

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 areas of Thornaby the biggest concern was how we let our properties. The community wanted a settled neighbourhood. We also looked at the following information in order to identify the specific issues in Thornaby.

- Service Complaints received
- Anti Social Behaviour complaints received
- Turnover of stock
- Satisfaction survey

Within the Cobden Street, Teesdale Terrace and Mansfield Avenue areas, tenants told us that there were a high proportion of single male tenants under the age of 25 that were causing a disturbance to other residents by drinking alcohol in the streets and having late night parties.

Residents of Thornaby experience higher than average levels of anti social behaviour and crime and a multi agency approach is taken to address this through a Joint Action Group. A high level of private landlords within the locality result in a transient population and the introduction of a local lettings policy alongside other strategies such as the Difficult to Let Strategy will allow us to capture outcomes in order to develop and sustain these communities.

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 single people and households with high support needs, promoting the re-housing of more economically active households and being active in tackling anti social behaviour.

The Policy

The policy for Cobden Street, Teesdale Terrace and Mansfield Avenue differs from our principal Allocation Policy in the following ways:

- We will give priority to applicants over the age of 30.
- We will give priority to those applicants that are in employment.
- Under occupation will be considered if it will result in achieving a more balanced community .
- 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 whose previous tenancy history is indicative of an inability or unwillingness to abide by reasonable tenancy conditions will not be considered.

- Applicants with criminal records or a record of anti social behaviour will not be considered if there is a concern that their activities will affect the local community.
- Applicants who have lived in the community 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 think that they have been treated unfairly.