

## **Guidelines for rejection**

Aster Group may refuse applicants who have been nominated for one of our homes through the Choice Based Lettings Schemes or by other direct nomination on the following grounds:

### **Nomination / Bidding Criteria**

1. The property they have been nominated for, or have bid on, is unsuitable as they would be over-crowded or under-occupying.
2. If the property is subject to sensitive letting due to historic issues in that area and the person does not meet the criteria set out in this agreement.
3. If the property is subject to a local lettings plan, new build lettings plan or is deemed to be a sensitive let, and the applicant does not meet the agreed criteria for allocation.
4. If the property is subject to a local authority, S.106 Agreement and the applicant does not meet the required criteria.
5. On completion of our needs and risk assessment, the applicant and/or a member of their household is deemed to be 'vulnerable', and a suitable written support package is not in place.
6. If we are unable to make contact with the applicant either by phone, email or letter over a period of 2 working days.
7. If we have documentary evidence, and it is confirmed in writing from the local authority, that the applicant has no right to reside in the UK and/or has no access to public funds.
8. The applicant, or a member of their household, has an interest in an alternative property and they are legally and reasonably able to reside in it.
9. The applicant has pets which are not permitted in the property, in line with the Aster Communities/Synergy Housing Pet Policy.
10. There has been a change in circumstances which results in the applicant's points or banding being amended and they are no longer the successful bidder.
11. Failure to supply appropriate identification along with other information requested by the Aster Communities/Synergy Housing.
12. The nominated person is under 18 years of age and has failed to provide an appropriate trustee.
13. The property is designated for older people and/or there are age restrictions in place.
14. The applicant/s have deliberately made their housing situation worse, e.g. left suitable accommodation that it would have been reasonable for them to continue to occupy.

## Financial

1. The applicant or a member of the household is an existing Aster Group tenant or leaseholder who owes us money, either for rent, service charges, garage rent, care and support charges, rechargeable works orders or any other debt.
2. Any new applicants to Aster Group, a member of their household, or former customers of Aster Group who still has a housing related debt i.e. rent arrears, recharges etc. either with Aster Group or another housing provider and has failed to stick to a repayment plan for 6 consecutive months and/or made a reasonable attempt to clear the majority of the debt.
3. The applicant or a member of their household, has an interest in an alternative property, either by way of a financial interest, being named on a mortgage agreement or named as a tenant of another property and, can reasonably be expected to raise funds to secure alternative accommodation in the private sector
4. The applicant/or households, financial status is in excess of \*£43,500 per annum and/or has savings/assets over £16,000, and there is no overriding medical condition. (\*guidelines of the Charitable Status of the organisation).
5. If the applicant is not able to produce evidence of access to sufficient funds which will enable them to pay for the rent on the property. An affordability assessment will be carried out based on rent to net income of 35%.

## Support Needs

1. If the applicant has bid for a property that does not meet their immediate need, e.g. an adapted property where the applicant does not need the adaptations provided.
2. The applicant has bid for a property that does not meet their immediate need and the adaptations required to make the property suitable for them, are in excess of what is reasonably practical to adjust. (in line with the Aster Properties Aids and Adaptations Policy)
3. The applicant has an identified support need, and there is no current proposed support plan in place for on-going support (except in cases where the property is a Housing for Older People (HOP) or Extra Care (EC) property where the care plan may not be determined until the customer moves in).
4. The applicant has failed, or is refusing to engage with relevant support services in relation to an existing or proposed support package, to assist in the monitoring and management of their tenancy and/or health.
5. The applicant's needs (either physical or mental health) exceed what our service can provide after considering all relevant information from key support providers.

## Conduct

1. An Aster Group tenant who is seeking a transfer and their current home fails to meet a reasonable standard in line with their tenancy agreement.
2. There is a documented history of anti-social- behaviour (i.e. this could be from a registered provider, local authority, the police or confirmation of a conviction). This could include domestic violence, harassment or other violent offences, general anti-social behaviour, threatening or aggressive conduct or other violence.
3. The applicant or a member of the household did not live in Aster Group property but there is evidence they have caused serious anti-social behaviour, alarm or distress to our tenants or in the local community.
4. Normally paragraphs 2 and 3 above will lead to an exclusion for a minimum of 2 years from the date of the conduct, conviction, eviction or other legal action, whichever is the latter, however, we have unrestricted discretion to exclude you from being housed by Aster Group for a longer period, even indefinitely, if we consider that appropriate in all the circumstances of the case.
5. If the applicant or a member of the household has a history of, or has existing substance (including drugs and/or alcohol) misuse issues, which have resulted in anti-social behaviour or criminal proceedings. Each case will be carefully considered taking into account all relevant circumstances.
6. The applicant or a member of the household is a former customer of Aster Group and caused significant damage to our property resulting in recharges being raised against them.
7. The applicant or a member of the household is a Schedule 1 Offender as defined by the Crime & Disorder Act. Each person will be considered on a case-by-case basis.
8. The applicant or member of the household has been subject to legal proceedings as a perpetrator of domestic violence.
9. The applicant or member of the household has been threatening, abusive, or has been persistently vexatious toward any employee of Aster Group.
10. We have documentary evidence that the applicant or member of the household has previously used social rented accommodation for illegal or immoral purposes.

We will provide support and guidance to any nominated person who we have refused. If they are an existing Aster Group customer we will work closely with them to improve the situation and assist them to move where possible.

Each case will be considered on its own merit and in extreme circumstances we may allow a move to proceed even if the person fails to meet our lettings criteria. The Head of Housing will make this decision.

This is not an exhaustive list and each case will be considered on its own merit and taking into account all relevant information provided by key partners, support workers and police.