



One Nomination Policy

MONITORING

This policy is reviewed annually

NEXT REVIEW

September 09

1. Purpose of the policy

The one-nomination policy provides guidance about Clearing House nominations. It sets out clear expectations and guidelines for stakeholders and Clearing House staff. The Clearing House aims to house people in accommodation in one of the areas they have stated they wish to live. It also aims to fill RSI properties appropriately and efficiently. The one nomination policy and procedure is in place to ensure this happens.

2. Policy statement

The Clearing House is committed to matching appropriate RSI properties to the right clients. The Clearing House works with Housing Providers and Referral Agencies to ensure a suitable nomination. Nominations are based on the information received about the property from the Housing Provider and about the client from the Referral Agency. They rely on both parties adhering to good practice principles about information sharing. The nominations process is reliant on all parties adhering to key principles, including fairness, efficiency (whilst ensuring thoroughness), good communication, the full involvement of referral agencies and clients, and consistency.

The policy aims to provide a high level of client and stakeholder satisfaction.

3. Applicability

The procedure is intended for Referral Agencies, Housing Providers, clients and the Clearing House Team.

5. Getting Help

For help and advice about this policy or procedure please contact a member of the Clearing House Team on 020 7089 9514 or at ch@broadwaylondon.org

6. Related policies/ References for more information

Complaints and appeals Procedure
Minimum standards for applications forms
Acceptance/refusal form

7. Implementation procedures

See attached Complaints and appeals Procedure document for guidance about how to complain and appeal.





One Nomination Procedure

1. Overview

- 1.1. The Clearing House will carefully consider which client to nominate to a particular void based on the information we hold on the client and on the void property. The Clearing House uses the information provided at the point of referral and subsequent periodic risk and support needs assessments to make informed nominations. The Clearing House will use the information available to make one nomination per client to an RSI property.
- 1.2. Other than in exceptional circumstances, clients on the Clearing House waiting list will be offered only one property. There is no guarantee about the size or type of property.

2. Areas of responsibility

- 2.1. All Clearing House staff and stakeholders are responsible for the implementation of this procedure.
- 2.2. Clearing House Staff are responsible for appropriately assessing the information available to them and nominating clients accordingly.
- 2.3. Clearing House stakeholders (including Housing Providers, Referral Agencies) are responsible for ensuring that Clearing House staff have the most appropriate and up-to-date information about the client or property. They are responsible for informing the Clearing House about any change in circumstance.
- 2.4. Referral Agencies are responsible for submitting periodic risk assessments and support needs information about their clients on the waiting list.

3. Procedure

3.1. General

- 3.1.1. The Clearing House will match a client from the waiting list to an available RSI property based on the information provided by the Referral Agent and Housing Provider prior to nomination.
- 3.1.2. Except in exceptional circumstances, the Clearing House will make **one** nomination per client on the waiting list based on the information available.

3.2 Prior to nomination

- 3.2.1 At the point of referral, Referral Agencies will be expected to provide details about client eligibility, housing, debt, income, support needs, support networks, preferred areas, risk and monitoring information. This information must be submitted at the time of referral and kept up to date while the client is on the waiting list.
- 3.2.2 The system will prompt the Referral Agency to renew the risk and support needs information at least every six months.
- 3.2.3 Only the information provided prior to nomination can be used when making a nomination to a property. Failure to provide up to date information could result in:
 - a delay in nominating the client to a property e.g. if periodic risk assessment information is not completed



- a client being removed from the waiting list following a refused nomination as a result of incorrect or missing information.

3.2.4 All information about the client e.g. medical evidence or changes to borough preferences must be submitted **prior** to nomination. Any information submitted to the Clearing House following a nomination may not be used to change the outcome of the nomination.

3.2.5 Housing Providers must ensure that the online void notification form is accurately completed e.g. including floor level. Incorrect information may result in an inappropriate nomination and cause the property to remain void for longer than necessary.

3.3 The nomination

3.3.1 When a property and client have been matched, a nomination notification letter/email will be sent out to the Housing Provider, the Housing Provider and the Tenancy Sustainment Team (TST) for that property. The information will include details about the client and property.

3.3.2 Once the nomination notification has been sent, the Referral Agency will contact the referring agency and Tenancy Sustainment Team worker (if there is one) to arrange an interview with the client. The interview should happen no more than 2 weeks after the nomination is received.

3.3.3 Unless the Clearing House has clearly nominated someone who does not match the criteria specified by the housing provider on the lettings form, then the Housing provider should always be willing to interview the nominee.

3.4 Accepting a nomination

3.4.1 If the client attends an interview and viewing, and accepts the nomination, then arrangements will be made to sign the tenancy. See **Resettlement Policy and Procedure** for further details

3.4.2 An acceptance/refusal form should be submitted to the Clearing House via the online system.

3.5 Refusing a nomination

3.5.1 If a client refuses a nomination to an RSI property and the reason for refusal is justifiable (as specified below) then the Clearing House will return the client to their position on the waiting list. Their date of acceptance on to the waiting list will remain their original date of acceptance.

3.5.2 If the refusal of the nomination is not for a justifiable reason (as specified below) then the client will be removed from the waiting list. The client can be referred again to the Clearing House after a period of 1 year or after a successful appeal has been made. See **Complaints and appeals procedure**.

3.5.3 An acceptance/refusal form should be submitted to the Clearing House.

3.6 Justifiable reasons for refusal

3.6.1 Only exceptional reasons for refusing a nomination will be accepted as justifiable. These may include:

3.6.2 The condition of the property:

- the property is not structurally sound or requires major repairs

- the property is damp
 - water supplies, gas and/or electricity supplies are not in place
 - The doors and windows are not in place
 - the property has an infestation
 - the property is squatted
 - the property does not have a working toilet and bath or shower.
- 3.6.3** The Clearing House reserves the right to verify any of the above reasons for refusal with the housing provider.
- 3.6.4** Harassment - If on viewing the flat the client and/or worker is subjected to racist/ sexist/ homophobic abuse, or if the agency and/or client can show that if the client did take up the tenancy s/he would be subjected to such abuse.
- 3.6.5** Health grounds - Where for health reasons e.g. the client finds difficulty in climbing stairs and/or the property is a long way from public transport, the property would be unsuitable. The agency will need to have provided medical evidence to support this to the Clearing House **prior** to the nominations.
- 3.6.6** Impossible sharers - If on viewing a shared flat, the client and/or worker can demonstrate that the client would be wholly incompatible with the existing tenant(s) who are extremely difficult to live with.
- 3.6.7** The property is still not ready for letting 6 weeks after a nomination is made.

3.7 Unjustifiable reasons for refusal

The Clearing House will not accept the following reasons for refusal as justifiable:

- 3.7.1** Change of circumstance - Once a nomination has been made it will not be acceptable for the Referral Agency to then tell the Clearing House that the client's preferences or circumstances have changed. The obligation remains with the agency to ensure that the Clearing House is fully aware of the client's circumstances while on the waiting list.
- 3.7.2** Failing to attend an interview or viewing with the housing provider. Once nominated the client must attend any interview or viewing of the flat which is arranged unless there are specific circumstances conveyed on or before the day of the interview or viewing.
- 3.7.3** Size of flat - A refusal of a studio/bedsit on the grounds that it is too small will not be acceptable. It will be acceptable to refuse if the client can demonstrate the need to have an extra room - for example, if s/he has a health problem and occasionally has a carer to stay or if s/he has a dependent child to visit and evidence of this is provided to the Clearing House **prior** to nomination.
- 3.7.4** Minor repairs/redecoration - If minor repairs or redecoration are needed, the Referral Agency and client must agree what will happen about these with the housing provider.
- 3.7.5** Lack of central heating - If central heating is not available in the flat and there is other acceptable heating in place (e.g. storage heaters) this is not an acceptable reason for refusal.
- 3.7.6** Pets – A refusal of a flat on the grounds that it is inappropriate for a pet is not acceptable if the Clearing House are advised that the client has a pet after the

nomination has been made. All such declarations should be made **prior** to nomination.

4 Appeals

- 4.1 Any client who refuses a nomination and is removed from the Clearing House waiting list has a right to appeal against the decision of the Clearing House, providing this is supported by the referring agency. The only ground for appeal is that in the view of the agency and the client the refusal of the nomination was reasonable and justifiable in line with the above procedure. The appeal should be in writing and made to the team leader of the Clearing House in line with the **complaints and appeals procedure**.

5 Performance indicators

All viewings to take place within 2 weeks

Sign ups to take place within 6 weeks

All Housing Providers be contacted within 5 days of nomination by the Referral worker