

Pan-London Housing Reciprocal – Process Overview on Property Offers and Refusals

Property offers

- 1) Pan-London Housing Reciprocal Partners (local authority or housing association signed up to the scheme) can make property offers to applicants in one of two ways:
 - a. **A property offer to a specific applicant quoting the applicant's reference number** Safer London will link-up the housing Partner making the offer with the nominating officer for the identified applicant (where this has not already been done).
 - b. **A property offer to the scheme**
Safer London will identify the property requests that match this property (number of bedrooms requested, boroughs requested and floor/mobility needs requirements) and select the applicant who has been waiting the longest, taking into account the date when the property request was circulated.
 - i. An applicant who has already received an offer through the scheme and refused it will not be prioritised to receive another property offer if there is any other applicant with the same needs who has not received an offer yet.
 - ii. If a housing Partner has reached their cap of three properties owed to the scheme, their tenants will not be prioritised until their landlord has reciprocated at least one property.
 - iii. Property offers will not be based on the type of property (such as a house or a street-base property) or specific areas within a borough.
- 2) If a property is declined by an applicant, Safer London will ask the housing Partner offering the property whether they are able to offer it to another applicant. Safer London will then follow the process outlined above to match the property.
- 3) Housing Partners can apply their internal allocation policy when offering a property for instance overcrowding rules or pet allowance. Housing Partners can also request more information about an applicant before deciding whether to assist including information on the risk they are at or their needs and any information they would usually require before signing up a new tenant.

Property Refusals

- 1) Where an applicant declines a property offer that matched their application requirements (number of bedrooms, boroughs requested and floor/mobility needs requirements), Safer London will follow the following process:
 - a. Ask the nominating officer to have a discussion with the applicant about their reason for refusal and inform the landlord's Reciprocal Named Leads.
 - b. Keep the property request on the list unless instructed to withdraw the application by the applicant's landlord.
- 2) Safer London do not have capacity to quality assure any property offers. It is each Partner's responsibility to assess property offers and refusals for their tenants. Each housing Partner can decide whether they implement a cap on the number of offers their tenants can receive through the scheme.
 - a. If a Partner decides to implement a cap on the number of offers their tenants can receive, it is their responsibility to inform their tenants of this policy before their property request is circulated by Safer London.
 - b. Should an applicant wish to challenge their removal from the Pan-London Housing Reciprocal scheme they should follow their landlord's internal process