

Stratford Halo lettings plan

This lettings plan explains how we prioritise residents who have been relocated to temporary accommodation due to structural issues at Stratford Halo. It sets out the approach we use to determine which households are prioritised for permanent rehousing, including those given priority for homes in the local area.

Transfer priority

An A1* transfer priority has been awarded to each household who has been required to relocate to emergency accommodation from Stratford Halo and would like to permanently move to a different home while work is underway.

The transfer priority is voluntary, meaning residents can remain in temporary accommodation until their permanent home becomes available. This does mean that we may need to move households again, from emergency accommodation to temporary accommodation provided by NHG.

All residents may have the option to return to Stratford Halo once the work is complete.

Who will be prioritised for a voluntary move

We recognise that living in temporary accommodation is disruptive to all households. However, some may experience more difficulties due to their individual circumstances.

We have introduced priority banding for households who are likely to be most affected by living in temporary accommodation. This is set out in the table below:

Priority	Banding reason
P1: A household includes a member who:	
	Has an adaptation requirement
	Has a medical need related to housing that is exacerbated by living in temporary accommodation. This includes children or adults with neurodiverse needs.
	Has identified care and support needs
	Faces imminent personal risk which is life-threatening by remaining in their temporary location
P2: A household includes a member who:	

Is due to have an operation within the next 6 months	
Is pregnant or a child under 12 months old	
A young person studying for exams this year	
Is willing to move to split up household* OR the household has been temporarily split to facilitate the temporary relocation	
P3: A household includes a member who:	
	Is a dependent
	Has a medical condition that is moderately exacerbated by living in temporary accommodation

If you do not meet any of the above criteria and had already registered for a transfer, you will be given priority according to our usual banding criteria, as outlined in our [lettings and allocations policy](#).

Combining priorities for a move

Where several households have the same priority based on the above criteria, the banding reasons above will be cumulative. This means that if there are multiple reasons for a priority move, they will be given higher priority.

For example, a household with a medical need (P3) and a child about to take exams this year (P2) would be higher priority than someone who is pregnant (P2) with no other outlined priority.

When two or more households have the same priority due to P2 dependents, we will consider the number and age of dependents in the household to determine priority.

We recognise that both that younger children and older residents are likely to find living in temporary accommodation for longer periods more difficult than other age groups.

The way we determine priority on this basis is demonstrated in the table below.

Dependant age	Points awarded
Under 1 year	4
Under 5	3
Under 10	2
Above 10 but under 18	1
Over 80	3
70-79	2
65-69	1

Who will be prioritised for a move within the Stratford area?

There is high demand among residents to stay in the local area, and unfortunately, this demand far outstrips our housing supply within Stratford. Therefore, certain

residents will take priority over others to be offered a home within the immediate area.

While all residents who volunteer to move will be given high priority, additional priority will be awarded to residents who meet criteria to be prioritised for a move within the area.

The criteria consider the potential negative impacts leaving the local area could impose on a household.

The following households will be given priority in this order:

- Families with children who attend a local Sen school
- Households with a person who has a support network in the local area, this can be in relation to a household member's health or a childcare arrangement
- Households with a person who provides care for or receives care from a person in the local area
- Households with a key worker who works within three miles of the local area

Evidence we require

In order to verify that someone has a priority to remain in the local area, we may need to ask residents to provide documents to confirm this. Generally, we will ask for official documentation, however we will consider a range of documents to ensure residents are not burdened with collecting a large amount of information.

Evidence of a support network

We recognise that support networks are essential for some residents to maintain good health and wellbeing, as well as maintaining independent living.

We will be flexible and accept a range of evidence to help verify reliance on a support network, to ensure that residents are not made responsible for gathering a vast amount of information or information that is difficult for them to obtain.

In all cases we require:

- Proof of address for those supporting you or those you are supporting, a utility bill for example
- Official confirmation of links to the area, confirmed by a professional on their organisation's official email address or letterhead

Where the support relates to a person's health, we require one of the following:

- Confirmation from a health care professional
- Medical letters confirming the person's care under a clinic
- Confirmation from a social worker or support worker

Where there is a childcare arrangement, we require one or more of the following, depending on the arrangement (e.g. after school pick-up or evening childcare):

- Written correspondence or calendars confirming care schedules

- Confirmation from the school that this person is authorised to pick up the child and proof of address in the local area – a bill or other official letter for example
- Personal references from friends or family as evidence of informal caring arrangements (we will request some supporting evidence of this)

Offers of accommodation

Each resident with A1* banding will be made one suitable offer of accommodation. This means that the accommodation must be reasonably suitable to the needs of the tenant and their family in regard to:

- Proximity to place of work; and either
- Similar in the size and type of rental accommodation provided in the neighbourhood by the local authority for persons whose needs are, in the opinion of the court, similar to those of the tenant and their family, or
- Reasonably suitable to the means of the tenant and their family in regard to extent and character. This means that households who are under-occupying will not be able to retain a spare bedroom. However, they will be entitled to a downsizing incentive, and
- Provision of furniture, if furniture is provided under existing tenancy.

Once you have submitted the relevant information to us, your application will be assessed and approved by senior management. Following this, the housing manager will write to you to confirm your priority status, and how the move will be managed.

Definitions

For the purpose of our decision making, we define **dependents** as a person who relies on another, in this instance we have defined this as children under 18 and adults aged 65 and over.

We define **key workers** as those working in the following sectors:

- Teaching or education service
- Prison service
- Health and care services
- Probation service
- Police
- Environmental health
- Fire fighter
- Local authority workers
- Public transport service