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Allocation Policy



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1. INTRODUCTION

Home Choice Plus is a common allocations scheme which operates across a number of Local Authority areas in the West Midlands (as detailed in appendix one). This scheme has been developed by the Local Authorities and Housing Association working in partnership.

Access to Home Choice Plus is via a single register for housing. Applicants only have to register for the scheme once and are then able to bid for vacancies advertised in any of the participating Local Authority areas.

The demand for housing in the area covered by the Home Choice Plus scheme exceeds supply. The register helps to maximise opportunities for re-housing by offering choice while giving reasonable preference to those in high housing need. By joining the register those in housing need can be considered for vacancies which occur in properties owned or managed by any of the partners as well as some privately rented homes.

Mission Statement

- **We are committed to working in partnership to offer a choice from a range of housing options for people in housing need.**
- **The service we offer our customers will be easy to understand, transparent and fair.**
- **We will make sure that vulnerable groups and individuals are able to access the service we provide.**

Aims of the Partnership

The agreed aims of the Housing Register are to: -

- Work in partnership to help meet identified housing needs
- Develop sustainable communities by enabling people to make informed choices about where they wish to live
- Meet the objectives of local strategies and plans
- Make effective use of all housing stock
- Enable a better understanding of the local housing markets and support the identification of local housing needs
- Promote equality of opportunity in the allocation of housing.

Objectives of the Partnership

The agreed objectives of the partnership are to: -

- Operate an allocations system that offers realistic, informed choice for all applicants.
- To ensure that those who have the greatest priority for housing have the opportunity to secure it.
- To include less able applicants in the allocations process and ensure that they have choices, offering equality of opportunity for all.
- To assist in achieving mobility within social housing
- To make best and most efficient use of available housing resources
- To achieve sustainable communities and minimise the refusal of offers of accommodation by allowing people to choose where they live.
- To ensure that local people in housing need have priority in the allocation of housing
- To enable statutory duties to be met –including where duties are owed to homeless households under Part VII of the Housing Act 1996, as amended.
- To promote independence
- To contribute towards tackling discrimination
- Co-ordinate housing needs assessment with the assessment of need for care and support.
- To ensure simplicity and transparency with a system that is understood by all.
- To increase the housing options open to people by offering a range of tenures e.g. shared ownership and privately rented accommodation

Equality and Diversity

All partners of Home Choice Plus are committed to promoting equal opportunities, diversity and respect for everyone in our community.

The partners seek to identify where groups or individuals face particular disadvantages through this allocation scheme and will put measures in place to overcome any discrimination or inequalities.

Information about Home Choice Plus

A summary of this allocation scheme can be obtained from the website or in hard copy from any of the partners (refer to Appendix 1).

This allocation scheme will be made available in a number of formats on request e.g. larger print, different languages, Braille, audio etc.

2. REGISTRATION

Who Can Apply?

The Home Choice Plus scheme operates an open registration scheme.

Registrations can be accepted from those over the age of 16 years but there may be restrictions placed by the landlord on allocations for applicants under 18 years.

Applicants Who Are Statutorily Homeless

Applicants who are homeless, or believe they are under the threat of losing their homes will also be assessed under separate arrangements by the relevant Local Authority.

Financial resources

Applicants who have an income and or capital that will enable them to access private accommodation will be encouraged and supported to take this option.

Home owners who are adequately housed or whose housing needs can be met through sale or adaptation will be advised of their options and given advice and assistance.

In all these cases applicants may be placed in the bronze bands unless they demonstrate a housing need for which they have no financial means to resolve. The final decision will be made by the Housing Association landlord at allocation stage.

Applicants Needing Care and Support

The Home Choice Plus Partnership will work closely with Health and Social Care to identify opportunities to rehouse those in need of housing with care packages and other means of support. Where such a package is not immediately available, the Home Choice Plus Partnership reserves the right not to offer accommodation until care or support arrangements are agreed and the applicant has signed up to the package.

Move On From Supported Housing

Applicants who are currently living in supported housing within the Home Choice Plus area will not be awarded priority banding to bid for properties until a move on package has been agreed by the Local Authority or its agent.

Rent Arrears

Applicants with rent arrears or other forms of indebtedness to a current or former landlord will be allowed to register and bid for advertised vacancies however allocations will be at the discretion of the Housing Association.

Change of Circumstances

Applicants should notify any changes of circumstances as soon as possible to a member of the Home Choice Partnership

For Example:

- Change of address
- Any confirmed pregnancy
- Changes in household members
- Changes of name
- Change in financial circumstances
- Accommodation issues
- Medical or other housing needs

Suspension from the register

In certain circumstances applications will be suspended. Whilst suspended applicants will not be able to bid for available properties

For example

- Anti Social Behaviour

Suspension will be for a time limited period whilst enquiries are made.

Exclusions from the Register

Anti-Social Behaviour/Harassment/Racial Harassment

Current legislation permits authorities to decide that an applicant is ineligible for an allocation of housing accommodation if they are satisfied that:-

- (a) an applicant or a member of their household, has been guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant; and
- (b) at the time of registration is considered to be unsuitable to be a tenant by reason of that behaviour.

Applicants with a history of unacceptable behaviour including violence or threats of violence towards staff may be refused entry to Home Choice Plus.

People from Overseas

Some people travelling to the United Kingdom from abroad are not entitled to social housing on the basis of their status as detailed in Section 160A of the Housing Act 1996 as amended.

Where a Registration form indicates that this may be an issue, checks will be made to confirm the eligibility status of an applicant.

3. REGISTRATION AND ASSESSMENT PROCESS

Before anyone can apply for vacancies advertised through the Home Choice Plus scheme they must first join the Home Choice Plus Register.

Initial registration can be completed online, at partner offices or by requesting and completing a registration form.

If not eligible to register the applicant will be notified in writing giving the reason for the decision and informing them of their right to request a review.

All eligible forms of registration once received will be placed in the lowest band until the circumstances of the application have been assessed.

Assessment of applicants circumstances may require additional information to be provided e.g.: medical details, tenancy documents, proof of pregnancy etc. This assessment may involve a home visit or interview.

Successful applicants will be registered onto the Home Choice Plus scheme and given a registration number. Applicants will be given a band based upon their housing need. If an applicant's circumstances change, the band will change accordingly.

Applicants to the scheme are entitled to request details from any of the partners about information that has been used to make a decision on their registration.

The Home Choice Plus process

1

You register with Home Choice Plus by filling in a housing application

2

Once we have registered you, we will send you confirmation of the registration number and the band you have been placed in

3

Housing Association properties, (which are vacant) will be advertised each week at all contact points

4

You can make up to 3 bids per week, as long as you match what the advert asks for

5

The applicant with the highest priority and who has been in the relevant band the longest will be put forward for the property

6

The successful applicant will be contacted by the Housing Association and asked for information such as proof of identity. A viewing will be arranged and if you are accepted an offer will be made.

You will need to act quickly

Help with registration

Participating Local Authorities, Housing Association and their customer service points as well as statutory organisations such as Social Care services, Health and voluntary bodies are able to provide help to applicants when registering and bidding for properties via the scheme.

In particular, help will be provided to anyone who may have difficulty due for example to physical disability, learning disability, illness, age, for whom English is not a first language, or any other reason that might make it harder for them to fully participate within the scheme.

Training has been given to a range of local organisations and support workers who will be able to help with advice, information and advocacy.

Staff from the Local Authority and Housing Association will be able to work with anyone that the applicant has requested to act on their behalf, subject to the applicant's written consent.

Cancellation of Registrations

Applications will be cancelled if applicants;

- Request their application to be cancelled
- Do not respond to a request to provide updated information about their registration, or
- Do not make a bid within 2 years

Their registration will be cancelled and they will have to complete a new registration form if they want to continue to take part in the scheme.

4. THE BANDING STRUCTURE

Determining Priority

If eligible to register, applicants will be given a registration number that will be unique to them. Applicants will be assessed for priority based on housing need and local connection and contacted as necessary.

The level of priority given to an applicant will place them in one of the following bands:-

Applicants who are statutorily homeless	Priority	Time limit of 3 months (Subject to review)
Local Connection and High Housing Need	Gold Plus	Time Limit of 6 months
Local Connection and Housing Need	Gold	Time Limit of 12 months
No Local Connection and High Housing Need	Silver Plus	Time Limit of 6 months
No Local Connection and Housing Need	Silver	Time Limit of 12 months
Local Connection and Low Housing Need	Bronze Plus	No time limit applied
No Local Connection and Low Housing Need	Bronze	No time limit applied

The criteria applied for assessing housing need determines which band a housing application will go into, not what type of accommodation the applicant needs. The suitability of the property will be considered in line with the allocating Housing Association's policy at point of allocation.

Applicants who are statutorily homeless will be placed in the priority band in order to help them resolve their immediate housing crisis as quickly as possible.

Statutorily Homeless with a duty to re-house

Under this heading, priority status is awarded by the local authority or their agent where the local authority or its agent has accepted a duty under Part VII of the Housing Act 1996 (as amended by the Homelessness Act 2002) to provide accommodation for an applicant.

The priority status can only be used in the Local Authority area where the homeless duty exists or in another Local Authority area within the scheme if a referral has been agreed

If at the end of 2 weeks households have not bid, or have withdrawn a bid, for suitable properties that they are eligible for administering staff will either bid on their behalf for each suitable property that becomes available until a bid is successful, or make a direct match to a suitable property. This will then constitute an offer for the purposes of discharging the homeless duty.

When a successful bid is made for a property the applicant will be notified of this and, subject to rights of review under Part VII of the Housing Act 1996, this will constitute an offer of housing under Part VI as a discharge of the Council's homelessness duty.

Should the applicant be rejected by the Housing Association under its own allocations criteria, the homelessness duty will not be discharged and they will remain eligible for a further offer.

Gold Plus – High housing need and **Local Connection awarded for 6 months**
Silver Plus – High housing need and **No Local Connection awarded for 6 months**

Homeless cases without statutory duty to re-house (excluding intentional homeless)

This status is only awarded by the local authority or its agent, and is awarded where an applicant is deemed under the homelessness legislation to be eligible for assistance and homeless but does not qualify for the full housing duty. This excludes applicants who have been found intentionally homeless by the Local Authority or its agent, or applicants for whom the homeless duty has been discharged.

Properties Subject To Notices Of Emergency Remedial Action, Demolition or Clearance Orders, or Notice Prohibits Occupation or Notices for Category 1 hazard.

If an applicant indicates that their current home is in disrepair the Local Authority Private Sector Enforcement Officers may inspect the property in accordance with the Housing Act 2004. The extent of disrepair will be reported together with the likely repair period.

In all cases the Local Authority Private Sector Housing Teams will consider using their powers to remedy hazards.

Verified high medical need/disability, that is directly affected by the current housing situation and would be immediately improved by moving

This status is awarded if the applicant or other member of the household suffers from a severe medical condition/disability that is substantially exacerbated by the living circumstances and which would only be alleviated by a move to suitable accommodation, rather than the provision of aids and adaptations.

Homeless or threatened with Homelessness, through no fault of their own

This status is awarded if following investigation it is proven that the applicant is homeless or threatened with homelessness through no fault of their own,

This priority will only be awarded where the applicant is co-operating with the local authority or its agent to try to prevent their homelessness.

Tenants who are under- occupying

It is important that the best possible use is made of existing housing stock and priority will be given where a Local Authority or Housing Association tenant, in the Home Choice Plus area, applies to move to a smaller, or more appropriate type of property e.g. sheltered housing.

An example would be applicants currently living in family sized accommodation who wish to 'downsize'.

Checks will be made by Home Choice Plus partners to verify the details of the registration. Rent arrears and property condition will also be taken into account

Move on from Supported Accommodation

This status is awarded where an agreement is in place for applicants to move on from supported accommodation in the Home Choice Plus area and an agreed support package is in place.

Gold – Some housing need and Local Connection - valid for 12 months
Silver – Some housing need and No Local Connection – valid for 12 months

Households who have been determined to have become homeless intentionally.

Where the local authority or its agent has carried out investigations under Part VII of the Housing Act 1996 (as amended by the Homelessness Act 2002) and found the applicant intentionally homeless

Households suffering from harassment or domestic abuse

Anyone who cites harassment or domestic abuse as the main reason for making the application will lead to enquiries of all the circumstances surrounding the application and each case will be assessed separately. Any enquiries will be made in a sensitive manner so as not to prejudice the safety of the applicant

Overcrowding

In assessing overcrowding the following criteria will be used:

- Applicant and partner allowed 1 shared room
- Single adult – age 16 years +, allowed own room
- Children of a different sex – when the oldest reaches eight entitled to own room.
- If a child is sharing a room with a parent or other adult then they are entitled to their own room

Overcrowding will apply to all the people to be re-housed on the application if there are no bed spaces available to them.

Social Need

This status is awarded where an applicant has social need arising from exceptional circumstances.

Each applicant will be assessed individually.

Children in flats

This status is awarded to households with children under 10 and living in an upstairs flat.

Bronze Plus – Low housing need with a Local Connection – no time limit **Bronze – Low housing need with No Local Connection – no time limit**

This is to include all applicants that do not meet any of the housing need criteria, as set out above.

Local Connection

Local connection is defined in Part VII of the Housing Act 1996 (as amended) as:

- Those who are normally resident in the Local Authority area. Local Government Association guidelines define this as having resided in the area for six of the last twelve months, or three of the last five years, where residence has been out of choice;
- Those who are employed in the Local Authority area– the Local Government Association guidelines define this as employment other than of a casual nature;
- Those who have family connections in the Local Authority area– the Local Government Association guidelines define this as immediate family members who have themselves lived in the area for five years;
- Other special circumstances

Banding Details

Priority (3 month time limit – subject to review)
--

Statutorily homeless cases with a duty to re-house *

Gold Plus and Silver Plus (6 months time limit)

- Homeless cases where no statutory duty to re-house (excludes intentional homeless)*
- Properties subject to Notices of Emergency Remedial Action, Demolition or Clearance Orders, or Notice Prohibits Occupation
- Verified high medical need / disability, that is directly affected by the current housing situation and would be immediately improved by moving
- Threat of homelessness, through no fault of own*
- Move on from supported accommodation
- Tenants who are under-occupying housing

Gold and Silver (12 months time limit)

- Households in priority need who have been determined to have become homeless Intentionally*
- Households suffering from harassment and domestic abuse
- Overcrowding
- Social need – arising from exceptional circumstances
- Households with children under 10 yr and living in upstairs flat

Bronze Plus and Bronze (no time limit)

- Does not meet any of the above housing need criteria

Where more than one bid is received from within a band priority will be based on the length of time they have been waiting within that band.

* Decisions made under these criteria of homeless applications are made by the individual Local authorities or it's agent to whom the application has been made. The application will be banded by housing need only for each other local authority area.

Waiting Time

Upon implementation of the Home Choice Plus Scheme, existing housing register applicants retained their previous application start date. Their band start date is the date they joined the housing register.

The exception was the existing Wychavon Home Choice applicants who retained their existing band start date, even if their band changed at the point of transition to the Home Choice Plus scheme.

New applicants are placed into a band and their waiting time will be from the date of registration.

If an applicant is moved up into a higher band then the date they moved into that band will override the registration date. Exceptions to this will be where a circumstance relates to a homeless decision where the date used will be the date of the homeless decision only in the area where that decision was made.

If the applicant moves down a band then the registration date will apply.

Assessing Multiple Need

In circumstances where an applicant has more than one housing need this will be reflected by moving the applicant into a suitable band to reflect this need.

If applicants have become homeless intentionally, this will not count towards multiple need.

Deliberately Worsening Circumstances

Where there is evidence that an applicant has deliberately worsened their circumstances in order to qualify for higher priority on Home Choice Plus, no additional priority will be given. Applicants will retain any priority they held before worsening their circumstances. At the applicants request this decision may be reviewed after a period of at least 12 months.

5. ADVERTISING EMPTY PROPERTIES

Once applicants have been registered with Home Choice Plus and been notified of their registration number, they can start to look for a property of their choice.

Advertising

All partner landlords are committed to advertising their available properties as widely as possible. Properties will be advertised on a weekly basis in the following ways.

- Website – available to anyone with access to the internet. The website enables applicants to view all available properties on line at www.homechoiceplus.org.uk
- Interactive (Digi) TV - available to anyone with an interactive digital television.
- Property Line - A local number for each area will be available for applicants to call to hear what properties are available. This service is particularly beneficial to disabled applicants, those who are blind or partially sighted, and for those who are unable to read.
- Local Offices – computers will be placed to view and declare an interest for available properties. Staff will be on hand to assist where needed.
- Community Outlet – newsletters will be displayed in many community outlets for example libraries, parish councils, supermarkets etc.

Adverts will provide information about the location, property size and type, rent level, eligibility criteria.

Eligibility for Types of Dwelling

The advert will determine eligibility for any vacant property.

Landlords will have the right to refuse to allocate properties which are considered unsuitable for the applicants.

Home Choice Plus will also provide information on the availability of garages, low cost home ownership, shared ownership and mutual exchange opportunities.

6. APPLYING FOR A PROPERTY

How to Bid

Applicants can bid for properties in a number of ways. They will need to have ready their registration number, date of birth and the property reference number they wish to place a bid on.

- **On the Internet**
www.homechoiceplus.org.uk
- **On the Telephone**
Automated Bidding Line Number 0845 270 0557 a 24-hour automated service.
- **By Mobile Phone**
You can text your Bid from your Mobile Phone to 07784 486 644
- **In Person**
At any of the Contact Points as listed on Appendix 1
- **Interactive (Digi) TV/WAP enabled Mobile phones**
Press the Red button for interactive services. Go to 'Looking Local' and find your area.

When to bid for a Property

Vacant properties will be advertised each Tuesday morning. Applicants can bid any time during that week until 12 midnight on the following Monday. This is called the weekly bidding cycle.

Number of Properties an applicant can bid for

Applicants can make 3 bids each week as long as they match what the advert asks for. Bids must be on separate properties that they are eligible for. Applicants can withdraw their bid if they change their mind and re-bid on a different property at any time throughout the bidding cycle.

Multiple Bidding

Applicants will be able to bid for a maximum of three vacancies during any given advertising period. If an applicant appears at the top of more than one shortlist in a bidding cycle, they will be asked for their preference as they will only be considered for one of those properties.

Restrictions on Bidding

Some properties may be restricted for bidding as follows;

- Under agreements pursuant to Section 106 of the Town and Country Planning Act 1990 (as amended) imposing conditions on who is able to bid – normally a restriction to households with a local connection
- Housing Association may adopt specific lettings criteria in relation to particular developments or areas in order to address identified problems.
- Partner Housing Association will also be entitled to advertise properties as available only for existing Housing Association tenants in order to facilitate transfers.

7. SELECTION PROCESS

All eligible bids for each property are placed in priority order. Priority is decided first by band and then by date within the band as follows;

- A bid for a property will not be considered if the applicant's household does not meet the size, age or disability requirements for that property unless there are exceptional circumstances which need to be taken into account.
- Pregnant households will be recognised as a family by Home Choice Plus at 25 weeks.
- If more than one person from the same band bids for a property, the offer will be made to the person who has the longest waiting time within that band.

Partner landlords advertising properties will select and may interview the top applicant/s before an offer is made.

Applicants must note that individual Housing Associations will apply their own allocation policies.

Selected applicants will be given the opportunity to view the property prior to tenancy sign-up.

If the applicant chooses to refuse the property, the reasons for the refusal will be recorded by the partner landlord advertising the property and your banding may be reviewed.

If you are offered a property you will not be shortlisted for other properties until you have decided to either to accept or refuse the offer.

8. DIRECT LETTINGS

In some exceptional circumstances, the local authority or its agent may allocate properties directly. Examples listed below:

- Tenants who need to be temporarily decanted

- Specially adapted properties

9. SPECIALIST ACCOMMODATION

Where properties are designated for applicants with specific needs, these may be let outside the Home Choice Plus policy, for example:

- Very sheltered housing
- Extra care housing
- Foyer projects

However, applicants will still need to register with Home Choice Plus

10. FEEDBACK ON LET PROPERTIES

Home Choice Plus will publish details of the number of bids for each property giving details of the successful applicant's band and their band date. This will help applicants determine their prospects of success in obtaining housing.

11. REVIEWS

An applicant to the Home Choice Plus scheme has a right to request a review if unhappy with any decision including decisions to exclude from registration, the level of priority awarded or the way in which the application has been dealt with.

The applicant should request a review to the relevant partner organisation that made the decision within 21 days of the date of the decision letter. Applicants will be able to appoint an advocate, and once appointed, the Home Choice Plus partner will deal directly with the advocate.

If you are unhappy with the way your housing application has been dealt with each local authority or housing association participating in Home Choice Plus has their own formal complaints procedure. You will need to contact the relevant organisation in order to begin this process.

Having exhausted the Review or Complaints process applicants may also contact the Local Government Ombudsman or the Independent Housing Ombudsman.

FALSE STATEMENTS AND WITHHOLDING INFORMATION

This scheme falls within the provisions of Part VI of the Housing Act 1996. Section 171 of the Act states:

- (1) A person commits an offence if, in connection with the exercise by a local housing authority of their functions under this Part –*
- (a) he knowingly or recklessly makes a statement which is false in material particular, or*
 - (b) he knowingly withholds information which the authority have reasonably required him to give in connection with the exercise of those functions.*

Where section 171 applies, a relevant partner of Home Choice Plus may bring a prosecution.

Where false information is found to have been given, the applicant may also be excluded from the register, and where false information has resulted in the applicant obtaining accommodation, the relevant Landlord may bring possession proceedings for recovery of the property.

Refusals of Offers

There will be no penalty for refusing an offer of accommodation unless the applicant has been accepted under the homelessness legislation as statutorily homeless and has been offered accommodation considered sufficient to discharge the homeless duty.

Monitoring Of Allocations

The Home Choice Plus partners will be responsible for monitoring the outcomes of lettings to ensure consistency and fairness throughout the lettings process.

Reserving Vacancies from Choice Based Lettings System

A vacancy will be reserved from the Scheme if it is needed for management reasons by a Home Choice Plus partner

Equal Opportunities Statement

The Home Choice Plus partners are committed to promoting equality of opportunity in the housing allocation process.

We aim to deliver quality services without prejudice and discrimination to meet the needs of all the community, regardless of age, cultural or ethnic background, disability, gender, marital status, religious or political persuasion or sexual orientation.

The Home Choice Plus partners will adhere to the Commission for Racial Equality's 'Code of Practice In Rented Housing'.

The Partnership will offer a translation service to anyone who needs to access housing services.

The partner organisations have adopted corporate policies and action plans aimed at eliminating racial discrimination and valuing cultural diversity. Further local policies and action plans are being developed to address the needs of other disadvantaged and under represented groups.

Effective monitoring of homelessness, the register and lettings outcomes will be routinely undertaken and the evaluation of this fed back into policy and service developments.

Monitoring and Review

The full Home Choice Plus Partnership will meet regularly to monitor the outcomes being achieved and to consider ways in which the allocations scheme could be further developed for the benefit of customers.

Statement of Choice

We are committed to offering the greatest choice possible in the allocation of housing, whilst also ensuring that housing goes to those with the greatest need.

There will be certain situations where choice cannot be offered, such as;

- where a Housing Association needs to make a management move
- where a local letting policy has been agreed
- where allocations are made via a multi-disciplinary panel of local professionals e.g. Very Sheltered and Extra Care schemes

With the exception of such circumstances, housing will be allocated to eligible applicants who bid for a specific property.

All applicants have the opportunity to bid for properties having regard to household size, disability and eligibility. Properties with adaptations maybe advertised giving preference to those with needs that match these adaptations. Applicants with mobility/care needs who successfully bid for properties which are not adapted will be advised whether the property is suitable or appropriate for adaptation.

The Home Choice Plus scheme enables those seeking housing to identify the level of priority they have within the allocation scheme and to develop an awareness of the availability of accommodation suitable to their needs within the area. Applicants can make an informed decision, balancing their need for accommodation with the availability of properties. It will also enable applicants to make an informed choice about whether they wish to seek alternative solutions to their housing needs such as privately rented or full/part ownership properties.

It must be recognised that there is very high demand for affordable housing in the area covered by this allocations scheme, and that this demand cannot be fully met from available resources. Consequently only those people who express an interest in a property who are in the greatest housing need are likely to obtain housing through the scheme.

Whilst keen to encourage and facilitate mobility within housing, the Home Choice Plus partnership will ensure that in determining priorities for housing, a higher degree of preference will be awarded to applicants who have a local connection.

Appendix One

The Home Choice Plus Partnership consists of the following organisations;

Local Authorities

Bromsgrove District Council
Malvern Hills District Council
Stratford-on Avon District Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Housing Associations

Advance Housing Association
Anchor Trust
Beth Johnson Housing Group
Bournville Housing Trust
Bromford Group
Bromsgrove District Housing Trust
Elgar Housing Association
English Churches Housing Group
Festival Housing Group
Fosseway
Friendship Care and Housing
Fry Memorial Housing Trust
Gloucestershire Housing Association
Housing 21
Jephson Housing Association
Lower Sapey Housing Association
Marches Housing Association
Mercian Housing
Midland Heart Ltd
Nexus Housing (West Midlands)
Orbit Heart of England
Pershore Alms Houses
Rooftop Housing Group
Sanctuary Housing Association
Servite Houses
South Shropshire Housing Association
Spa Housing Association
Stonham Housing Association
Warwickshire Rural Housing Association
Waterloo Housing Association
Worcester Community Housing
Wyre Forest Community Housing
Wyre Forest Sheltered Housing