

Local Lettings Policy Cavenham Court, Millington Road, Hayes UB3 4AZ



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Introduction

1. The Council has acquired the Cavenham Court, Millington Road, Hayes to add to its social housing stock in the borough. The property is to be let on secure tenancies and will assist the Council in achieving its ambition for our residents to *Live in good quality homes in connected communities*.
2. Cavenham Court is a high-quality office to residential property consisting of 113 flats over 7 storeys. A majority of the flats are one bedroomed with 88 one bedroom one person flats and 20 one bedroom, two person flats. The remaining five flats are two-bedroom, three person; all of which are located on the ground floor and have their own secure access. In view of the high number of single bedroom dwellings in Cavenham Court, this dedicated Local Lettings Policy (LLP) has been created specifically for the development and additional management arrangements are also being put in place.
3. The planned client groups for Cavenham Court consist of a mixture of:
 - people needing to decant from regeneration schemes underway in Hillingdon borough;
 - households that have opted to downsize;
 - young care leavers recommended for a social housing placement by the Care Experienced Transition Panel; and
 - other applicants on the Council's Social Housing Register in bands A to C, prioritising those currently in temporary accommodation (TA). Those in TA in Band A will be prioritised first, then Band B followed by Band C.
4. The LLP aims to ensure that the mix of households in Cavenham Court is closely controlled. Our aim is to maximise the benefit to the regeneration schemes while also helping to address the housing needs of care leavers, reducing numbers of households in high cost nightly paid temporary accommodation and making best use of stock by providing accommodation for those moving to a smaller property. By using the development to provide attractive decant properties that will be quickly and readily available, we also hope to be able to speed up progress on the regeneration schemes and free up properties for short life use as temporary accommodation before the start on site for redevelopment. This will mean that we are also able to further reduce the number of families currently housed in nightly paid accommodation.
5. The LLP aims to minimise issues such as anti-social behaviour and substance abuse issues and will seek to ensure a peaceful and pleasant environment within the dwelling. We will directly allocate to the dwellings and will continue to operate and monitor local lettings arrangements. The policy will be reviewed every 3 years at a minimum. The communal areas of Cavenham Court are covered by CCTV which is accessible onsite.
6. Onsite security presence will be deployed as part of a measured response to ensuring residents are safe and the Council's asset is protected. The need for and levels of deployment of security will be kept under regular and ongoing review.

7. A dedicated Tenancy Management Officer for the block is being employed which will result in a more intense level of housing management and assist in sustaining tenancies through the early resolution of issues arising. Tenants will additionally have access to services provided by the Welfare Reform and Tenancy Support Team who have a clear focus on supporting tenants who may be struggling to meet their tenancy obligations, budget management, welfare benefit maximisation and resettlement.

Aims and Objectives

8. The primary aim of the LLP is to achieve a balanced and sustainable community at Cavenham Court. The objectives are to:
 - Guide and support allocations of social rented properties in the Cavenham Court block at Hyde Park, Millington Road, Hayes
 - Make best use of housing stock through tackling issues of under-occupation
 - Aid regeneration projects by giving some priority to households needing to decant
 - Ensure the stability and sustainability of Cavenham Court including by giving some priority to downsizing residents who have demonstrated that they are able to maintain a tenancy
 - Encourage stable communities by awarding some priority to those with a local connection to the area, including those decanting from regeneration schemes in the local area. Length of residence at point of letting will be monitored
 - Assist in meeting the housing needs of care leavers through awarding some priority to this group
 - Ensure balanced communities by closely monitoring the vulnerabilities and presenting needs of residents and potential residents and actively avoiding over-concentrations of specific needs that may prove problematic in relation to the management of the dwellings
 - Ensure those groups protected by an equality characteristic are not disadvantaged by the plan
 - Contribute to meeting the housing needs of the local community and the wider community of Hillingdon

Scope

9. The LLP applies to all allocations of vacant properties in the Cavenham Court development at Millington Road, Hayes. The LLP relates to the first let of properties and to subsequent relets. The policy will be subject to regular reviews and may be revised and updated dependent on experiences over the preceding period.

Lettings Plan Criteria

10. Applicants must meet the eligibility and qualifying criteria in Hillingdon Council's Social Housing Allocation Policy. In line with the Social Housing Allocation Policy, prioritisation for lettings to Cavenham Court will be given to residents with 10 or more years continuous residency in the Borough. The size of accommodation for

which each applicant will be considered will depend on the composition of the applicant's household and will be in line with Hillingdon Council's Social Housing Allocation Policy.

How properties will be allocated

11. The allocation of properties in the block will be considerably more complicated than usual allocations. Because of this the allocations will be made directly rather than via the choice based lettings arrangements. Applicants will however still be required to have completed the application form and been accepted onto Hillingdon's Social Housing Register via Locata.

12. The priority order for allocations via this LLP is:

Priority 1: Households decanting from regeneration

Priority 2: Under-occupying households in social housing in Hillingdon, downsizing to a more suitable sized dwelling

Priority 3: Care leavers recommended for social housing by the Single Homeless Move On Panel

Priority 4: Households in Temporary Accommodation in Bands A to C on the Social Housing Register

Priority 5: Other households in Bands A to C on the Social Housing Register

13. The LLP sits alongside the Hillingdon's Social Housing Allocation Policy and is broadly consistent with priorities for allocation.

14. Cavenham Court falls within the definition of a 'higher risk building' under the Building Safety Act 2022. As is consistent with the main Hillingdon Social Housing Allocation Policy, the Council will not let properties in higher risk buildings to applicants who cannot self-evacuate unaided within a reasonable period of time. We will also give due regard to any presenting needs / underlying health issues which may warrant placements within the building below the 4th floor as part of our overall approach to managing fire safety within the building.

15. To minimise the potential management difficulties that could arise in a building with a high number of one-bedroom properties, there will be an emphasis on prioritising good behaviour. Applicants will not be rehoused in Cavenham Court if they have been cautioned or prosecuted or had any legal action taken against them for anti-social behaviour, serious harassment, nuisance and drug misuse within the last 5 years.

16. Lettings will be in priority group order, No specific quotas are being applied to the priority groups, however the composition of households in the block will be

monitored and professional judgement applied to prevent problems arising or escalating.

Defining anti-social behaviour, serious harassment, nuisance and drugs misuse

17. For the purpose of the Local lettings Plan, the following definitions set out the type of applicant who will not be re-housed in Cavenham Court Millington Road, Hayes.

- **Anti-Social Behaviour**
 - Is where a householder has been cautioned for violent crimes against other people or properties or under any parts of the anti-social behaviour legislation within the last 12 months.
 - Is where a householder has been prosecuted or convicted for violent crimes against other people or properties or under any parts of the anti-social behaviour legislation within the last 5 years.
- **Harassment**
 - Is where a householder has been cautioned for crimes of harassment against others within the last 12 months.
 - Is where the householder has been prosecuted or convicted for crimes of harassment against others within the last 5 years.
- **Nuisance**
 - Is where a householder has caused a nuisance that has resulted in legal action by the Association or another social housing landlord within the last 5 years. This includes actions against a tenancy through environmental health or planning legislation.
- **Drug misuse**
 - Is where a householder has been cautioned for the possession or supply of a controlled drug within the last 24 months.
 - Is where a householder has been prosecuted or convicted for the possession or supply of a controlled drug within the last 5 years.

18. The above criteria will be checked at verification stage. Should an applicant be refused based on the above they will have a right of appeal which must be submitted in writing within 21 days to Hillingdon Council's Social Housing Lettings Manager.

Equality, Diversity and Inclusion

19. The LLP is intended to work alongside the Equality and Diversity and Inclusion Policy of the Council. It should ensure that the assessment and nomination process does not discriminate against households and enables applicants with diverse needs to access accommodation on this scheme. One of the priority groups is young care leavers and therefore a higher proportion of allocations to young people can be expected than would otherwise be the case. In other

respects, the diversity of the scheme is expected to be similar to the community as a whole.

Monitoring and review

20. We will monitor the allocations process annually to identify any areas that we may need to review regarding future allocations in the block. The LLP will remain in place for at least two years. We will collect and monitor the following information:

- Number of refusals of offers by LBH and reasons
- Number and type of complaints about allocations
- Number and type of complaints about anti-social behaviour
- Number of relets broken down by decants, care leavers, downsizers, applicants housed from temporary accommodation bands A to C, other applicants on the housing register in bands A to C (showing main reason for application)
- Number of relets to those with 10 years residence / length of residence in Hillingdon
- Reasons for tenants leaving the property

Concerns and Complaints

21. Any concerns raised about this LLP will be responded to by Hillingdon Council. Complaints made to the council will be managed in accordance with the council's complaints policy. Details are available at www.hillingdon.gov.uk

Governance			
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