing Status may be awarded to applicants in circumstances where remaining in their current accommodation may cause risk of death or serious injury, or where there is a safeguarding issue linked to the wellbeing and safety of a child or young person. A person in this category would need multi-agency support and would be treated as a priority above all other listed criteria above.
5. People who must leave their home due to demolition or major repairs.
6. MAPPA referrals.
7. National Witness Protection Scheme referrals.

Band B – serious housing needs

1. Families with major overcrowding (i.e. lacking two or more bedrooms) (see definitions).
2. Under-occupation by social housing tenants in the Canterbury district who are willing to transfer to a home with at least two bedrooms less than their current home, provided the tenancy of their current home is to be terminated, allowing it to be re-let. People in this category will only be allowed to bid for housing that is at least two bedrooms smaller than their current home.
3. Unsatisfactory housing conditions where a Category One hazard exists under the Housing Health and Safety Rating System which cannot be resolved within a reasonable time (see definitions.) The Band B factor will only apply whilst the Category One hazard is in place. Once all works are completed and the Category One hazard has been removed, the banding will be

reviewed and revert back to the previous band with its original list date/effective date. This includes insanitary conditions or cases of serious disrepair which presents immediate or imminent threat to life or serious bodily injury. If an applicant's home has a Category One hazard and the applicant does not cooperate with their landlord when trying to carry out the repairs, the application will be placed in Band D until the works have been completed. After this, priority will be re-assessed.

4. People planning to leave supported or managed housing, but only if they meet the criteria (see Section 4.4).
5. Concealed households, where a family with children lives within another household (for example where a tenant's son or daughter still lives at home but now has children of their own and needs their own home **AND where the family lacks TWO or more bedrooms**).
6. Households who are owed a homelessness duty under sections 190, 193 and 195 of the Housing Act 1996.

Band C – higher preference housing needs

1. Families with minor overcrowding; (lacking one bedroom).
2. Under-occupation by social housing tenants in the Canterbury district who are willing to transfer to a home with one bedroom less than their current home, provided the tenancy of their current home is to be terminated, allowing it to be re-let. People in this category will only be allowed to bid for housing that is at least one bedroom smaller than their current home.
3. Medium, but not critical medical or welfare needs which are not included in Band A, which are supported by a medium priority Kent Agency Assessment that has been accepted by the Council and which gives significant new information that has not already been taken into account in banding the application.

Note: medium medical priority will be awarded only if the medical condition:

- Is a long-term condition but will improve as a result of moving to different housing, or
 - The management of the condition will be made easier by moving to different housing, or
 - The risks to carers will be reduced by moving.
4. Applicants that need to move to a particular area in the district due to work, and where failure to meet that need would cause hardship, and they meet the qualification criteria for Right to Move (see definitions).
 5. Concealed households where a family with children lives within another household (e.g. where a tenant's son or daughter still lives at home but now has children of their own and needs their own home) **AND where the family lacks ONE bedroom**.

Band D – general housing needs

Applications from all other people entitled to reasonable preference including:

1. People living in insecure housing where they have no legal right to occupy and could be evicted without notice (e.g. living as a lodger).
2. People living in privately rented housing that was initially affordable but is now unaffordable. The calculation is based on Local Housing Allowance Rates.
3. People with medical needs that are not included in bands A or C.
4. People without a home of their own, including people who are sofa surfing, sleeping rough, etc.
5. People who will be homeless soon (see definitions).
6. People who are owed any homeless duties by the Council, including those who have turned down a suitable offer and those who are intentionally homeless.
7. People who have been assessed as homeless but are not owed any duty by the Council.
8. Cases where a duty is owed by another local authority under the Housing Act 1996 section 190(2) (intentional homelessness), section 193(2) (full housing duty) or section 195(2) (threatened homelessness), or who are occupying accommodation secured by another local authority under section 192(3) (discretionary accommodation provided for non-priority applicants).
9. People who have a proven and documented need to move to a particular part of the district where failure to meet that need would cause hardship to themselves or to others. For example, to give or receive care, evidence of carers allowance would be required or other documented evidence from professionals involved.
10. People who want to move to accommodation designated for older people, sheltered housing or sheltered plus and who satisfy the age limits. If an applicant has only this band factor then they will only be permitted to bid on accommodation designated for older people. If an applicant already lives in sheltered accommodation they will not be able to join the register to move to another sheltered scheme unless there is a proven housing need to move that is supported by the scheme manager.
11. Concealed households where a family with children lives within another household (for example where a tenant's son or daughter still lives at home but now has children of their own and wants their own home (where the family are adequately housed according to permitted numbers).
12. Concealed families that have given up independent accommodation to deliberately worsen their housing conditions (once a period of 12 months has elapsed).