

HOUSING AND PROPERTY SERVICES

Lettings Policy

www.lincshomefinder.co.uk

FINAL

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1 Introduction

- 1.1 Lincs Homefinder is a partnership between North Kesteven District Council and City of Lincoln Council. We operate using the same system and website, but we process applications and let properties using different policies.
- 1.2 This is North Kesteven District Council's Lettings Policy, as required by the Housing Act 1996, as amended by the Homelessness Act 2012, Localism Act 2011 and as amended by the Homelessness Reduction Act 2017. This policy sets out the framework for the assessment of housing need and the letting of social and affordable rented properties.
- 1.4 Properties owned by other housing providers, may have individual nomination arrangements with the Council, such vacancies will be advertised through Lincs Homefinder. Those housing providers may have additional letting criteria and may also hold their own housing register

2 Statement of Choice

- 2.1 The Council is committed to enabling applicants to play an active role in choosing where they live, whilst accommodating those in the greatest housing need and making best use of the limited housing availability.
- 2.2 It is important that applicants are aware that the demand for accommodation is higher in some areas than in others, as is property availability and turnover. In making a decision about the choices available, applicants need to consider their housing need against the availability of properties in any given area. It is important to point out that there is little choice in terms of property type as applicants are advised on what they are eligible for based on Appendix C.
- 2.3 The main objectives of this Policy are to:
 - Provide a fair, open and accountable framework with equality of access
 - Prevent homelessness and reduce the use of temporary accommodation
 - Ensure freely available and accessible advice and assistance, to ensure applicants understanding and participation.
 - Take account of the relevant legislation, statutory regulations and guidance
 - Reflect tenancy policies and strategies
 - Have due regard to the Lincolnshire Homelessness Strategy

3 Equal Opportunities

- 3.1 The Council is committed to the promotion of equality of opportunity for all existing and potential applicants. No one will be treated unfairly due to age, gender, disability, race, religion, sexual orientation, transsexuality, marital or partnership status, or being pregnant/on maternity leave. This list is not intended to be exhaustive but indicative of our intention and commitment to ensuring equality.

4 Data Protection, Confidentiality and sharing information

- 4.1 The Council, as a partner in Lincs Homefinder, is known as a 'Controller' of the data you provide and is registered with the Information Commissioner's Office. The Council takes your privacy seriously and will not use the information you give for any other purposes than to administer your application, unless the law allows.
- 4.2 If you provide your personal information either by paper or electronically including the online application, you are consenting to the Council, and partners of Lincs Homefinder, using this and any other information you provide to process and consider your application. We will:
- keep your information accurate and up to date, with your assistance
 - retain your information only for as long as necessary (minimum of 6 years from the end of the tenancy/application and maybe longer in certain circumstances)
 - store your information securely in accordance with the Data Protection Act 1998 at a level appropriate for its sensitivity.
- 4.3 We, as partners of Lincs Homefinder, will not share your personal information with third parties without your consent, unless they are processing your information on our behalf, or because the law allows this, for example to check the information provided by you or about you. This includes any information you or someone on your behalf provides for example regarding you or your family's health, although only where it is necessary.
- 4.4 We, as partners of Lincs Homefinder, are under a duty to protect the public funds we administer, and to this end may use the information you have provided for the prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes.
- 4.5 The third parties may include, but are not limited to, the agencies/services listed in the Statement and Declaration on the application form.
- 4.6 If after providing consent for us to process your personal information for this purpose, you decide to withdraw your consent, then you must contact us immediately to confirm this. However the consequences of this will be that your application will not be considered. We may also have already passed on your information, as the law allows, to other third parties.
- 4.7 If you want to know more about the information we hold about you, how we process this or you have a complaint regarding the way we have handled your personal information please ask for the Data Protection Officer at the Council's office. If you remain unhappy, then you have a right to complain to the Information Commissioner at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 01625 545 700 Website: www.ico.org.uk

5 Overview of How Lincs Homefinder Works

- 5.1 This Lettings Policy provides a way of letting social housing and promoting other housing options including shared ownership properties.
- 5.2 People who apply or are already registered are known as applicants. Applicants are assessed and awarded a banding according to their need for alternative accommodation.
- 5.3 Landlords advertise for a limited period their vacant properties and invite bids (expressions of interest) on each property from applicants who are registered. Adverts will contain a detailed description of the property and will state which applicants are able to apply. Applicants can then bid for the property of their choice as long as they meet the property eligibility criteria.
- 5.4 Bids for each vacancy will be ranked by local connection, banding and effective banding date. The successful applicant will be selected from those who have bid for the property and who meet the qualifying criteria.
- 5.5 Basic feedback on the successful bid for each vacancy will be provided to help applicants to make informed choices.

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6 Eligibility

- 6.1 Applicants should be aged 18 years or over
- 6.2 In exceptional circumstances careleavers who are the responsibility of Lincolnshire County Council and aged 17yrs may be allowed to join Lincs Homefinder to aid transition from supported childrens accommodation, but not be eligible for an offer of tenancy until aged 18yrs.
- 6.3 Applications from the following groups will be considered:
- 6.3.1 Persons not subject to immigration control taking account of nationality and immigration. The main customer groups to whom properties will be let to are:
- British Nationals who are habitually resident in the Common Travel Area (CTA) i.e. United Kingdom, Channel Islands, Isle of Man or Republic of Ireland.
 - Commonwealth citizens who have the right of abode and are habitually resident in the CTA.
 - European Economic Area (EEA) nationals who have the right to reside in the UK and are habitually resident in the CTA.
- 6.3.2 Persons subject to immigration control who have been granted:
- Refugee Status
 - Humanitarian Protection or Discretionary Protection, provided they are eligible for public funds
 - Indefinite Leave to Remain, provided that they are habitually resident in the CTA and their Leave to Remain was not granted in the previous five years on the basis of sponsorship given in relation to maintenance and accommodation (or if their sponsor has died)
 - Persons subject to immigration control who are nationals of a country that has ratified the European Convention on Social and Medical Assistance (ECSMA) or the European Social Charter (ESC) provided that they are habitually resident in the CTA and lawfully present in the UK.
- 6.3.3 In addition to European Nationals who are habitually resident in the UK, and can prove they have a current British National Insurance Number, applications from the following groups of people will also be considered: -
- A person granted refugee status when his/her request for asylum is accepted.
 - Persons granted exceptional leave to enter or remain. This will be someone who has failed in the request for asylum, but has been given leave to remain where there are compelling, compassionate circumstances.
 - Persons granted indefinite leave to remain in the UK who are regarded as having settled status. Applicants still have to establish habitual residence.
- 6.4 Under the Housing Act 1996, local authorities must consider whether applicants are eligible for housing assistance. This relates to some people who may have been living abroad or who do not have permanent permission to remain in the UK. Any person making an application who is identified as falling under the Asylum and Immigration Act 1996 will be assessed in accordance with the Act. We reserve the right to seek advice and assistance to resolve the issue of eligibility.

7 Ineligible Applicants

- 7.1 Those who **CANNOT** join Lincs Homefinder are: -
- Persons who are ineligible to reside in the United Kingdom.
 - Persons granted exceptional leave to enter or remain but do not have recourse to public funds.
- 7.2 There may be cases where an ineligible person forms part of a household with others who are eligible. It is important to note that whilst the ineligible person cannot be granted a tenancy they may be taken into account in the size of accommodation to be offered, but the tenancy will only be granted to the individual who is eligible.

8 Non Qualifying Persons

- 8.1 The following will be considered to be non-qualifying persons, and therefore unable to join this Choice Based Lettings Scheme:
- Existing social housing tenants who have not been in their current home for 12months.
 - Serious Unacceptable behaviour
- 8.2 Existing Social Housing Tenant**
- 8.2.1 We aim to promote settled and sustainable communities, therefore social housing tenants who have not been in their current home for 12months will be considered non-qualifying and not accepted on to Lincs Homefinder
- 8.2.2 We will consider any exceptional case where an applicant's household circumstances have significantly changed and the applicant was not aware or anticipating the change prior to taking their current tenancy.
- 8.3 Serious Unacceptable Behaviour**
- 8.3.1 This can relate to anti-social behaviour, criminal behaviour, nuisance, property condition and/or any significant housing related debt.
- 8.3.2 When deciding whether or not to allow an applicant to join the scheme or be offered a tenancy, we are entitled to take into account relevant current and previous behaviour of the applicant, and/or members of their household.
- 8.3.3 It is the applicant's responsibility to provide reasonable information to enable their application to be processed. Applications will not be registered until we have received all the required information and we are satisfied that an applicant, and their household, is eligible and a qualifying person.
- 8.3.4 In determining the issue it is not necessary for the applicant to have actually been a tenant social housing tenant when the behaviour occurred. Furthermore, the behaviour is not limited to that caused by the applicant and/or their household - it extends to behaviour caused by visitors to an applicant's home for which they were responsible.

8.3.5 The following are examples of serious unacceptable behaviour where we may consider applicants as non-qualifying, and therefore not eligible to join Lincs Homefinder, as we may consider this makes them unsuitable as a tenant. This includes, but not limited to:

- Housing related debt, generally determined, but not limited, equivalent of 8 weeks rent liability or more. By "Housing Related Debt" we mean (1) rent arrears owed to any landlord (2) costs of repairing damage to accommodation, (3) mortgage arrears owed to the Council or any other lender, (4) other debts including Housing Benefit overpayments and rent advance or deposit payments, and (5) court costs.

We expect applicants with housing related debt to either pay the debt in full or reduce the debt to less than the equivalent of 8 weeks rent liability followed by regular repayments of an acceptable amount to reduce the debt for a minimum of 13 consecutive weeks and ongoing to continue to reduce the debt.

- Breaching a condition of the tenancy agreement, for which possession action has been or is being pursued. If we have evidence that a tenant is breaking their tenancy conditions we may not offer accommodation until the breach has been remedied. This includes, but is not limited to: damaging the property; making structural alterations without our consent; allowing the garden to become neglected or overgrown; poor internal decorative and cleanliness standard. This also applies to applicants whose landlord is another Local Authority, Registered Provider or a Private Landlord. We may visit our own tenants before we offer them another tenancy.
- Anti-Social Behaviour - Being subject to (or having previously been subject to) an Anti-social Behaviour Injunction, an Anti-social Behaviour Order, a Criminal Anti-social Behaviour Order, a Criminal Behaviour Order, a Community Protection Notice, a Closure of Premises Order; or having been in breach of any of those orders, a Possession Order, or notice served for anti-social behaviour. The applicant will have to show that their behaviour has improved and they are capable of being a responsible tenant before reapplying.
- Using their home for immoral or illegal purposes
- Being convicted of an offence committed in, or in the locality of, their home, or committed elsewhere against a person with a right to reside in, or occupy housing accommodation in the locality, or was committed elsewhere against the landlord of their home, or a person employed in connection with the exercise of the landlord's housing management functions, and that the conduct affects those functions (either directly or indirectly)
- Causing the condition of the property to deteriorate by a deliberate act, or by neglect
- Making a false statement to obtain a tenancy

8.3.6 We will take into account other behaviour considered as unacceptable, but is not considered sufficiently serious for non-qualifying as above, this is detailed in **Section 10.7**

8.3.7 We will take into account other housing related debt, which is not considered sufficient for non-qualifying as above, this is detailed in **Section 10.8**

8.4 Consideration

- 8.4.1 We will act reasonably when determining if an application is considered non-qualifying. We will consider all the relevant information before we make our decision.
- 8.4.2 Where we have reason to believe that unacceptable behaviour is due to a physical, mental or learning disability, the person will not be determined as disqualified without first considering whether they would be able to maintain a tenancy satisfactorily with appropriate care and support. In such cases we will consult as appropriate with any relevant agencies, including Social Services and providers of support services. We will consider the interests of the applicant and their household but we will also consider the interest of the people who live and work on our estates.
- 8.4.3 In the case of new applications, we expect applicants to provide us with some proof that they have behaved responsibly. We will normally ask for a reference from the applicant's current or former landlord(s) relating, but not limited, to behaviour, payment and property condition. We may also consider references from an employer or other professional persons. It will be the applicant's responsibility to obtain such references. Where such landlord references are not available, we may ask applicants to produce other documentation to show they were up to date with their rent payments.
- 8.4.4 Where it is apparent that an applicant, or member of their household, has not behaved responsibly, the applicant will be given the opportunity to explain, with each case decided on its own merits. It is usual for an applicant to evidence that they have remedied their behaviour, normally over a period of six months.
- 8.4.5 If at any time we obtain information that leads us to believe that an applicant already on the housing register is non-qualifying, the applicant will be informed in writing. The applicant will be given 28 days to provide information supporting why they believe they are a qualifying applicant, their application will be suspended for that period and unable to place bids, bids already placed may be bypassed. If they do not reply within this period, or if they reply but we remain of the view that they are non qualifying, they will be removed from the housing register ie: their application will be cancelled. The applicant may request a review of the decision to cancel their application.
- 8.4.6 We will consider future application from applicants previously determined as non-qualifying, on its merits and evidence at that time of assessment.
- 8.4.7 Exceptional circumstances – we will consider any request from households with exceptional circumstances who would not normally qualify for housing and be assessed on an individual basis.

9 Applying and Processing Applications

9.1 Administrating Partner

- 9.1.1 Applications should be forward to, and appropriately processed by, the Partner:
- for the area you currently live (if currently residing within Partnership area); or
 - for the area in which you wish to live (if currently residing outside the Partnership area).
- 9.1.2 Applications will be processed in accordance with that Partner's Lettings Policy:
- If applicant wishes to be accommodated in North Kesteven only, they will only be assessed in accordance with this North Kesteven District Council Lettings Policy
 - If applicant wishes to be accommodated in Lincoln only, they will only be assessed in accordance with City of Lincoln Council Policy ([insert link](#))
 - If an applicant wishes to be considered for accommodation in both areas, the application will require assessment by both Partners in accordance with their each Policies, this may mean different banding, property eligibility and effective dates for each area

9.2 Providing Information and Documentation

- 9.2.1 Applicants are required to provide evidence of their identity and residency for themselves and anyone they wish to be housed with. A list of acceptable required documents will be provided. Without this evidence applications will not be processed. For any application which includes someone from abroad we may require evidence of immigration status, we may seek this from the Immigration Service, or other such agencies.
- 9.2.2 In order to thoroughly process an application, we may request addition evidence that extends beyond that requested at initial point of application to reflect individual circumstances or changes. Until all required information is provided the application will not be registered and/or will NOT be eligible to bid. It is the applicant(s) responsibility to provide all information reasonably required.
- 9.2.3 It is also the applicant(s) responsibility to ensure they notify us of any change in their circumstances. The Housing Act 1996 section 171 states that a person commits an offence if, in connection with the exercise by a local housing authority of their functions under this Part –
- (a) s/he knowingly or recklessly makes a statement which is false in a material particular, or
 - (b) s/he knowingly withholds information which the authority have reasonably required her/him to give in connection with the exercise of those functions.'
- 9.2.4 False information can include any information given on an application form, given in response to subsequent review letters, given during telephone conversations or interviews, or by other updating mechanisms or information submitted by applicants during the proceedings of a review. Landlords may seek possession of a property under Ground 5 of Schedule 2 of the Housing Act 1985 if a tenant has induced the Council to grant a tenancy by knowingly or recklessly making a false statement. The offence is also punishable on summary conviction by magistrates by a fine of up to £5000.

9.3 Dating of Applications

- 9.3.1 The initial registration date of an application will be the date the fully completed and signed (declaration) housing application is received. All relevant documentation requested should be provided **within 28 days** of initial contact.

9.3.2 Effective band dates will be awarded as follows:

- **New application** - the effective band date will be the same as the applicant's registration date. Assuming all required documents are received within 28days, if not received within 28days then the effective date will be when all required documents are actually received
- **Change in circumstances which results in a higher band assessment** - the effective band date will be the date the applicant provides satisfactory evidence of the change in circumstances.
- **Change in circumstances which result in a lower band assessment** - the effective band date will revert to the original application date.
- **Change of address for households helped into private sector** – where this Council has assisted a household to access the private rented sector, the subsequent application from that address will revert to the date of the original application
- **Homelessness applications** – the effective band date will be the date the homeless decision is made and notified to the applicant
- **Refusal of reasonable offers** – we reserve the right to amend effective banding dates to the date of last offer in accordance with **Section 14.5**

9.3.3 For example: birth of a child may cause a household to be lacking 1 bedroom and may therefore move up a band. The effective band date is the date that the birth certificate was provided to us (leading to the re-assessment) not the child's date of birth.

9.4 Cancellation of Applications

9.4.1 We may cancel applications where, an applicant:

- is housed as a result of that application,
- fails to respond to the annual review within the set timescale,
- has moved and failed to notify the Council, **within 28days** of moving
- persistently fails to respond to the Council's communication or requests for information over a reasonable timescale, we consider this to be **within 28days**, or over 3 advertising cycles
- has failed to bid within the **last 12months**, unless there has been no suitable vacancies
- is no longer considered a qualifying person

9.4.2 Should an applicant subsequently wish to re-join the register they will be required to complete a new application which will be processed based on their current circumstances and with the subsequent registration date.

9.5 Suspension of Applications

9.5.1 We may suspend (put "on hold") an application if, for example:

- Applicant has been asked, in writing, by telephone or email for key information in relation to their application and we are waiting for an appropriate response
- We have asked another support agency or worker, to provide additional key information about a household and are waiting for a reply from them.
- changes in circumstances that may affect eligibility or priority
- if we are unable to contact an applicant following multi attempts
- whilst awaiting response to annual review
- where requested, an applicant refuses a home visit
- changes in circumstances that may affect eligibility or priority

9.5.2 This means that an application will not be able to bid on appropriate vacancies.

9.6 Landlord References

- 9.6.1 We will contact an applicant's, or household member's, current or former landlord(s) for information on how that tenancy was conducted. This will cover payment of monies due, condition of property, behaviour and other tenancy conditions. This information will be used to determine eligibility and banding, of which applicants will be informed. It is the applicant's responsibility to ensure we are provided with this information ie: if a payment is required by the landlord to provide this information.
- 9.6.2 In the event that an applicant disputes the contents of a reference, an officer will make a decision taking into account individual circumstances and information available.

9.8 Home Visits

- 9.8.1 It may be necessary to carry out home visits to assist with the assessment process and/or to provide an alternative way for customers to discuss their circumstances.
- Home visits will only be carried out by prior appointment, unless in exceptional circumstances.
 - we reserve the right to suspend applications where access to the home is denied and until such time as this can be given. We reserve the right to decline the request for a home visit where this may place a member of staff at risk or is otherwise considered unnecessary

9.9 Financial Capacity

- 9.9.1 Households may be assessed for their ability to buy or rent a suitable property within the area, or improve/adapt their own home to meet their assessed needs.
- 9.9.2 Assets that may be taken into consideration when assessing financial capacity may include but are not limited to savings, shares, bonds, commercial property, residential property, property abroad and money apportioned through the proceeds of a divorce settlement, inheritance or any form of cash windfall.
- 9.9.3 Applicants assessed as having the financial resources to resolve their own housing difficulties, may have their housing priority reduced.
- 9.9.4 Owner occupiers will be considered as financially able to resolve their housing needs (Band 4), until such time as an assessment has been completed.

9.10 Change of Circumstances

- 9.10.1 Applicants are required to inform us if their circumstances change and it may reasonably be expected to have an effect on their application. This includes any change in their address or household or contact details. Examples of this include:
- Housing circumstances have improved
 - Recovered from an illness which previously gave medical priority
 - When a child is born and a copy of the birth certificate has been provided there will be a re-assessment of the banding and if the banding results in a higher band it will have an effective band date of when the Council received confirmation of the child's birth.
- 9.10.2 Changes in circumstances that may affect eligibility or banding will mean the application will be re-assessed. Reassessments are still dealt with in accordance with this policy. Applicant(s) will be notified of the outcome of any reassessment.

9.10.3 It is the applicants responsibility to ensure they provide up to date contacts, failure to do so may lead to their application being suspended or cancelled and could mean their bids on vacancies are bypassed, after reasonable attempts to contact are unsuccessful.

9.11 Managing Risks

9.11.1 It is important to manage the needs of individual applicants with the needs and rights of neighbours and the local community. In order to manage risks to individuals and communities a multi-agency approach must be taken. We will work closely with the Police, Social Care, Probation, Health and other agencies. Applicants are required to complete a self-assessed risk assessment.

9.11.2 For example, securing accommodation for a high-risk offender will be done in consultation and with the approval of the appropriate agencies and special arrangements may apply in cases where an applicant is considered by the Multi Agency Public Protection Arrangements (MAPPA) or other such arrangements. In order to achieve this there may be occasions when the applicant with the highest priority in the scheme may not be offered a particular property. In such cases they will be informed the reasons why this has happened.

9.11.3 We actively work with Community Safety Partnerships in addressing a range of issues that impact upon community safety. We reserve the right to liaise with the Local Community Safety Partnership when considering eligibility, non-qualifying criteria, potential letting or other issues which have an impact upon a community.

9.11.4 An integral part of managing risks is to ensure that appropriate support networks are in place and are regularly monitored and reviewed those involved. Any successful bid will be declined if the relevant agencies have not provided a relevant Care Plan/Risk Assessment to manage the identified risks.

9.12 Annual Review

9.12.1 We aim to undertake an annual review of applicants registered. This helps to ensure that the register is up to date, applicants are still interested and also makes best use of our resources.

9.12.2 Applicant will be contacted, on the anniversary of their application to ascertain if they still wish to be registered. Should there be no response to this letter **within 4 weeks**, the application will be suspended. A further letter will be sent to the applicant notifying them their application is suspended and should they not respond, **within 14 days**, the application will be cancelled.

9.12.3 Applicants who subsequently decide they wish to re-join Lincs Homefinder will need to re-apply in the normal way. The application date will not be backdated under these circumstances.

9.12.4 Applications that have both Lincoln and North Kesteven assessments will require applicants to confirm whether they wish to continue to be consider by both partners during that review period.

10 How We Prioritise Applications

10.1 Bandings

10.1.1 There are 4 Bands, with Band 1 for those with the highest priority, Band 4 for those with the lowest priority. Applicants are placed in the band in accordance with their assessed housing needs

APPENDIX B

10.2 Reasonable Preference

10.2.1 The law states that certain groups of people have reasonable preference within any housing allocation scheme operated by a Local Housing Authority, these groups are:

- homeless (within Part 7 of the Housing Act 1996 as amended by the Homelessness Act 2002, as amended by the Homelessness Reduction Act 2017 h); this includes people who are intentionally homeless, and those who are not in priority need;
- unintentionally homeless, or threatened with, and in priority need who are owed a duty by the housing authority under section 193 (2) or 195 (2) of the Housing Act 1996 (or under Section 65 (2) or 68 (2) of the Housing Act 1985) or who are occupying accommodation secured by the housing authority under Section 192 (3);
- occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions;
- People who need to move on medical or welfare grounds;
- People who need to move to a particular locality in the area, where failure to meet that need would cause hardship (to themselves or to others).
- Those leaving the Armed Forces who are in housing need

10.3 Homelessness

10.3.1 Where this Council has accepted a main housing duty under homelessness, applicants will be placed into the appropriate band and are required to bid for suitable properties for which they are eligible. In such cases local connection will only be confirmed for the Partner area that has accepted the Homeless duty.

10.3.2 Homeless cases will be monitored, and if applicants fail to make bids on vacancies considered to be suitable, we may bid on their behalf for the next suitable property they are eligible for. If an applicant refuses an offer that is considered suitable and reasonable, the homelessness duty to them may be discharged. In such cases the application will be re-assessed to reflect that.

10.3.3 We reserve the right to make direct lets to homeless households, where we consider a property is suitable and reasonable for the household, in accordance with **Section 14.8**

10.4 Worsened Circumstances

10.4.1 Where we determine that an applicant has deliberately worsened their circumstances and gained additional priority we may reduce the priority awarded for up to 6 months. Examples include, but not limited to:

- Giving up suitable accommodation that was available to them
- Moving into an unsatisfactory arrangement eg: sharing facilities or overcrowded

10.4.2 We will take into account the current needs of the household before reducing any priority. Where priority changes applicants will be informed with the reasons, time restriction and their right to review of that decision. Once the period of reduced priority has expired the application and effective banding dates will revert to the original effective dates.

10.5 Medical Need Bandings

10.5.1 The assessment determines medical priority based on the current housing circumstances in relation to the effect on the illness and/or disability of the applicant, or member of their household, and that a move to more appropriate accommodation will alleviate that effect.

10.6.1 We may request applicants to complete medical self-assessments, obtain confirmation from their GP or other evidence to support a medical assessment

10.6 Unacceptable Behaviour

10.6.1 We will take into account any behaviour of the applicant or member of their household, which is not sufficiently serious to consider as Non-Qualifying Person as detailed in **Section 8** is not applicable. Such behaviour when considered with current housing needs may result in the priority given being reduced or a bid may be bypassed for a particular vacancy if we consider there is a risk of further unacceptable behaviour at that location.

10.7 Housing Related Debt

10.7.1 Where an applicant(s) has any current/former rent arrears or other housing related debt, and **Section 8** is not applicable, they will be accepted onto the housing register and placed in the appropriate band. We will advise applicants when a housing related debt is made known to them, explaining the consequences and provide advice and information to make arrangements to clear the debt or to make a repayment plan.

10.7.2 If an applicant makes a bid and is successful, their bid may be declined, until an acceptable repayment agreement has been made and maintained for 13wks, having regard to the following criterion:

Current and/or former rent arrears:

- Reasons given for which the arrears have incurred
- the age of the debt

Other housing related debt:

- the amount of debt outstanding and the age of the debt
- reasons given for why monies owed
- the applicant's commitment to repay,
- current housing circumstances,

10.7.3 In the event that a bid is bypassed the applicant would be notified, the applicant has the right to review of that decision. The letting of a property will not be delayed pending any review, the outcome of the review will only be applicable for future vacancies.

10.8 Disabled Facilities/Renovation Grants and Adaptations

- 10.8.1 Where an applicant(s), or member of the moving household has benefited from either a disabled facilities grant/adaptation or renovation grant they will be accepted onto the housing register and placed in the appropriate band. However, any subsequent bids will be bypassed, for a period of 5 years from when the work was undertaken, unless the household's circumstances have substantially changed to make the property unsuitable.
- 10.8.2 This will not apply in exceptional circumstances, where it is considered that a households circumstances or housing needs have changed significantly since the completion of the relevant works.
- 10.8.3 Applicants need to be aware that if they are subsequently re-housed within the 5 year grant period, the relevant grant conditions, as signed, may still apply along with any financial consequences.

10.9 Right to Buy

- 10.9.1 Where an applicant(s), or member of the moving household has benefited from a Right to Buy, they will be accepted onto the housing register and placed in the appropriate band. However, any bids placed may be bypassed, for a period of 3 years from purchase of the property, unless the household's circumstances have substantially changed to make the property unsuitable.
- 10.9.2 This will not apply in exceptional circumstances, where it is considered that a households circumstances or housing needs have changed significantly since the completion of the purchase
- 10.9.3 Applicants need to be aware that if they are subsequently re-housed within the 3 year period, the relevant discount conditions, as signed, may still apply along with any financial consequences.

11 Local Connection

11.1 A local connection with North Kesteven will prioritise bids over those from applicants who do not have a local connection to North Kesteven. To qualify for a local connection to North Kesteven the applicant must provide supporting evidence that demonstrates:

- Currently resident in North Kesteven and have been so for at least the last **SIX MONTHS**,
- Have previously lived in North Kesteven for a continuous period of **THREE YEARS** (whilst aged 18 or over) in the **last FIVE YEARS**,
- Immediate family members aged 18 or over who currently reside in North Kesteven. Family members are defined as parents or guardians, children or brothers or sisters who have lived in North Kesteven continuously for the last FIVE YEARS, (please note in accordance with **section 14.2** bids may be bypassed if the vacancy does not reduce the distance between those households)
- their current main place of permanent work is within North Kesteven and has been for a continuous period of TWELVE months

11.2 Other local connection circumstances

11.2.1 These may circumstances include:

- applicants who have been accepted for priority housing as a reciprocal arrangement with another housing organisation - only the local connection to that Partner area will apply even if applicants meet criteria for other local connections
- HM Armed Forces applicants through Section 315 of the Housing and Regeneration Act (2008) who have established a local connection with North Kesteven during their service or before they joined the services
- Members of the Armed Forces, former service personnel applying within five years of discharge, bereaved spouses and civil partners of members of the Armed Forces and serving or former members of the Reserve Forces who need to move for medical reasons, who may have established a local connection with one of the partner areas before or during their service
- refugees who have been granted leave to remain and have been dispersed to North Kesteven
- applicants who have been accepted by North Kesteven as part of a Witness Protection arrangement
- applicants accepted by North Kesteven who are victims of domestic abuse or fleeing other violence and/or harassment, who cannot return to the area they were living for fear of harm
- Care leavers, whilst they may not meet the normal local connection criteria, if they have been the responsibility of Lincolnshire County Council they will be awarded a local connection to North Kesteven in accordance with the Lincolnshire care leavers strategy

11.2.2 In other exceptional cases we have the discretion to award a local connection.

11.3 What DOES NOT give a local connection?

11.3.1 The following circumstances will not lead to a local connection to North Kesteven:

- People living in bail hostels, approved premises or equivalent
- Occupying a mobile home, caravan or motor caravan which is not placed on an official mobile home or caravan park
- Hostel residents within North Kesteven who do not otherwise meet criteria in **Section 11.1**
- Those residing in supported accommodation

- Those occupying student accommodation – hall of residence or other accommodation sourced in connection to education
- Those residing in prison, secure units or equivalent within the area
- Those residing in hospital, in-patient care or residential care settings

11.4 Local Letting Policies

11.4.1 Local Lettings Policies are usually introduced to meet a particular local need and to have an overall positive effect on estates. For example, if an estate had a high level of anti-social behaviour, applicants who bid for the advertised property may be subject to enhanced checks on their previous behaviour, or in areas of low employment status priority may be given to those in current employment, or households of a certain age or for some schemes a very specific local connection to an individual village not just partner area.

11.4.2 There are a number of Local Lettings Policies in place and can be found in the Council's Local Letting Policy. To be considered for a property subject to local lettings criteria, applicants would need to meet the usual eligibility criteria AND the additional local lettings criteria, failure to meet both criteria may lead to the bid being bypassed.

12 Property Eligibility

12.1 General

- 12.1.1 Applicants, upon acceptance to the Housing Register, will be notified in writing of the properties they are eligible to bid for. Property eligibility is based upon a household's composition and their needs, *See Appendix C*, this covers a range of property types throughout the area.
- 12.1.2 It is important to note that property eligibility may differ between landlords, as individual Housing Providers endeavour to make the best possible use of their stock in terms of size and suitability when setting the criteria for eligibility. For example, ground floor flats may be reserved for people with a physical disability. Housing Providers may also choose to exercise some discretion and invite bids from particular household compositions to contribute to sustainable communities. The advert will clearly state which applicants can bid for each property and which applicant will have priority for the vacancy.
- 12.1.3 We reserve the right, in exceptional circumstances, to offer applicants accommodation not usually considered for their household type or size, for example, but not limited to, where availability of properties in a certain area are scarce or those with no medical need may be considered for level floor accommodation. We also reserve the right to amend the criteria of previously advertised properties to widen the eligibility and enable successful bids to be made.

12.2 Access to children

- 12.2.1 For the purposes of this policy, we consider that access to children must be verified as regular and for at least three nights each week. Single people or couples with access to children only will normally only be considered for a one bedroom flat.
- 12.2.2 Some landlords may consider such applicants for a two bedroom flat opposed to a one bedroom flat, although landlords may continue to give preference to applicants who would fully occupy the vacancy on a permanent basis, eligibility will be included in adverts so must be checked carefully.
- 12.2.3 Single people or couples with children living with them permanently and with access to other children will not be granted priority for needing an additional bedroom but may be able to bid for properties with an extra bedroom. However, the Council may give preference to large families who would fully occupy the property permanently.

12.3 Carers, Prospective/Approved Adopters and Foster Carers

- 12.3.1 Applicants with a disability or other need who require an additional bedroom to accommodate a carer are required to provide an approved and detailed Care Plan. Such Care Plans will need to be shared with all providers so that appropriate accommodation can be considered. The Council will work closely with the relevant Children's Services departments, on an individual case basis to assist in meeting the needs of prospective and approved adopters and foster carers and duties under s22G of the Children's Act 1989.

13 Advertising Vacancies and Bidding

13.1 Advertising Cycle

13.1.1 Once applicants are registered they are able to start looking for a suitable vacancy. Vacancies will be advertised on a weekly basis from midnight on Wednesday to midnight on the following Monday (6days). Adverts will include key property attributes, local facilities and eligibility criteria.

13.1.2 Vacancies will be advertised in the following ways:

- **Lincs Homefinder Website** – www.lincshomefinder.co.uk allows applicants to view available properties. bid for properties of their choice and notify the Council of any changes.
- **Reception Area** – Access to the website is available in our main office in Sleaford.

13.2 Withdrawing Adverts

13.2.1 Occasionally, we may withdraw a property advert, for instance:

- if it becomes apparent that the property may be let through direct let in accordance with this policy, **Section 14.8** or
- The current tenant of the property being advertised has withdrawn their notice terminating their tenancy of that property, so the property will no longer available for letting,
- Significantly incorrect information had been advertised in respect of the property or applicants eligibility for that property.

13.3 Bidding for a Vacancy

13.3.1 Where an applicant meets the property eligibility, bids can only be placed during the bidding cycle, and should be placed through the applicants individual online account by themselves or their advocates. Applicants are restricted to making 2 bids in each cycle.

13.3.2 Where a vacancy has been advertised and no bids have been received, or been successful, the vacancy may be re-advertised and may be allocated on a first come first served basis subject to eligibility criteria.

13.3.3 Bids for individual vacancies are ranked by banding and banding date, firstly those with a local connection to the partner area in which the vacancy occurs then those with a connection to the wider partnership area before those with no local connections.

14 Shortlisting and Offers

14.1 At the end of the advertising cycle, applicants who have bid will be shortlisted according to their eligibility criteria and any local lettings criteria. Verification checks will be undertaken at this stage to ensure applicants still qualify and circumstances have not changed.

14.2 Bypassing Bids

14.2.1 Bids may be bypassed for several reasons. It is not possible to provide an exhaustive list, but the following are common, an applicant or household member:

- would not fully occupy the vacancy on a permanent basis
- since the bid was placed, is now under offer or first nomination to another vacancy
- has experienced a change of circumstances or we have identified information that affects eligibility, local connection and/or Banding
- unable to contact applicant(s) within 24hrs
- does not meet specific criteria for the vacancy ie: additional local letting criteria, adaptations
- if the landlord believes the vacancy would be unaffordable to the household
- if the landlord considers there is a risk of unacceptable behaviour at a specific location **section 10.6**
- local connection does not apply – ie does not bring family closer together **section 11.1**

14.2.3 Bids are updated to reflect the reason for being bypassed, so applicants are aware.

14.2.2 Applicants have a right to review of that decision to bypass a bid. The letting of a property will not be delayed pending a review, the outcome of the review will only be applicable for future vacancies

14.3 Making an Offer

14.3.1 Once all verification checks have been completed, the successful candidate will be contacted to be formally offered a tenancy and advise on the next steps including estimated timescales for arranging an accompanied viewing and potential signing of tenancy agreement.

14.3.2 In exceptional circumstances the Council may not make an offer or may withdraw an offer to a successful bidder, this may include but is not limited to :

- an applicant does not have capacity, to understand the responsibilities associated with being a tenant or they do not understand what they are signing
- current tenant of the property being advertised has withdrawn their notice terminating their tenancy of that property, so the property is no longer available for letting
- applicant has failed to respond to three contact attempts
- has experienced a change of circumstances or we have identified information that affects eligibility, local connection and/or priority
- If the landlord considers there is a risk of unacceptable behaviour at a specific location **section 10.6**

14.4 Tenancies

14.4.1 Joint tenancies will normally be offered to:

- Married couples, civil partnerships, unmarried couples and same sex partnerships, provided that both are named on the application form, unless both parties request the tenancy to be granted in a sole name, stating their reasons

- Unrelated adults wishing to live together, both included on the application form
- Applicants and their live-in carers, where the landlord considers it to be justified.

14.4.2 Joint tenancies are not usually given to a parent and adult child nor siblings unless there are formal caring responsibilities.

14.4.3 In all other circumstances sole tenancies will be offered to the eligible lead applicant. In cases relating to persons from abroad who are subject to immigration restrictions, the tenancy will only be granted to the individual who is eligible, whilst the ineligible person may still be taken into account in respect of size and type of accommodation offered.

14.5 Refusals

14.5.1 Generally, if an applicant refuses 2 offers, they will be contacted to discuss their housing needs and circumstances. With the exception to applications assessed with Band 1 priority (excluding Accepted Homeless housing duty), where the Council may review an application after the refusal of 1 reasonable offer. Once reviewed, if we consider such refusals were unreasonable, we may reduce their banding to a Band 4, for a period of 6 months from the date of the most recent unreasonable refusal.

14.6 Non-Bidding

14.6.1 All applicants will be monitored to establish if any suitable properties have been advertised. If suitable properties have been advertised the applicant may be contacted to establish why they have not bid. This will assist in ascertaining if any additional assistance is required to participate in the scheme.

14.7 Vacancies excluded from the scheme

14.7.1 We will let the majority of vacancies through this scheme, but we reserve the right to exclude certain properties and housing schemes from this scheme. Examples of where this may occur include (but are not limited to) where a property is needed urgently to deal with an emergency and/or specialist accommodation such as extra care schemes.

14.7.2 In exceptional circumstances properties may be withdrawn from an advertising cycle or scheme, those applicants who may have already expressed an interest in any such property will be notified of the reasons why.

14.8 Direct Lets

14.8.1 In some circumstances it may be necessary to directly match an applicant to a suitable property. This means that the applicant may not be able to bid for properties such as Homeless applicants as detailed in **Section 10.3** or renewal of Flexi-Secure tenancies. If this applies, we will notify the applicant.

14.8.3 Applicants subject to a direct letting will normally be made one offer of suitable accommodation. If they do not accept the property we may decide to make no further offers to them, reduce their Banding or discharge a homeless duty. They will be able to request a review of any decision on the suitability of a property or the decision reduce their Banding.

14.8.4 Properties let through direct lettings may not be advertised through this scheme, but information will normally be made available to indicate that the letting took place. This may not be done if there is good reason, such as the need to re-house someone threatened with violence.

14.9 Allocations to Employees and Relations

14.9.1 We require all applicants to declare if they or a member of their household are either a member of staff/Councillor/Board Member or related to a member of staff/Councillor/Board Member of any Partner within the Scheme.

14.9.2 In such cases there will be additional procedures and checks in place to ensure the application is processed in accordance with this Policy and other applications. A manager will check the processing and assessment. Prior to any offer of accommodation being made to such an applicant the relevant Partner will notify their Head of Service for approval.

15 Reviews and Complaints

15.1 Reviews of Decision

15.1.1 All applicants have the right to request a review of a decision if they consider this policy has not been applied correctly, for example a decision about:

- Exclusion or removal from the Housing Register
- Type of property the applicant is eligible for
- Band awarded
- Application status and applicable dates
- Reasonableness of refusals

15.1.2 If an applicant wishes to request of a review of the initial decision, they should notify the partner that made that decision, of the issue they would like to be reviewed. This will be dealt with by an officer not involved in the original decision making process.

15.1.3 If an applicant wishes to request a further review of a decision relating to their Lincs Homefinder application they can be referred to North Kesteven's Housing Appeals Panel, excluding those relating to homelessness decisions **Section 15.4.**

15.2 Complaints

15.2.1 If an applicant is dissatisfied with how they have been dealt with, and feel they have been unfairly treated, discriminated against and/or believe we have failed to do something we should have done, then the applicant can make a complaint to the appropriate Partner.

15.2.2 Complaints will be dealt with in accordance with their own Corporate Complaints Policy:

City of Lincoln Council

Post: City of Lincoln Council, City Hall, Beaumont Fee, Lincoln, LN1 1DD

Email: housing@lincoln.gov.uk

Tel: 01522 881188

North Kesteven District Council

Post: Complaints Officer at FREEPOST NKDC

Email: Complaints@n-kesteven.gov.uk

Tel: 01529 414155 or 01522 699699

15.3 Ombudsman

15.3.1 The Local Government Ombudsman is independent of all government departments, councils and politicians. The Ombudsman examines complaints without taking sides. In most cases the complainant must have pursued the matter through the Council's own complaints procedure before a complaint can be considered by the Ombudsman

Contact details for the Local Government Ombudsman are

Email advice@lgo.org.uk

Telephone: 0300 061 0614

Text 'call back' on 0762 480 4299.

Fax us on 024 7682 0001.

Write to the **Local Government Ombudsman**, PO Box 4771, Coventry CV4 0EH.

Contact details for the Housing Ombudsman Service are

Email info@housing-ombudsman.org.uk

Telephone : 0300 111 3000

Fax : 020 7831 1942

Write to: **Housing Ombudsman Service**, Exchange Tower, Harbour Exchange Square, London.
E14 9GE

15.4 Homelessness Reviews

15.4.1 Requests for reviews of decisions made in respect of an applicant's homeless application are subject to review procedures outside this scheme. Applicants should contact the local Authority responsible for their homelessness application for further information and assistance.

15.5 Policy Review

15.5.1 This policy will be reviewed every 3yrs, or earlier if required, to ensure it:

- a) meets legal requirements and is consistent with of related policies and strategies
- b) meets the Council's needs and addresses local housing needs
- c) achieves its objectives

15.5.2 We will consult with stakeholders including existing and potential applicants on any proposed changes to this Lettings Policy that may have an implication for applicants.

15.5.3 We will not consult on minor changes to wording and/or formatting of this Policy

Glossary of Terms

Term	Explanation
ADHAC	Agricultural Dwelling House Advisory Committee
Adequately Housed	Living in a property that we consider is suitable for your needs
Applicant(s)	A person(s), submitting an application, or member of their household
Application	Form used to apply to join the scheme and considered for housing
Area	Within the district boundary of North Kesteven
Banding	How applicants are prioritised in the scheme
Bid	Process stating which vacancy an applicant is interested in
Careleaver	As determined by Lincolnshire County Council
CBL	Choice Based Lettings
Council	North Kesteven District Council
Household	Individuals with the intention of living together
Housing Related Debt	This includes works for which tenants are responsible and charged for, current or former rent arrears, rent advance/deposits payments, all other repayable monies
No Fixed Abode (NFA)	Applicants who claim that they are of no fixed abode have to satisfy the Council that they genuinely have no settled accommodation and are living at various locations for very short period of time.
Partner	A member organisation of this Scheme ie: North Kesteven District Council and/or City of Lincoln Council
Partnership	Organisations listed at <i>Section 1.1</i>
Policy	This North Kesteven District Council Lincs Homefinder Choice Based Lettings Policy
Registration	Method of applying for housing
Registered Provider	An organisation that lets social and/or affordable housing
Repayment Agreement	An agreement made between landlords and applicants to repay and reduce housing related debts
Rough Sleepers	Those sleeping, about to bed down or actually bedded down in the open air or those in places not designed for habitation
Stakeholders	Other agencies/organisations with an interest or involvement in the scheme or individual applications

LINCS HOMEFINDER – PRIORITY BANDINGS

Ref	Band 1
1.1	Immediate and Significant Medical Need – Permanent medical condition and unable to continue to reside in current home
1.2	Urgent Welfare Need - significant issue causing household to be unable to remain in current accommodation
1.3	Succeeded to a tenancy but current home not suitable
1.4	Social housing tenants, within North Kesteven, under-occupying by 2 bedrooms, and would leave vacant possession
1.5	Approved ADHAC cases
1.6	Urgent Disrepair inc. but not limited to compulsory purchase order, Prohibition Order or emergency prohibition order (not due to wilful neglect/damage)
1.7	Statutory overcrowding
1.8	Homeless households – unintentionally homeless and in priority need (full housing duty)
1.9	Homeless Relief Duty Accepted by NKDC AND in temporary accommodation, inc those homeless at home for a period in excess of 56days

Ref	Band 2
2.1	Homeless Relief Duty Accepted by NKDC AND in temporary accommodation, inc those homeless at home
2.2	Urgent Medical Need - associated with alleviating or significantly improving condition
2.3	Formal discharge notice of leaving the Armed Forces
2.4	Family living separately who have previously lived together but current housing circumstances do not enable
2.5	Serious disrepair – Category 1 hazard (not due to wilful damage or neglect)
2.6	Applicant(s) WITH dependant children/pregnant lacking access to essential facilities or sharing with a household not moving
2.7	Applicant(s) lacking a least 1 bedroom, with permanent residency or medical need for additional bedroom
2.8	Financial Difficulties – that could be alleviated by moving, but not due to own deliberate act
2.9	Applicants subject to NKDC Flexi-secure tenancy review by the Council – whilst adequately housed have a need to move to more suitable accommodation
2.10	Social housing tenants under-occupying by 1 bedroom, leaving vacant possession
2.11	Occupying supported accommodation, for more than 3months, with a notice and confirmation to move on to more independent living

Ref	Band 3
3.1	Homeless Relief Duty Accepted and Not in Temporary Accommodation
3.2	Households at risk of homelessness and subject to prevention duty by the Council
3.3	Medical Need – confirmed medical condition that would be improved by move to alternative accommodation
3.4	Households with NO dependant children lacking access to essential facilities or sharing them with household no moving
3.5	Welfare Need – to provide or receive support, isolation due to lack of transport, support from children or adult social care
3.6	Lacking 1 bedroom – inc those with regular overnight access
3.7	Employment – to improve access to current permanent employment
3.8	Moderate disrepair - likely to be assessed as at least 1 Category 2 hazard by a Housing Standards officer (not due to wilful damage/neglect)
3.9	Households assisted into the private sector by NKDC, but otherwise adequately housed

Ref	Band 4
4.1	Adequately housed
4.2	Intentionally Homeless – both priority and non-priority need, but otherwise meets eligibility criteria and not considered a non-qualifying person
4.3	In housing need but deliberately worsened their circumstances, time limited for 6months from effective banding date
4.4	In housing need but have made 2 unreasonable refusals of offer, time limited for 6months from last unreasonable refusal
4.5	In housing need but considered financially able to resolve their housing needs

Property Eligibility – North Kesteven

Eligibility will differ between landlords and locations. It is important individual vacancy adverts are checked for full eligibility criteria. A child is 17 or under for the purposes of this Lettings Policy and whom permanently resides with the applicant on a full time basis. If the household has no child 17yrs or under permanently residing with the applicant on a full time basis they are not usually entitled to a house, instead will normally only be considered for a flat. We also reserve the right to amend the criteria of previously advertised properties to widen the eligibility and enable successful bids to be made.

Property Types: Bedsits, Flats, Maisonette, and Houses	Bedsit	Flat	House	Flat	Maisonette	House	Flat	Maisonette	House	House	House
No of Bedrooms	1			2			3			4	5
Single person	Y	Y	Y	Y							
Couple (unless medical evidence for separate room and/or affordability confirmed)		Y	Y	N	N						
Single/couple - pregnant				Y	Y	Y					
Single/couple - no children but access to children		Y	Y	Y	Y						
Household with 1 child				Y	Y	Y					
Household with 2 children same gender:											
• both under 18				Y	Y	Y					
• one under 18 and one over 18				Y	Y	Y	Y	Y	Y		
• Both over 18				Y	Y	Y	Y	Y			
Households with 2 children different genders:											
• both under 10				Y	Y	Y					
• one under 10 and one over 10							Y	Y	Y		
• both over 10							Y	Y	Y		
Households with 3 children							Y	Y	Y		
Households with 4 children							Y	Y	Y	Y	
Households with 5 children							Y	Y	Y	Y	Y
Households with 6+ children										Y	Y
Sharing adults (not partners) or families with adult children;				Y	Y		Y				
2 people (2 adults/single person +adult child)				Y	Y						
3 people (couple + 1 adult child)				Y	Y						
3 people (single person + 2 adult children)							Y	Y			
4 people (couple + 2 adult children)							Y	Y			
4 people (single person + 3 adult children)							Y	Y			

Property Type Bungalows and Ground floor flats	Bung	GF Flat	Bung	GF Flat	Bung	GF Flat
No of Bedrooms	1		2		3	
Single/couple aged 18-59 with medical need for Ground floor		Y				
Single/couple aged 18-59 with specific need for bungalow	Y	Y				
Couple aged 18-59 with medical need for ground floor and a need for an extra bedroom and/or confirmed affordability				Y		
Couple aged 18-59 with specific need for bungalow and a need for an extra bedroom and confirmed affordability			Y	Y		
Single/couple aged 18-59 with no ground floor need (will rank lower than those with ground floor ground floor need)		Y				
Single/couple aged 60+	Y	Y				
Single/couple aged 60+ with a need for additional bedroom and/or confirmed affordability						
Families with medical need for ground floor				Y		Y
Families with no ground floor need (will rank lower than those with ground floor need)				Y		Y
Families with specific need for bungalow			Y	Y	Y	Y
Group with at least 1 aged 60+			Y	Y	Y	Y
Group all aged 18-59 with ground floor need				Y		Y
Group all aged 18-59 with specific need for bungalow			Y	Y	Y	Y
Group all aged 18-59 with no ground floor need (will rank lower than those with ground floor need)				Y		Y



North Kesteven
DISTRICT COUNCIL

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