

Background

During our work on local offers we set out to establish what is important within communities and have used this information to shape our services around their priorities.

Within the Granville Road area of Middlesbrough, one of the biggest concerns was accessing allocations particularly as the area has a higher than average proportion of residents from the Black and Minority Ethnic (BME) community. We also looked at the following information in order to identify the specific issues of Granville Road.

- Profile of current tenants in Granville Road
- Service Complaints received
- Turnover of stock
- Satisfaction survey

Historically Granville Road has experienced higher than average levels of anti social behaviour and crime and it is acknowledged that there is an under-reporting of anti social behaviour and crime from the BME community.

A multi agency approach is taken to address this through Hate Crime Forums and Problem Solving Groups. With a number of private landlords operating within this locality resulting in a transient population, the introduction of a local lettings policy will allow us to capture outcomes in order to develop and sustain this community.

Aims of the Local Lettings Policy

We are taking a different approach to allocations to help us achieve a balanced community with sustainable tenancies. We will do this through reducing the number of lettings to vulnerable households with high support needs, prioritising applicants who contribute to the community and its residents, promoting the re-housing of more economically active households and being active in tackling anti social behaviour.

The Policy

The policy for Granville Road differs from our principal Allocations Policy in the following ways:

- We will give priority to those applicants that are in employment
- We will give priority to those applicants who provide help and support to family members within Granville Road. Family members will comprise of parents, grandparents, children, grandchildren and siblings.
- We will give priority to applicants who have had no history of neighbour nuisance, violence or anti social behaviour at previous addresses including nuisance, violence or anti social behaviour caused by their visitors.
- Applicants who have lived in the Gresham Ward for a continuous period of 5 years will receive priority.

Applicant's previous tenancy history will be investigated before an allocation is made. We reserve the right to refuse to let a property, if it appears that the applicants

conduct in previous accommodation has been unsatisfactory, particularly relating to nuisance or anti social behaviour.

Monitoring and Evaluation

We will record and monitor the effect of the above on our lettings to ensure that our policy is fair and we are only using this criterion only where appropriate.

Right to Appeal

We will use our written complaints procedure for anyone who wants to appeal if they that they have been treated unfairly.