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| Title of policy: | Direct Let Policy |
| Version: | 2 |
| Purpose: | Policy for requesting and authorizing a Direct Let |
| Updated: | November 2025 |
| Next review: | November 2026 |
| By: | Director of Housing |

Direct Let Policy

Purpose:

The Direct Let Policy outlines the procedures for allocating housing through a direct let process. This policy is designed to ensure that lettings are made in a fair, transparent, and consistent manner, while addressing urgent or exceptional housing needs.

Scope:

This policy applies to all direct let allocations and is intended for use in exceptional circumstances where the usual advertising process (via Choice Based Lettings or CBL) is not suitable or cannot meet urgent needs.

Policy Overview:

Direct lets are rare and must be approved by the Director of Housing. They are only considered when the circumstances fall within the categories outlined below, and after the completion of the **Internal Direct Let Application Form**.

Eligibility Criteria for Direct Let:

Direct lets may be considered under the following circumstances:

1. **No Demand Through CBL**
If there is no demand for the property after at least two advertisements via CBL.
2. **Threat of Harm or Serious Safeguarding Concerns**
In cases where the applicant or household is at immediate risk of harm, including safeguarding concerns for vulnerable individuals.

3. **Serious Domestic Abuse or Emergency Medical Need**
If the applicant is a victim of serious domestic abuse or has an urgent medical need that requires immediate relocation.
4. **Major Repairs or Exceptional Personal Circumstances**
In cases where the property requires major repairs and the applicant's circumstances make waiting for the usual letting process impractical (e.g., severe mobility issues, overcrowding due to a disability, etc.).
5. **Neighbourhood Issues**
If there are severe anti-social behaviour (ASB) concerns in the current area of residence, or if there is a need to balance the community or address specific localised issues that affect housing suitability.
6. **Council Requests for Vulnerable Individuals in Temporary Accommodation**

The Council may request assistance with housing allocations to support vulnerable individuals currently residing in temporary accommodation. This request is typically made when:

The cost of maintaining the individual or household in temporary accommodation is placing a financial burden on the Council.

The person's continued stay in temporary accommodation is negatively impacting their wellbeing, either physically, mentally, or socially.

In such cases, the Council will assess the individual's situation and may prioritize them for a permanent or more suitable housing solution, to both relieve the financial pressure on the Council and improve the living conditions of the vulnerable individual or household.

Application Process:

1. **Direct Let Application Form:**
The applicant, or a designated support worker, must complete an **Internal Direct Let Application Form** detailing the reason for the direct let request. This form should include supporting evidence where applicable (e.g., medical reports, safeguarding reports, or any relevant documentation).
2. **Approval by the Director of Housing:**
The application form will be reviewed by the Director of Housing, who will assess whether the application meets the criteria outlined above. The Director has the final decision on whether to approve the direct let allocation.
3. **Allocation:**
If the direct let is approved, the property will be allocated according to the urgency and the specific needs outlined in the application.

Conditions of Direct Let:

- The Director of Housing must review and approve any direct let allocation before an offer can be made.
- Direct let allocations are not a replacement for the usual CBL process, but are intended to address urgent or exceptional circumstances.

- All applications for direct lets will be regularly monitored to ensure they are processed appropriately and in accordance with policy guidelines.

Direct Let Sign-Off Form

Internal Direct Let Application Form

Applicant Details:

- Full Name of Applicant: _____
- Date of Birth: _____
- Current Address: _____
- Contact Number: _____
- Email Address (if applicable): _____

Reason for Direct Let Request:

(Please tick the relevant box/es and provide further details below)

- ☐ No demand through CBL (after two advertisements)
- ☐ Threat of harm or serious safeguarding concerns
- ☐ Serious domestic abuse or emergency medical need
- ☐ Major repairs or exceptional personal circumstances
- ☐ Neighbourhood issues (e.g., ASB, community balance)

Further Details:

- Please provide a description of the circumstances or issues that warrant the request for a direct let:

- Supportive documentation attached (if applicable):

- ☐ Medical Report
- ☐ Safeguarding Report
- ☐ Proof of Domestic Abuse
- ☐ Other (Please specify): _____

Sign-Off by Director of Housing:

- Decision:
 - ☐ Approved
 - ☐ Not Approved

- Reason for Decision:

- Director of Housing Signature: _____
- Date: _____

Review and Monitoring:

This policy will be reviewed bi-annually to ensure that it remains up to date and relevant to the needs of the community. Regular audits will also be conducted to ensure fairness and transparency in the allocation process.