Local Lettings Plan
Arthingtons and surrounding area

Our plan to help create and maintain a sustainable community

The basics

Creating communities in which customers can thrive is at the heart of our aims. Starting a relationship with a new customer in the right way is essential to help us to help our customers make a successful home in one of our properties. We want to make sure our customers continue to feel safe and happy in their neighbourhood. In some areas we will do extra checks before we let a home to make sure that this can happen.

The area covered by this approach covers properties owned by us on the following streets:

- Arthington Grove
- Arthington Crescent
- Arthington Street
- Arthington Place
- Arthington View
- Arthington Avenue
- Lake Terrace
- Telford Terrace
- Prospect Crescent
- Moor Road

Our approach

Every two years we will review how much anti-social behaviour there has been and how many people have moved out of the area. We will ask our customers if they are happy with the extra checks we are doing and if they think there is something more we can do. We know that it is important to have safe neighbourhoods where people want to stay.

Local Lettings Plan

References – must be received from a minimum of two sources, one of which should be from a previous or current landlord

Address history – must be provided to cover a full 3 years for referencing purposes

Nuisance or Anti-social behaviour – Anyone applying for a home in this area must not have committed violent or anti-social behaviour or any other form of nuisance.

Drug or alcohol abuse – Anyone applying for a home in this area who has a history of drug or alcohol abuse must be able to prove that they have been working effectively with support for a minimum of 6 months and provide a reference from their support worker to confirm that they have not suffered a relapse in this period.

Tenancy support – Anyone applying for a home who has a general housing support need will need to prove that they are actively working with support services to help them to make their tenancy a success.

Key points for customers

If the checks cannot be met in addition to the requirements of our Lettings Policy, then an offer of a tenancy cannot be made in this area.

Appeals or complaints
If a customer wishes to log a complaint or appeal a decision made under this Plan, this should be raised with the relevant colleague who made the decision or through our contact centre team. The complaint or appeal will be heard by a relevant manager who has not had any previous involvement in and will be more senior than the colleague making the original decision.

Key points for colleagues

Colleagues will implement this policy alongside of the **Lettings Policy**.

All relevant legislation and regulatory standards will be followed to ensure that we remain non-discriminatory.

Key points for board/committee members and the regulator

Our housing management team are responsible for approving this policy and making sure it **supports the Association's objectives** to:

- Sustain
- Engage
- Grow

The housing management team will regularly review and evaluate the effectiveness of this policy in making sure that it achieves the objective of creating a sustainable community through reduced turnover in empty homes, increased satisfaction with the neighbourhood and lower levels of anti-social behaviour. This will be completed every two years.

Plan updates

The Housing Management team is responsible for updating this plan.

Plan updated and approved April 2024. Next review due April 2026.