Allocations Policy

Date Last Approved	**8 September 2026**
Next Review Date	**31 September 2029**
Responsible Officer	**Temi Awolaja**
Approver	**Services Committee**

This policy applies to CDS-owned general needs social rented accommodation, including shared accommodation managed and let by CDS. It does not apply to accommodation owned by CDS's clients unless the client has formally adopted this policy.

1 Introduction

1.1 CDS aims to allocate and let properties in a fair, transparent and efficient way that achieves best use of housing stock and meets the needs of our customers, partners and the communities we serve.

2 Approach

2.1 CDS operates across 11 local authorities across London and the Southeast, each with its own nomination agreement, housing demand and other relevant issues.

2.2 We participate in choice-based lettings schemes and Homeswapper, a scheme that facilitates mutual exchanges between tenants living in social housing.

2.3 CDS is committed to:

- Letting homes in a way that contributes to the local authorities' strategic housing function and sustainable communities, and
- Giving residents reasonable choice in where they live.

2.3.1 CDS will actively promote methods for residents to find alternative housing options if they wish, such as mutual exchange, re-housing via the common housing register, private sector accommodation and other relevant options.

2.3.2 CDS will fulfil its obligations in nominations agreements and let all other properties via the common housing register, except in exceptional circumstances, where a property will be used for a reciprocal arrangement, local agency or scheme referral or management transfer.

3 Applicants

3.1 Household

3.1.1 We will appraise household composition on a case-by-case basis, taking a common-sense approach to anyone reasonably needing to share accommodation with the tenant. We will primarily consider the household to be the individuals named as part of the household on the nomination from the local authority or referral agency.

3.1.2 CDS may grant a sole tenancy to one person or a joint tenancy to a maximum of two people. Tenants will usually be nominated by the local authority. CDS will generally avoid granting multi-generational joint tenancies. Decisions on whether to grant a joint tenancy will be based on the household's circumstances, the nature and permanence of the relationship between the proposed joint tenants, and relevant legal and policy requirements. Decisions will be made fairly, consistently and on a case-by-case basis.

3.1.3 Where there is a reason to independently assess a household, CDS will generally consider a household to include individuals who are dependent, related or otherwise have a permanent relationship with the tenant. A permanent relationship includes someone who is caring for a member of the household or is being cared for by a member of the household.

3.2 Minors

3.2.1 CDS will not normally grant a tenancy for general needs accommodation to people under 18 years of age.

3.2.2 If, in exceptional circumstances, we do make an offer to a younger applicant, it will be subject to an *Equitable Tenancy Agreement*, and an adult, usually a parent or guardian, will be required to stand as guarantor.

3.3 Mobility units and adapted properties

3.3.1 CDS owns a small number of properties that are specifically designed or adapted to meet the needs of persons with limited mobility. As such properties are usually in short supply, it is our intention that they should be let, whenever possible, to those households which will significantly benefit from the facilities provided.

3.3.2 Where we struggle to find an appropriate applicant, we may seek partner nominations from alternate agencies or boroughs.

3.3.3 Where a household occupying an adapted property no longer requires the adaptations, CDS will work with the household to explore suitable alternative accommodation so that the adapted property can, where practicable, be made available to a household that requires those features. Any action taken will have regard to the household's individual circumstances, housing needs, legal rights and the availability of suitable alternative accommodation.

3.4 Age-restricted properties

3.4.1 Where CDS owns schemes with a minimum-age restriction (e.g. 60+ communities), the lead tenant must meet the age requirement.

3.4.2 No member of the household should be under age 17. Any other age restrictions applying to members of the household will be determined by the eligibility requirements applicable to the particular scheme.

3.5 Sensitive Lettings

3.5.1 While all allocations need to be managed with sensitivity, it is anticipated that some allocations will be extremely sensitive due to the behaviour of previous residents or the specific circumstances of the immediate neighbours.

3.5.2 CDS may occasionally need to introduce additional eligibility criteria for individual lets by designating a “sensitive let” or for a particular scheme or area by creating a “local lettings plan”.

3.5.3 Any additional eligibility criteria applied to a sensitive letting or local lettings plan must relate directly to an identified and evidenced housing management, safeguarding or community need. Criteria must be lawful, necessary and proportionate and must not unlawfully discriminate against applicants.

3.5.4 The aim of these exceptions is to ensure future tenancies are sustainable and to tackle a specific and identified social concern, such as antisocial behaviour or to better balance the mix of residents in a given area.

3.5.5 CDS will have regards to safeguarding concerns, including domestic abuse, when considering sensitive lettings. Where appropriate, additional measures may be taken to support the safety and wellbeing of applicants and existing residents.

3.5.6 When a property is identified as in need of a sensitive let then the reason for this will be clearly stated in the nomination request process.

3.5.7 CDS will refuse nominations that do not meet with our requirements and will work with local authorities to ensure the reasons for sensitivity are known and accepted.

3.5.8 We will ensure that sensitive lets and local lettings plans are necessary, equitable and proportionate, and will review local plans annually to assess effectiveness and continued need.

3.5.9 The reason for designating a sensitive letting or adopting a local lettings plan, including the evidence relied upon and the criteria applied, will be documented. Decisions will have regard to CDS's equality obligations and the individual circumstances of applicants.

3.6 High risk and multi-agency allocations

3.6.1 CDS aims to create safe, secure and sustainable communities. Where an applicant presents an identified risk, CDS will consider the suitability of the proposed accommodation and any reasonably available measures to manage that risk, taking account of the safety and wellbeing of the applicant, existing residents and the wider community.

3.6.2 CDS will request relevant and proportionate information necessary to assess the suitability of the proposed accommodation and any identified risks, in accordance with applicable data protection requirements and information-sharing arrangements.

3.6.3 High-risk offenders subject to a multi-agency public protection arrangement (MAPPA) have to register with the local police who will carry out a risk assessment. The nominating local authority must confirm that they have investigated the risks associated with re-housing the applicant and demonstrate that the property and area is suitable before a nomination is made.

3.6.4 In addition, the local authority will need to provide:

- A detailed risk assessment and details of a support and/or supervision package together with any monitoring arrangements
- Contact details of members of the inter-agency risk management panel including the police, for easy access should a problem arise during the tenancy

We reserve the right to refuse to re-house high-risk potential applicants where:

- All the relevant professional agencies involved do not support the allocation, or they failed to provide the required information
- We consider that the support needs make them unsuitable for the home being offered to them
- The property is not suitable due to locally specific circumstances

3.6.5 Where an applicant presents an identified risk to themselves or others, CDS will undertake an individual assessment of the suitability of the proposed accommodation, taking account of relevant risk assessments and information provided by appropriate agencies.

3.6.6 Consideration may include the design and location of the property, communal or shared areas, proximity to individuals or facilities where relevant to an identified risk, support or supervision arrangements and any reasonable measures available to manage that risk.

3.6.7 CDS may refuse a nomination where there is sufficient evidence that the proposed accommodation would be unsuitable or would create an unacceptable risk which cannot reasonably be managed. The reasons for the decision will be documented and communicated in accordance with this policy.

4 Accommodation

4.1 CDS always seeks to provide suitable accommodation to applicants. An offer will be considered reasonable if the property offered meets the essential size and access needs of the household. The property must also be safe, secure and habitable before letting. Properties will only be let once CDS is satisfied that applicable letting, property condition and health and safety requirements have been met.

4.2 Occupancy standard

4.2.1 CDS advertises the number of bedrooms and bedspaces in each property available to let and relies on the local authority to nominate a household of appropriate size to that property. Where that happens, CDS will accept the evidence provided by the local authority as part of the nomination to confirm the number of bedrooms and bedspaces required for the household.

4.2.2 Where CDS determines the number of bedrooms for which a household is eligible, it will use the following criteria where one bedroom should be provided for each:

- Adult couple
- Single adult (16 +)
- Two children (under 16) of the same sex
- Two children (under 10) of any sex

4.2.2.1 If the property has a single- or box room, only one person will be allocated to that room.

4.2.2.2 Bedsits are typically intended only for single adults.

4.2.2.3 Additional bedrooms will be considered on a case-by-case basis when there is a medical or other proven need.

4.2.3 Where an existing household is known to be living at a higher density than the bedroom standard, their Housing Services Officer will actively support them to move to an appropriately sized property via the Local Authority's common housing register or mutual exchange.

4.2.4 CDS will not make an allocation that would result in statutory overcrowding. In exceptional circumstances, CDS may approve an allocation that does not meet its normal bedroom standard where the allocation remains lawful, is reasonable having regard to the household's circumstances and has been discussed with the applicant. Any such exception must be approved by the Head of Housing Services and the reasons recorded.

4.2.5 Mutual exchanges can be allowed a different occupancy standard in some circumstances. Refer to the Mutual Exchange Policy for details.

4.3 Shared Accommodation

4.3.1 CDS may, where appropriate, let accommodation on a shared basis. Where accommodation contains shared kitchens, bathrooms or living areas, CDS may apply additional suitability criteria to ensure the accommodation is appropriate for the prospective resident and supports sustainable tenancies.

4.3.2 In assessing suitability for shared accommodation, CDS may consider factors including:

- compatibility of residents; considerations must relate to evidenced housing management, safeguarding or support considerations and must not be based on assumptions or stereotypes relating to an applicant's protected characteristics or personal circumstances.
- support needs;
- safeguarding considerations;
- ability to live independently;
- the practical management of shared facilities; and
- the sustainability of the proposed tenancy.

4.3.3 At Church Grove, referrals to shared accommodation units are made through RUSS (Rural Urban Synthesis Society), the referral partner for those homes.

4.3.4 RUSS will assess applicants for shared accommodation against the eligibility criteria applicable to the scheme, including local connection and income requirements where relevant.

4.3.5 CDS may refuse a referral for shared accommodation where, following an individual assessment, there are reasonable and evidenced grounds to conclude that the

accommodation is unsuitable. The applicant will be informed of the reasons and of their right to request a review under section 11.

5 Allocations

5.1 CDS has a duty to assist local authorities to house those in need. We have nominations agreements with each local authority where we have properties. Local authorities are responsible for ensuring that their nominees are eligible and prioritised in accordance with their own allocation policies.

5.2 Housing Services Officers are responsible for keeping a record of the source of each new tenant in the Housing Management IT system.

5.3 Common housing register

5.3.1 By default, CDS will offer all vacant properties to the local authority for an applicant from the common housing register.

5.3.2 By accepting applicants from the common housing register, CDS can be assured that the allocation of homes is being prioritised in a way that ensures nominees are households with the greatest housing need in that region or local authority.

5.3.3 In certain circumstances, CDS may decide to reject a nominee of a local authority. However, nominees will only be rejected for one of a small number of specific reasons, described in detail in Section 10 of this policy.

5.3.4 The Housing Services Manager is responsible for ensuring CDS discharges its responsibilities under each nomination agreement. Where we do not hold copies of the nominations agreement, the Housing Services Manager will make every effort to obtain a copy from the local authority.

5.4 Reciprocal arrangements

5.4.1 Reciprocal arrangements are exceptional in nature and will only be considered where there are no other viable options to resolve a specific issue.

5.4.2 CDS may enter into a reciprocal arrangement with a local authority or another social landlord whereby that landlord houses one of our tenants and we house one of theirs.

5.4.3 Reciprocal arrangements may also be considered if CDS is having significant difficulty letting a particular property (e.g.an adapted property) and another landlord has identified one of their residents who is in need and would benefit from that property.

5.4.4 Management transfers and reciprocal arrangements may occasionally be used where domestic abuse creates an urgent housing need.

5.5 Other partner nominations

5.5.1 In some cases, we may make additional agreements with local referral agencies or join schemes to provide a small number of homes to specific groups of people in housing need.

5.5.2 Any agency seeking to make referrals to CDS must meet certain criteria:

- Be recognised by or registered with, or otherwise regulated by, the local authority or a central government agency.
- Provide services to groups of people who are vulnerable or underserved and are also likely to be in significant housing need.
- Make its services available on an equal basis to member of the local community and will refer people to CDS in a non-discriminatory manner.
- Does not offer preferential access to any group on the grounds of race, ethnicity, gender, religion or sexual orientation (excepting agencies that specialise in providing services in a matter so as to be exempt from this provision).

5.5.3 **Scheme specific referral arrangements**

5.5.3.1 CDS may enter into local nomination or referral arrangements for specific schemes.

5.5.3.2 At Church Grove, referrals to the shared accommodation units are made through RUSS (Rural Urban Synthesis Society).

5.5.3.3 This arrangement applies only to the shared accommodation units and does not apply to the self-contained homes at Church Grove, which are allocated through nominations received from the relevant local authority in accordance with the applicable nomination agreement.

5.5.3.4 For both accommodation types, RUSS may participate in the interview process to explain the community-led nature of the scheme and the expectations of living within the Church Grove community.

5.6 Internal transfers

5.6.1 With dispersed housing stock, relatively few properties and restrictive nominations agreements in most boroughs, we recognise that CDS residents wanting to move to other social housing will be able to do so quicker and with more options if they move using the common housing register or a mutual exchange, as opposed to waiting for an internal transfer to another available CDS property.

5.6.2 CDS will not accept applicants for an internal transfer or maintain a transfer waiting list.

5.6.3 Where CDS staff become aware that a resident wants or needs to move to another property, they will provide information to the resident about their options to move, including transferring via the local authority and via mutual exchange. This information will also be available on the CDS website.

5.7 Management transfers

5.7.1 In rare cases, it may be necessary or desirable for a tenant of CDS to move to an alternative accommodation for safety or other management reasons. This may include, but is not limited to, the following reasons:

- Where the current property is not habitable due to fire or flood.

- Where there are urgent remedial works required on the current property that cannot be carried out whilst the residents remain in residence.
- As a result of a multi-agency panel assessment and suitable availability within our stock
- Exceptionally, where a transfer is necessary to resolve a significant housing management issue and represents a proportionate and reasonable use of CDS's housing stock.

5.7.2 Domestic Abuse

5.7.2.1 CDS recognises that domestic abuse can significantly affect a person's safety, wellbeing and housing circumstances.

5.7.2.2 Where a tenant is experiencing domestic abuse, CDS will work with local authorities and relevant support agencies to identify appropriate housing options and safeguarding measures.

5.7.2.3 Where appropriate and subject to availability, CDS may consider a management transfer or alternative housing solution where this is necessary to reduce the risk of harm and support tenancy sustainment.

5.7.2.4 Each case will be assessed on its individual circumstances, taking account of available evidence, risk assessments and advice from relevant agencies.

5.7.3 In general, management transfers will not be considered in cases where it is likely that the local authority will be able to rehouse the tenant sooner or more appropriately.

5.7.4 Where a management transfer is agreed in principle, the tenant will be given one direct offer of alternative accommodation. The accommodation offered will usually be the first available property that meets the requirements of the household, as assessed by CDS.

5.7.5 Requests for a management transfer will be assessed by the Head of Housing Services and the Operations Director upon consideration of supporting information and are offered strictly at the discretion of CDS.

5.7.6 The number and reasons for approved management transfers will be reported to the Services Committee annually.

5.8 Discretionary tenancies

5.8.1 Discretionary tenancies are tenancies granted outside of the usual provisions of this policy, but in accordance with other relevant policies, and only in exceptional circumstances.

5.8.2 Discretionary tenancy will only ever be granted to an individual

5.8.3 Discretionary tenancy will only be granted to an individual with whom CDS has an existing landlord and tenant relationship, either as a tenant or a member of a tenant's household.

5.8.4 Discretionary tenancies can be granted for the following reasons:

- Discretionary succession, where a new tenancy is granted to a third-party upon the death of a tenant where the third-party does not have the right to succeed but it is deemed appropriate to allow succession on a discretionary basis (see succession policy).

- Where an existing tenant agrees, at CDS's request, to surrender their tenancy and vacate their home in exchange for a new tenancy (see antisocial behaviour policy)
- Where a new tenancy is required to achieve a joint-to-sole or sole-to-joint tenancy conversion.

5.8.5 Decisions to grant discretionary tenancies will be considered and approved by the Head of Housing Services and the Operations Director, taking into account all relevant supporting information. Discretionary tenancies are granted solely at the discretion of CDS.

5.8.6 In exercising discretion, CDS will ensure that the decision is lawful, reasonable and consistent with the objectives of this policy. The reasons for the decision, supporting evidence and approval will be recorded to provide an appropriate audit trail.

5.8.7 The number of discretionary tenancies granted, together with the reasons for granting them, will be reported annually to the Services Committee.

5.8.8 Where a discretionary tenancy is granted in respect of the same property following the death of a tenant and no statutory or contractual right of succession exists, the new tenancy may include a clause confirming that no further succession rights will arise under that tenancy.

6 Security of Tenure

6.1 CDS believes in building sustainable communities. Unless there is a legal requirement or a specific, documented reason to do otherwise, new general needs tenancies will be assured tenancies. Other forms of tenancy may be used where appropriate to the nature and purpose of the accommodation and where legally permissible.

6.2 Rents will be set in accordance with applicable legislation, government rent policy and the Regulator of Social Housing's Rent Standard.

6.3 CDS does not intend to grant fixed-term tenancies.

6.4 Tenancy sustainment

6.4.1 CDS will seek to support residents to sustain their tenancy and will consider appropriate advice, support, reasonable adjustments and referrals where difficulties are identified.

7 Viewing

7.1 Before deciding whether to accept an offer, applicants will normally be given an opportunity to view the property and will be provided with information including:

- The amount of the rent and service charge
- The conditions of the tenancy
- Details of any repairs works to be carried out after occupation if applicable
- The amount of decorations allowance allocated for the property, if any

7.2 It is important that vacant properties are let quickly. To achieve this, most communication between CDS and an applicant receiving an offer will be by telephone or email rather than by conventional mail.

7.3 We may invite multiple applicants to a joint or successive viewing.

7.4 The applicant with highest priority awarded by the local authority will be offered the property first. If they refuse it, it will be offered to the nominee with the second highest priority and so forth.

7.5 Ideally, viewings will be conducted after any repair works have been completed. Where a property is not yet ready for occupation, we will explain the remaining works.

7.6 A CDS representative must be present for any viewings. Staff must not hand over keys or allow the applicant to view the property alone.

7.7 Unless there are exceptional circumstances, applicants will be expected to view the property within three days of receiving the invitation.

8 Offer

8.1 Applicants are expected to confirm to CDS their acceptance or rejection of an offer at the time of the viewing but may be given up to twenty-four hours to confirm by telephone, in person or by email.

8.2 We will ask nominees to give their reason for refusal in writing.

8.3 Provisional offers will usually be made verbally pending approval of required documentation. Upon approval, usually at sign-up, a formal offer will be provided in writing to the applicant.

9 Sign-up

9.1 Successful applicants (including management transfers) will be invited to a sign-up meeting once they have confirmed acceptance of a provisional offer of accommodation. Applicants may confirm their acceptance of a provisional offer verbally or in writing.

9.2 We will keep successful applicants updated throughout the letting process. We will provide an indication of when they will need to be available for sign-up, which may be at short notice, recognising the value of a social home.

9.3 “Signing up” is the process by which a member of CDS staff (usually the Housing Services Officer for that property) signs the tenancy agreement with the new tenant, hands over the keys and provides the tenant with relevant information and documentation relating to the property, such as the gas safety certificate and information about asbestos).

9.4 Applicants will normally be asked to pay one month's rent in advance at or before sign-up. Inability to pay the full amount will not, on its own, result in the withdrawal of an offer. CDS will consider the applicant's financial circumstances and may agree an alternative payment arrangement where appropriate.

10 Refusals

10.1 CDS relies on the local authority or local referral agency to verify the eligibility of applicants prior to nomination. However, we still carry out identity and income checks and recognise that in rare circumstances, we may find a reason to refuse an applicant.

10.2 **Tenancy Fraud**

10.2.1 CDS will take reasonable steps to prevent and detect tenancy fraud.

10.2.2 This may include identity verification, eligibility checks, verification of household composition, investigation of property ownership and other enquiries necessary to ensure that social housing is allocated fairly and lawfully.

10.3 CDS may withdraw a provisional offer where, following appropriate enquiries, there are reasonable and evidenced grounds to conclude that the applicant is ineligible for the accommodation, the property is unsuitable for the household, material information provided in support of the application is inaccurate or incomplete, or there is another reason for refusal permitted under this policy.

10.4 We will exercise our right to refuse nominees only in exceptional circumstances, including:

- **Eligibility** –. The applicant is not eligible for an allocation of social housing under relevant legislation or fails to provide satisfactory evidence of identity or eligibility within a reasonable time.
- **Suitability** – No need for adaptations in property or applicant owns another property in the UK, the property is unsuitable to the applicant's needs and by offering the property would cause overcrowding.
- **Former tenant debt** –the applicant has significant housing-related debt and has failed, without reasonable explanation, to engage with or maintain an agreed repayment arrangement. CDS will consider the amount and age of the debt, the applicant's current circumstances, any vulnerability or support needs, steps taken to address the debt and whether refusal would be reasonable and proportionate.
- **Behaviour** – there is relevant and sufficient evidence of serious tenancy-related conduct of applicant or household member which makes the proposed allocation unsuitable, having regard to the nature and seriousness of the conduct, when it occurred, subsequent behaviour, current circumstances and any available risk-management measures.
- Prior tenancy fraud, erroneous/false information provided as part of current housing application, subletting or damage/neglect of previous property.
- **Support and risk** –following an individual assessment, there is evidence that the particular accommodation would present a significant risk to the applicant or others that cannot reasonably be managed through appropriate support, reasonable adjustments or other measures.
- The property is a sensitive let, high risk let or part of a local lettings plan and the nominee does not meet the specific criteria required for that property/area.
- The property may not be offered to the highest bidder depending on any local agreement in place.

- Where it has been identified that false or misleading information has been provided and the offer has been made based on the false or misleading information.
- The accommodation is shared accommodation and CDS reasonably considers that the applicant is unsuitable for the accommodation having regard to resident compatibility, safeguarding concerns or the sustainability of the proposed tenancy.
- Where a tenancy has already been granted and it then comes to CDS' attention that the applicant had knowingly provided false information or withheld relevant information then CDS will take action to recover possession of the property.

10.5 We will be fair, consistent and transparent in our decision. We will share our reasons and offer a right of appeal.

10.6 Decisions to refuse or withdraw an offer will be based on relevant evidence and the individual circumstances of the case. CDS will consider whether reasonable adjustments, support or other proportionate measures could address identified concerns before refusing an applicant.

10.7 Applicants will receive the reasons for the decision in writing, information about how to request a review, and details of any applicable timescale. Reasonable adjustments will be made to the review process where required.

11 Appeals

11.1 CDS will allow nominees from the local authority or a local referral agency to appeal a decision to refuse their application or to offer a certain tenancy type.

11.2 Applicants may request a review if they believe the decision is incorrect, unfair, unreasonable, inconsistent with this policy or relevant law, or if relevant information was not properly considered.

11.3 CDS will provide a fair, reasonable, simple and accessible review process for allocation and refusal decisions

11.4 A request for review will be considered by a manager who was not involved in the original decision wherever practicable.

11.5 The review decision will normally be communicated within 10 working days of receipt of all relevant information.

11.6 If the applicant remains dissatisfied following the review, they may pursue the matter through CDS's Complaints Policy.

11.7 We will not normally hold a property vacant or keep an offer open while a review is being undertaken, but we will seek an appropriate remedy where an error has been identified.

12 New Tenant Visits

12.1 CDS aims to complete a new tenant visit within six weeks of the start of the tenancy.

12.2 Where an in-person visit cannot reasonably be completed, an alternative method may be used following consideration of the resident's circumstances, any known support or safeguarding needs and the purpose of the visit.

12.3 During a new tenant visit, the Housing Services Officer will:

- Discuss paying rent and signpost to Arrears Officer or Welfare Benefits Officer if there are problems or the tenant needs support applying for benefits.
- Raise a request to resolve any outstanding maintenance issues.
- Ensure the tenant knows where to find meters and the stopcock and understand other key property information.
- Encourage participation in resident involvement activities, where applicable.
- Complete a New Tenant Visit Form.

13 Management Discretion

13.1 CDS may exercise discretion, as appropriate, where application of this policy would lead to an inequitable outcome.

14 Equality and Diversity

14.1 CDS will allocate and let homes fairly and consistently and will comply with its obligations under the Equality Act 2010.

14.2 CDS will take account of the diverse needs of applicants and residents, including needs arising from protected characteristics, disabilities, language barriers and additional support needs.

14.3 We will make reasonable adjustments where required and will provide information in accessible formats where reasonably necessary.

14.4 Applicants may be supported by a representative or advocate when accessing the allocations and lettings service.

15 Monitoring and Compliance

15.1 CDS will record and submit lettings information through the Continuous Recording of Lettings (CORE) system where required by current CORE reporting requirements. Responsibilities for completing, checking and submitting CORE records will be set out in the relevant procedure.

15.2 CDS will complete and submit the Statistical Data Return (SDR) and any other regulatory returns applicable to CDS in accordance with the Regulator of Social Housing's requirements. Responsibility for submission rests with the relevant designated officer in accordance with CDS's governance arrangements.

15.3 The following lettings performance indicators are reported monthly to the Senior Management Team through the KPI dashboard:

- Number of properties let
- Number of mutual exchanges
- Number of appeals /reviews relating to allocations and letting

15.3.1 The CDS Board of Management receives a dashboard of monthly key performance indicators at each meeting, which includes information about voids and lettings.

15.3.2 The Services Committee of the Board of Management receives commentary to accompany the monthly performance dashboard which provides analysis and proposes actions to improve performance on a variety of housing management areas, including voids and lettings.

15.3.3 The Services Committee will receive an annual report on the number of management transfers and discretionary tenancies granted, including the reasons for approval. It will also receive a quarterly report on the number of new tenant visits carried out and the proportion completed within the target period.

15.4 CDS will periodically review allocations, refusals and other relevant lettings outcomes to identify any significant disparities or unintended barriers affecting particular groups and will take appropriate action where required.

16 Confidentiality

16.1 CDS will collect and process data in line with our current Data Protection Policy.

16.2 CDS receives applicant information from local authorities and other referral agencies for the purpose of assessing applications and allocating accommodation. CDS will process personal data only where it has an appropriate lawful basis under applicable data protection legislation. Where special category or criminal offence data is processed, CDS will ensure that the relevant additional condition for processing is met.

16.3 CDS will only request, use and share personal information that is necessary and proportionate for the relevant purpose and will provide applicants with appropriate privacy information.

17 Legislation and Regulation

This policy has been developed with regards to relevant legislation and regulatory requirements, including, where applicable:

- Housing Act 1985
- Housing Act 1988
- Housing Act 1996
- Homelessness Act 2002
- Homelessness Reduction Act 2017
- Equality Act 2010
- Localism Act 2011
- Domestic Abuse Act 2021
- Data Protection Act 2018 and UK GDPR
- UK General Data Protection Regulation (UK GDPR)
- Social Housing (Regulation) Act 2023
- Regulator of Social Housing regulatory standards, including the Tenancy Standard and Transparency, Influence and Accountability Standard

Regulator of Social Housing Rent Standard, where applicable
Current CORE requirements.

18 Associated Policies and Procedures

The following procedures are associated with this policy:

- Lettings procedure
- Nominations procedure

- Viewings procedure
- Sign-up procedure
- Mutual exchange procedure
- Tenancy changes procedure
- New tenant visit procedure

This policy is supported by:

- Data protection policy
- Succession policy
- Antisocial behaviour policy
- Complaints policy
- Rent Arrears policy

Version control

Date	Amendment	Version control
September 2026	Updated and approved by Services Committee	v.1.3
16th May 2022	Updated and approved by Board	v.1.2
February 2019	Created following a review of CDS Lettings processes	v.1.1