



HOUSING ALLOCATION POLICY

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Purpose

To outline Ramsey Town Commissioners' Policy for assessing housing need and the allocation of Public Sector Housing.

This policy has been designed to ensure fairness and consistency in allocating housing and to meet the standards set out in the all-Island Uniform Criteria for allocation and administration of Local Authority General Needs Housing. Ramsey Town Commissioners aim to ensure that this policy is clear and transparent to all applicants and staff by setting out a clear framework for assessing housing need.

Ramsey Town Commissioners' aim is to provide quality housing for people in housing need and meet future housing need by providing easily maintained and energy efficient properties. The allocation's policy therefore focusses on prioritising allocations to people with the greatest housing need; giving reasonable preference within the context of the Tynwald agreed criteria for Access and Eligibility to those people living in unsuitable properties which do not meet their housing need.

Ramsey Town Commissioners' aim to meet housing need in ways that make best use of its stock and provide a safe, secure and healthy living environment by maintaining sustainable communities where people want to live. Ramsey Town Commissioners aim to ensure that vulnerable applicants are supported in their tenancies wherever possible by working closely with other agencies to assist in providing support for tenants to enable them to remain independent and to maintain a good quality of life. Ramsey Town Commissioners will ensure that where properties have been designed or adapted for enhanced accessibility they are allocated appropriately to best match the needs of applicants to property characteristics.

Scope of Policy

This policy determines how the Tynwald agreed uniform criteria for access and allocation of public sector general needs housing are applied in practice, as follows;

- How eligibility for access to public sector housing is assessed;
- How individual applications are given priority;
- How properties are allocated; and
- The way in which Ramsey Town Commissioners will deal with other relevant issues or changes of circumstances.

Ramsey Town Commissioners will maintain audit trails which enable them to demonstrate how and why any given allocation was made to a particular household, with due regard to Data Protection legislation.

Ramsey Town Commissioners aim to be responsive to the wide range of individual needs and circumstances and will review this policy on an annual basis to ensure that the policy continues to be responsive to local needs, and complies with good practice and current policy and legislative requirements. The policy will also be reviewed and updated upon the introduction of any relevant new policy and legislation and best practice guidance.

In the operation of this policy, which involves the categorisation of people in accordance with their housing needs, Ramsey Town Commissioners will always be mindful of the complexity of individual needs and circumstances and will respond with empathy to all applicants as individuals within the context of the access and eligibility criteria.

Legal/Policy Framework

Housing Act 1955

Housing (Miscellaneous Provision) Act 1976

Public Health Act 1990

Local Government Act 1985

Housing (Standards) Regulations 2013

Housing (Registration) Regulations 2013

Public Sector Housing (General Needs) (Allocation) Policy 2019
(Approved by Tynwald 20 March 2019)

POLICY STATEMENTS

1. Who can apply for housing?

1.1 Under the provision of Schedule 3 of the Housing (Miscellaneous Provisions) Act 1976 all public sector Housing Authorities on the Island must apply common criteria for acceptance on to public sector Housing Waiting Lists.

1.2 In accordance with these agreed criteria, applicants for Ramsey Town Commissioners' housing (general needs) must be aged 18 or over and have been resident on the Island for a total of at least 10 years, 3 of which must have been spent in an area where Ramsey Town Commissioners is the housing authority. Where the application is joint, tenancies will only be joint if both applicants are residentially qualified.

1.3 In order to apply for acceptance on the Housing Waiting List it is necessary for the applicant to complete a Housing Waiting List application form and submit it to Ramsey Town Commissioners with all the information required.

1.4 An application cannot be progressed where if an applicant fails to provide the information required for assessment of their circumstances.

1.5 The provision of accurate up to date information on the applicant's circumstances is vital to the assessment and allocation procedure. Applicants **must** advise Ramsey Town Commissioners of any change in circumstances relating to their housing application.

1.6 It is an offence under Schedule 3 of the Housing (Miscellaneous Provisions) Act 1976 to make false statements or to withhold information for the purpose of obtaining public sector housing. A statement to this effect must be included on the application form and in any subsequent correspondence which is requesting information in relation to the application, or any allocation which may have been made on the basis of information subsequently discovered to be questionable.

2. Applicant assessment

2.1 The Housing Waiting List is based on a points system to prioritise the allocation of properties. Applicants are awarded points in relation to their needs and circumstances in accordance with the Tynwald approved Public Sector Housing (General Needs) Allocation) Policy. Points will be reviewed on a rolling basis as circumstances of applicants change. All applicants will be expected to complete a review form on an annual basis. The applicant must update Ramsey Town Commissioners of any relevant change in circumstances throughout their time on the Housing Waiting List.

2.2 Points are awarded for a variety of circumstances and points can also be deducted in certain situations such as unjustified refusal of a property and existing public or private sector rent arrears.

2.3 Changes in circumstances may have an impact on the number of points allocated, and any change in points awarded will take effect from the date that Ramsey Town Commissioners are informed or were made aware of these changes. This will ensure that applicants are appropriately placed on the waiting list.

2.4 Ramsey Town Commissioners administer the process for the award of additional housing points when an applicant's current accommodation is considered to be inadequate in certain respects or damaging to health. In order to be granted these additional points at least one of the following circumstances must apply.

- There must be evidence of Unfit Housing, or serious disrepair as certified by an Environmental Health Officer; or
- There must be evidence of Statutory Overcrowding, or unsatisfactory accommodation as certified by an Environmental Health Officer; or
- There must be evidence that the current housing is having a significant and enduring detrimental effect on the health and /or welfare of the applicant, as supported by a recognised health/welfare professional.

2.5 To demonstrate any of the above three circumstances, it is necessary for the Environmental Health Officer or a health or welfare professional involved in the applicant's care to complete a Priority for Housing Form. It is important that the health or welfare professional reads the Guidance Notes issued with the form, before returning the form to Ramsey Town Commissioners for processing and administration.

2.6 Where considered appropriate, additional points will be awarded by health and welfare professionals via a multi-agency health and welfare panel which sits on a monthly basis.

2.7 Ramsey Town Commissioners aim to make best use of its housing stock and applicants will be eligible for a particular property based on the size and needs of their household.

2.8 For the purpose of assessing housing need the household is considered to be the applicant(s) and any dependent children. For the purpose of this policy dependent children are defined as being less than 18 years of age, or up to 21 years of age if still in full time education, or adult children or close relatives who remain dependent because of special needs e.g. learning disability. Where the applicant requires on-going care and support the person with primary responsibility for delivering that care and support is also considered to be part of the household for the purpose of determining housing need.

2.9 Expectant mothers should inform Ramsey Town Commissioners as soon as possible following the birth of their child (ren) and provide a copy of the birth certificate(s) so that additional points can be awarded.

2.10 The guiding framework for house size eligibility is set out below:

CATEGORY		ELIGIBLE APPLICANTS
A	1 bedroom flat	Single person/ Couple
	1 bedroom bungalow	Single person/ Couple – priority given for disability needs (where accessible)
B	2 bedroom flat	Single person/ Couple Couple/ Single parent with part time residency of children Couple/ Single person – priority given for disability needs (Ground floor or fully accessible only)
	2 bedroom bungalow	Couple/ Single person – priority given for disability needs (where accessible)
C	2 bedroom house	Couple/ Single parent with 1 child
	3 bedroom flat	Couple/ Single parent with 2 children or couple/single parent with part time residency of 2 or more children
	3 bedroom bungalow	Couple/ Single parent with 2 or 3 children – priority given to family disability (where accessible)
	3 bedroom house	Couple/ Single parent with 2, 3 or 4 children
D	4 bedroom house	Couple/ Single parent with 3 or more children
E	5 bedroom house	Couple/ Single parent with 4 or more children

Please note: Some types of property (bungalows and some apartments) in the general housing stock are designated for and will only be offered to persons with disability needs (Ground floor or fully accessible only).

2.11 Ramsey Town Commissioners recognises that the needs of applicants vary and will consider each household's eligibility on an individual basis. In order to allow maximum choice and flexibility within the allocation of the housing stock there are circumstances where a property larger than that for which an applicant would normally be considered may be allocated, for example, where there is a strong medical reason for requiring a separate or additional bedroom, or where a person has joint care of a child/ children and requires suitable accommodation. Where there is no interest from applicants of a particular household size for a particular type of property the next largest family may be considered. Allocation will be based on best use of the property.

2.12 The Housing Waiting List will be reviewed on an annual rolling basis with all applicants required to confirm that the information held in relation to their application is up-to-date and accurate. Ramsey Town Commissioners do this to check whether households want to stay on the Housing Waiting List and whether there have been any changes in their circumstances since they initially applied which could affect their overall housing assessment or needs.

2.13 Where applicants fail to respond to this review they will be removed from the Housing Waiting List. All applicants will be informed of the implications of failing to respond to the review and will receive confirmation in writing to their last known address of their removal from the list.

Removal will follow a 3 step process in writing

- Initial Review Form
- Review Form reminder
- Confirmation of Removal due to non-response

Where an applicant is known to have support needs, for example, mental health issues or learning disability, an attempt will be made to notify support services of the non-response prior to removal from the Housing Waiting List to ensure that the applicant is given any assistance which may be required to complete the Review. If it later transpires that for reasons beyond their control i.e. they were an inpatient at the time of review or too unwell to respond, the application will be reinstated in full.

2.14 As a matter of course all Housing Waiting List applicants will be made aware of other housing support and options, e.g. First Time Buyer assistance, Housing Matters, Manx Housing Trust, at the time of their application and at each subsequent review.

3. Deduction of Points

Any deduction made under this section is intended to be a permanent deduction in line with the fact that the Housing Waiting List and allocation process is based on housing need. There is scope within the pointing criteria to allow for quite a wide range of genuine reasons for refusing a property and the system does allow for transfer to a preferred dwelling/location at a later date via the Mutual Exchange Scheme, so if a property offer is refused simply on the basis, for example, that an applicant would prefer a 'nicer' kitchen or a 'better' street, then applicants would lose points to reflect the fact that their housing need cannot be considered urgent.

Some discretion and common sense will be applied to ensure that any deduction is appropriately applied but if housing need does not appear to be an issue then others on the Housing Waiting List with more pressing needs would be given the opportunity for housing.

Other factors for consideration: Recent criminal convictions are not relevant if they have no direct bearing on allocation of housing. Once a sentence has been served then the conviction must be regarded as spent except in exceptional circumstances where there may be significant and substantiated risk to others to whom the landlord owes a duty of care e.g. a high risk arsonist or a child sex offender potentially being housed next to a school.

Reasons for deduction of points are as follows;

3.1 Unjustified refusal by applicant of a housing unit: Where an offer of a property considered suitable for the applicant/s was refused without a valid reason (such as reasonable proximity to work, proximity to schools, accessibility if there are health considerations e.g. ground floor accommodation required), a discretionary deduction of 10 points is allowable **for each** unjustified refusal.

Below are some examples of circumstances where points would not generally be deducted.

- History of tenant/applicant relationship with neighbouring tenants including divorce, anti-social behaviour etc., where evidenced, i.e. an applicant would not be penalised an applicant for not wishing to live next door to an ex-partner.
- Social factors such as proximity to violent ex-partners and/or relatives. Validated safeguarding issues e.g. child protection,

vulnerable adults etc. can all be considered as legitimate issues but must be verified with supporting evidence from the agencies involved where possible.

- Where the applicant is prevented from residing in the housing area of allocation i.e. Court Order, condition of Probation, etc.
- Where the property is not suitable for young children (proximity to busy road, no safe garden space, etc.). This would only be relevant where for example the main door opens directly onto the street and would only apply where the family have resident children or pregnancy is confirmed. Such a policy should be applied consistently i.e. such properties are formally designated (for substantiated reasons) as not suitable for children
- Where the property is not suitable for pets; e.g. a flat that doesn't have its own front door opening to the outside and has common areas.
- Where the property is not suitable for persons with specific physical needs an Occupational Therapy Assessment for the property may be requested.
- Proximity of property to support network and family where there are special needs or circumstances (this does not necessarily mean the property should be in the same street or immediate area).

3.2 Accumulated rent arrears: A deduction of 10 points is allowable if there are existing public or private sector rent arrears. Discretion and common sense will be applied in a consistent and equitable manner. For example, if a person has previously had a proven good rent history but significant changes to personal circumstances such as serious illness, bereavement, marital breakdown etc. has led to problems with their rent account they should not be penalised if it can be demonstrated that reasonable attempts are being made to rectify the debt. Where no effort is being made to address the debt or the applicant has the means and is simply refusing to pay the rent due, points will be deducted.

Confirmation of rent payment history e.g. rent book should be produced by applicant for verification on application and prior to allocation of property.

Ramsey Town Commissioners will contact the previous landlord wherever possible to ascertain the tenancy history, and any outstanding issues such as arrears.

4. Allocations

4.1 For the purpose of allocations the housing need of the applicant is designated as 1 bedroom, 2 bedroom, 3 bedroom, disabled access etc. in accordance with the Table in section 2.

4.2 All allocations are made in accordance with the Tynwald approved criteria to the person/household who has the highest points on the list for the type of property available.

4.3 Where Ramsey Town Commissioners do not have an applicant suitable for the property type available Ramsey Town Commissioners may contact other Housing Authorities to ensure the property is offered to a suitable applicant most in need of that property type.

4.4 Where a property has been substantially adapted or fitted out to provide enhanced accessibility Ramsey Town Commissioners will always consult with other Housing Authorities and Agencies to ensure that best use is made of the adapted property wherever possible. Where there is more than one suitable applicant, assistance with prioritisation of need will be sought if necessary from Occupational Therapy.

4.5 All vacant properties within Ramsey Town Commissioners' Public Sector Housing stock will be subject to this policy. Turnaround and relets of void properties will be wherever possible, in accordance with the void letting standards (Immediate re-let 7 days, Standard void 4-5 weeks; and Major void 11-12 weeks).

4.6 All vacant properties within Ramsey Town Commissioners' Housing stock will be allocated at regular Allocation meetings consisting of the Housing & Property Manager and Housing Officers. Allocation meetings will be held as required in relation to availability of properties for allocation.

4.7 Housing allocation documents will be prepared in advance of the meeting after any necessary consultation with health and welfare services, for example Occupational Therapy, in relation to individual cases to ensure that all relevant information is available and that a property will be suitable for their circumstances if offered.

4.8 Vacant properties will be listed in categories relating to their accommodation type, for example three-bed house, and will highlight any particular access issues to the property, such as a large amount of steps to front door etc. Properties that have been fitted with adaptations such as a low level shower, handrails and ramps, etc., will also be highlighted, as will any other characteristics of the property which may be of extra benefit, e.g. a larger than normal floor area which may benefit a larger family or a family with special needs.

4.9 In addition to the property details a list of potential tenants will be generated from the top of the Housing Waiting List.

4.10 The list will include those Housing Waiting List applicants with the highest points total, in descending order.

4.11 Priority for allocations for each house type **must** be given to the person with the highest points for that type of property in accordance with the Tynwald approved policy, subject to the property being suitable for their specific housing needs.

4.12 Where the property has been substantially adapted, e.g. wheelchair access, suitable applicants may not have the highest points on the Housing Waiting List, however, such a property should always be allocated to the applicant with the greatest need for that property regardless of where they are on the Housing Waiting List.

4.13 Reasonable consideration can be given to factors, which are supported by relevant evidence, such as whether the highest pointed person and their immediate family;

- Will be able to access and adequately use the property if accessibility has been identified as an issue;
- Will be compromised by the location e.g. it is in close proximity to a violent ex-partner or abuser;
- Will have a detrimental impact on other tenants e.g. it is reasonable not to rehouse a tenant who has previously been proven responsible for anti-social behaviour in the same location that the offences/behaviours occurred.

4.14 Usually the applicant with the highest points total will be allocated the property, however applicants for transfer with urgent transfer needs should also be considered before arriving at the final decision to allocate.

4.15 The transfer list will include existing tenants requiring a transfer to another property. Transfers requests will only be

considered with supporting documentation supplied by relevant professionals. In some instances the transfer requests may be noted as urgent, for example statutory overcrowding or significant access need e.g. to facilitate discharge from hospital or care, and therefore may take priority over Housing Waiting List applicants.

4.16 At least one reserve allocation applicant should be chosen for each vacant property so that, in the event of a refusal, the property can still be occupied quickly. More than one reserve should be selected where properties have proven difficult to let in the past.

4.17 After the conclusion of the allocation meeting, the Housing Officers will telephone to advise the successful applicant of the allocation and will also prepare the letters of offer.

4.18 The official offer of allocation letter will set out clear, practical and reasonable arrangements for the applicant to view the property and will also set out information regarding rent and payments. The Housing Officer will, wherever possible, also endeavour to communicate with the applicant by telephone to expedite the process. If no agreement is made by telephone and if a response is not received within SEVEN days of the offer letter, the housing officer will try contacting the applicant again, if no contact is made and if a response is still not received within a further three days, this offer will be withdrawn. The property will then be offered to the reserve allocation applicants by following this same process.

4.19 Following the viewing of the property, the applicant will be asked to make a decision on whether to accept the offer within 24 hours.

4.20 Once a property has been allocated and the tenancy accepted by the applicant, a tenancy agreement will be prepared for signature prior to the keys of the property being issued. If a joint application has been made, this will result in a joint tenancy providing that both parties are residentially qualified, and all parties must be present at the tenancy signing. One week of rent plus one week of rent in advance will become payable from the date the tenancy commences. Keys will not be issued prior to payment of rent due and the tenancy agreement being signed.

4.21 Tenants are not permitted to sublet their property under any circumstances and must seek the approval of Ramsey Town Commissioners prior to allowing persons not included as part of the application to reside in the property.

5. Transfers and Exchanges

Ramsey Town Commissioners recognise that over time circumstances and housing requirements may change resulting in a different size, type or location of property being required for a range of reasons. Tenants can apply for a transfer after 12 months of holding a tenancy.

5.1 Transfer requests will only be considered if the applicant's rent account has been maintained satisfactorily and that the applicant's property has been kept in a satisfactory condition. This will be determined by inspection of the premises.

5.2 Transfers will only be considered for the following reasons:

- Health or Special Needs reasons supported by Social Services or a health professional – advice will be sought as necessary from the Health/Welfare assessment panel.
- Mobility and access issues supported by an Occupational Therapist Assessment.
- Community safety or prevention of crime reasons, supported by the Police.
- Evidence of overcrowding/ insufficient living space supported by Environmental Health.
- Downsizing to a smaller property thus releasing a larger property for allocation to a larger household.
- Moving from a property with special needs adaptations that are no longer required.
- Any other reason which provides benefit to the landlord e.g. a particular type of property is urgently required in that location.

5.3 Transfers may also be required by Ramsey Town Commissioners for Housing Management reasons, which will result in the permanent or temporary transfer of tenants to enable such improvement works to proceed such as demolition, redevelopment, refurbishment or maintenance work. If the transfer is for the express benefit of the Landlord then transfer conditions may be overlooked in certain circumstances.

5.4 For tenants who do not have recognised transfer needs, as set out in Section 5, Mutual Exchange provides an alternative option for a transfer. Existing housing tenants who have held a tenancy for at least twelve months, and whose rent account has been maintained satisfactorily and is up to date, can arrange to exchange their property with another public sector housing tenant, either by finding a tenant to exchange with themselves or by using the Department of Infrastructure's Housing Division's inter authority mutual exchange scheme.

5.5 Once an exchange has been agreed between tenants, all parties to the exchange must complete an exchange form and submit it to their own Landlord. Applicants should make sure that they have followed the guidance and procedures covered in the Exchange Information Sheet prior to submitting the completed Exchange Form to their current Landlord e.g. Ramsey Town Commissioners, the Department of Infrastructures Housing Division, or another Local Authority housing provider.

5.6 Mutual exchanges will usually be approved providing that both properties are in a satisfactory condition and that the Ramsey Town Commissioners do not incur any costs involved with the exchange, however, reasonable grounds for refusing consent include:

- If either property is subject to proceedings for recovery of possession or tenancy is in arrears for rent or statutory services.
- The exchange would mean that a property designed or adapted for occupation for someone with disability needs or other special needs would no longer be occupied by a person with those needs.
- The exchange would lead to either overcrowding or one household living in a property substantially larger than required.
- The exchange would result in tenants being accommodated in a property which is not suitable for their needs.

6. Applicants with support needs

6.1 Ramsey Town Commissioners are committed to providing accommodation which enables independent living and the integration of people with support needs into the community. This could include people with learning disability, physical disabilities, mental health issues, dependency (i.e. drug and or alcohol) issues

and vulnerable young or elderly people. In all cases where support is necessary to sustain the tenancy accommodation will only be offered where it is clear that support needs will be met on an on-going basis with confirmation in writing from a relevant organisation such as Social Services.

A Supported Housing tenancy will be offered via a tripartite agreement signed up to by all parties and will be conditional to the support required being provided by the support agency and accepted by the tenant. Because of the need to secure and coordinate support services and special needs requirements for specific types/location of property, Supported Housing applicants can take priority over Housing Waiting List applications.

7. Termination of Tenancy Agreement

7.1 A tenancy can be terminated for the following reasons; however, this is not an exhaustive list:

- By the passing of time, e.g. the fixed term of the tenancy has ended.
- By the tenant, if the tenant decides to move out or transfer to another property.
- A tenancy may also be terminated by Ramsey Town Commissioners for management reasons e.g. major refurbishment or redevelopment, or for a breach of the tenancy agreement.

The tenant must give peaceful possession of the Property to Ramsey Town Commissioners. If a tenant leaves family or friends living in the property, they will be "unauthorised occupants" and Ramsey Town Commissioners will take steps to remove them. The tenant will continue to be liable for the rent losses incurred as a result of non-compliance with the terms of the tenancy agreement.

7.2 If a tenant dies their tenancy may continue in the name of a spouse or civil partner providing that they are eligible for public sector housing and that their main home was with the tenant and that they have lived at that home continuously for a period not less than 2 years or more before the tenant died. This claim must be evidenced and proven. Passing on the tenancy like this is called 'succession' and the tenancy can only be passed on like this once, with the agreement in writing from Ramsey Town Commissioners. If a tenant took over a tenancy through succession, no one else will have the subsequent option of succession when they die.

7.3 If a property is rented by joint tenants and if one of those tenants dies, the tenancy can automatically continue for the surviving tenant which is known as 'survivorship'. No one will be able to succeed to the tenancy when the surviving partner, spouse or civil partner dies. In exceptional circumstances, however, Ramsey Town Commissioners may grant a completely new tenancy or a temporary licence to a person who technically cannot succeed, so that they can continue to live at the property, either permanently or on a short term basis. The Commissioners may offer the person a tenancy for a completely different property which better meets their needs, provided that they satisfy the relevant eligibility criteria and Ramsey Town Commissioners are confident they were generally part of the household, e.g. an older adult child who is known to have always lived with the parent.

8. Lodgers including home-stay schemes

8.1 Tenants cannot sub-let their property under any circumstances but can take in lodgers or persons under the Government Home-Stay scheme, subject to the size of their property, with the express written consent of Ramsey Town Commissioners.

8.2 A lodger is considered to be any person other than a spouse/partner or dependant child/children who take up residence at the address over and above any reasonable temporary visit, for example, over four weeks in duration.

8.3 This definition of lodger applies to adult children who may have originally been part of the household but have subsequently left home and have established their own household elsewhere prior to their return to the address. A lodger charge will apply for each adult child in these circumstances. This does not include adult children who are away from home solely as a consequence of service in the Armed Forces of the Crown or full time education i.e. at college or university.

8.4 Lodgers accommodated via the Government Home Stay Scheme are usually only permitted for short periods of up to 2 weeks in duration subject to the size of the property and after obtaining consent from Ramsey Town Commissioners. **The tenant(s) must be registered through the Home Stay Scheme, must remain in occupation of their property during any such home-stay scheme period and should re apply for permission each time they intend to offer Home Stay.**

9. Data Protection

9.1 The confidentiality of information gathered as part of the allocations process is recognised. Ramsey Town Commissioners will use personal data provided, together with other information that they may obtain from or about the applicant for carrying out checks for eligibility, in accordance with the Data Protection Act 2018 and relevant housing legislation, for the purposes of administration, assessment and analysis to assess the applicants eligibility for housing and for general housing management.

9.2 By completing and submitting an application form, the applicant consents to the processing of information necessary for the purpose of provision of housing by Ramsey Town Commissioners including details of any criminal convictions, on-going investigations, health data or family background, and to Ramsey Town Commissioners making any necessary enquiries to check that information contained in the application is correct.

9.3 The applicant further consents to Ramsey Town Commissioners disclosing their information to, or exchanging their information with, departments of Government, third parties or agents, such as contractors working on behalf of Ramsey Town Commissioners, other Isle Of Man local authorities, health care, social and welfare advisors and practitioners, and the Isle of Man Constabulary for the purpose of providing/assessing suitability for housing.

9.4 When applicants include information about other persons on their application form, they confirm that they have been appointed to act on their behalf and that consent has been given for the processing of their personal data for the purpose of the application.

9.5 Subject to the above, and unless it has the right or duty to disclose or is permitted or compelled to do so by law, Ramsey Town Commissioners shall not disclose any information about the client without prior consent of the client or an authorised person.

10. Appeals Procedure:

10.1 The process of appeal will be made clear to applicants on the application form and in all letters and documents relating to an application refusal or allocation of housing points.

10.2 Any applicant who has their application for acceptance on to a waiting list rejected, or any applicant who believes that they have not been given priority for allocation of a property in accordance

with the criteria e.g. they believe they have been overlooked in favour of another tenant or have not been awarded the correct amount of points, may:

- Seek a review of that decision by submitting a request in writing to the Housing & Property Manager. If that decision is upheld by the Housing & Property Manager you may then seek an appeal against that decision by writing to the Ramsey Town Commissioners' Housing Committee.
- If that decision is upheld by the Housing Committee you may then seek an appeal against that decision by writing to the Director of Housing, Department of Infrastructure, Markwell House, Market Street, Douglas IM1 2RZ, whose decision shall be final.

11. General Policy Notes

11.1 This policy document replaces and supersedes all previous approved Housing allocation and transfer policy documents and relevant sections and conditions will be included in the Tenants Handbook.

11.2 This policy will be reviewed annually by the Housing & Property Manager.

12. Related Policies

Guidance notes for the implementation of the Common Criteria for Acceptance and Allocation onto Waiting lists for General Needs Public Sector Housing

Health, Welfare and Environmental Health pointing for public sector Housing Waiting Lists

Public Sector Eviction Policy and Procedures

13. Key Performance Indicators

100% application of prescribed criteria

Number of successful appeals

20th June 2019