

# HARROGATE NEIGHBOURS HOUSING ASSOCIATION

**Title:** Admissions and Lettings (The Cuttings)

**Policy:** HN-CM-5a

## **1. Purpose**

1.1. Our mission is to provide decent homes, services and support/care. Our commitment is to house clients in good quality homes and to have a fair, open and transparent lettings admissions system.

## **2. HNHA Responsibilities - The Cuttings**

2.1. The aim of this policy is to specify the rules for the selection of new clients for the Association's rented homes to meet the following objectives: To make best use of our property to meet housing needs and create sustainable communities. To offer choice to our existing clients wherever possible. To work with Clients, local authority partners, other housing associations and other stakeholders to improve choice wherever possible. To be accountable to our stakeholders for the allocations we make. Once an admission has been agreed and authorised by the CEO an offer letter and Invoice is sent from the Finance department. When the money is received Finance must notify The Scheme the agreed Tenancy start date and then the keys can be given to the Client/Client's Family.

2.2. The Scheme Manager to ensure Terms and Conditions have been signed.

2.3. We will let homes:

- Consistently according to our lettings policy
- To meet Local Authority obligations
- To try and build balanced communities
- Making sure specially adapted properties are let to people who will benefit from them

## **3. General Information**

### **3.1. *Equality and Diversity***

- HNHA is committed to promoting Equality and Diversity to ensure that no-one receives less favourable treatment by having to meet qualifying conditions which are not justifiable because of their class, colour, beliefs, religion, race, ethnic or national origin, disability, sex, age, sexuality, marital status or health.

### **3.2. *Suitability for Size of Accommodation***

- The Association uses the following guidelines to determine the size of the property need to assess applicants' priority for re-housing: Each person needs a bed space but not necessarily their own bedroom. Each bedroom can accommodate one or two bed spaces, i.e. Single or double.
- A couple (two adults living together as married or unmarried partners) need one double bedroom. A single adult needs one bedroom (or studio flat if they live on their own).

### **3.3. Age Criteria**

- Extra Care Housing 55+ Applications for Extra Care housing will accept those that have been identified as having a need for this accommodation.

### **3.4. Other Criteria**

- Applicants from Extra Care housing will be subject to an assessment of their ability to live independently taking into account the support available from statutory and voluntary services, family, friends and others who live nearby. It is our normal policy not to let accommodation to our staff, Executive Committee Members, Advisory.

### **3.5. Panel Members or their relatives**

- Any applicant who is a member of HNHA staff, an Executive Committee Member, an Advisory Panel member or their relative must declare their connection with the Association in their application. Any decision to offer accommodation to such applicants will be carried out in accordance with the Association's approved policies and procedures but the employee or member to whom the applicant is related will take no part in the process as to whether a tenancy should be granted and any offer of a tenancy must have the prior approval of the Executive Committee.

### **3.6. Expression of Interest**

- This policy recognises three main categories of applicant:
  - a) Transfer applicants, existing HNHA clients requesting a move to another HNHA property/site.
  - b) External applicants
  - c) Direct applicants

### **3.7. Transfer Applicant's**

- The Association will give priority to eligible transfer applicants subject to:
- Any agreement or undertakings with the local authority to allocate properties to their nominees in proportion to those that become available for letting.

### **3.8. Prioritising transfer applicants**

- Where there is more than one eligible transfer applicant for the same available property the offer will be determined by an assessment of each applicant's housing need. Where these applicants' priority is assessed as identical, the applicant with the earliest application date (the date a completed application form is received) will have priority.

### **3.9. External Applicant's**

- External Applicants may apply to the Association for accommodation through one of the following routes.

### **3.10. Nominations**

- The Association recognises its duty to other partners in offering accommodation to people via the allocations panel.

### **3.11. Direct applications**

- Individuals who approach the Association direct will also be considered via the expression of interest list and allocations panel.

### **3.12. Appeals**

- Any applicant who feels they have been wrongly or unfairly treated by the Allocations Panel should make an informal complaint to the member of staff who they dealt with originally. If the problem is not resolved in this way, they have the right to appeal to the Chief Executive who will review the complaint.
- If the applicant is not satisfied with the Chief Executive's response, they may write to the Chair of the Executive Committee at the Head Office address: Finally, if an applicant is still not satisfied with the Association's response they may complain to the Independent Housing Ombudsman.
- Any applicant who feels they have been unfairly discriminated against on the grounds of race or gender, has the right to lodge a complaint at the County Court under the protection of Harassment Act 1997 at any time within six months of the event giving rise to the complaint.
- As part of its drive for continuous improvement, the Association will conduct annual reviews of this policy and its procedures/ changes to the policy will be considered by the Chief Executive.
- The executive committee will receive a report each year reviewing the operation of the policies of the Association and recommendations for any changes considered necessary by the Chief Executive. Each year the Association will report to the tenants on the outcome of its lettings policy in the Annual Report.
- Procedures for Dealing with Applications. These procedures will be made available to applicants and other stakeholders on request.
- The implementation of the Lettings Policy and procedures will be the responsibility of the Chief Executive.

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**Signature of Chief Executive**  
**Review as HNHA KPI**  
**Due: September 2025**

## HARROGATE NEIGHBOURS HOUSING ASSOCIATION

**Title:** Admissions (Heath Lodge)

**Policy:** HN-CM-5b

### **4. Purpose**

- 4.1. To ensure that all new clients who are admitted to Heath Lodge are fully informed, understand and accept the implications of their admission. To ensure that Heath Lodge is fully informed of all financial matters appertaining to that admission.

### **5. HNHA Responsibilities - Heath Lodge**

- 5.1. It is the responsibility of the person who admits the client to ensure that they fully understand and accept the implications of their admission.
- 5.2. In addition, this person must ensure all relevant information is gathered.

### **6. General Instructions**

- 6.1. When a prospective client or representative enquires about admission, they are given a brochure guide that provides comprehensive, up-to-date information about the home and the services provided. The information is available when applicable in a format and language suitable for their prospective client or representative. The brochure guide includes services and facilities provided and the location of the home. Current programmes of activities are displayed in the home. The views of clients and representatives are discussed at a pre-admission assessment with the potential resident and any elected representatives.
- 6.2. The Chief Operating Officer, Registered Manager or any other competent representative of HNHA visits the client and assesses them for possible admission. Information can be obtained at this time from relatives, professional support, medical individuals wherever possible and any other relevant bodies and an agreed plan of care should be established at this stage. (All appropriate and necessary information will be passed to the appropriate department within HNHA so that a financial assessment can be completed before agreeing admission).
- 6.3. Once admission has been agreed and approved the date and time of admission can then be arranged. Once an admission has been agreed and authorised by the CEO, an offer letter and Invoice is sent from the relevant department. When funds are received, residency may commence on an agreed date.
- 6.4. North Yorkshire County Council policies & procedures are different to HNHA's and should be considered. NYCC's terms & conditions may supercede this Policy.
- 6.5. The Chief Operating Officer is responsible for ensuring that the client returns the signed terms and Conditions prior to moving in.
- 6.6. For the first 4 weeks of the resident's stay at Heath Lodge, the newly admitted resident will remain under review. This should be communicated to the potential resident at assessment stage. If it becomes apparent during the 4 weeks that Heath Lodge is not an

appropriate domicile for the resident, the Chief Operating Officer, Registered Manager or any elected HNHA staff will advise the resident and/or their elected representative/s of this and the placement will end as soon as alternative accommodation can be found.

- 6.7. If by the end of the 4-week trial the Head of Care Services is still uncertain as to the suitability of placement at Heath Lodge the trial period can be extended as necessary.
- 6.8. Wherever it is possible, prospective clients and their elected representative/s will be invited to visit Heath Lodge prior to admission. Again, where this is possible, this should be used as an opportunity to meet staff and choose their room. HNHA staff will ensure that the room is ready prior to admission.
- 6.9. Unless admitted in emergency circumstances, the acceptable range for a safe and smooth admission is between 10am and 3pm, Monday to Thursday. Where admissions are accepted outside of this time frame, the Chief Operating Officer should be consulted prior to accepting admission.
- 6.10. The Chief Operating Officer or Registered Manager must assess all risk of admitting the individual to satisfy them that they can meet their needs.

In order to do this the following information should be obtained:

- a baseline needs assessment
- details of medication and any special needs of the individual
- name and contact numbers of GP and next of kin
- relevant information from relatives or main carer
- immediate health and safety risks
- The care plan must be received within two days of admission. This must be dated when received and if not received the date of request documented until the care plan is received.

## **7. Admission Procedure**

- 7.1. The client may be brought to the home by relatives, friends, or ambulance. On arrival at the home the senior on duty welcomes them. Where possible the client should be introduced to all members of staff on duty at the time of their arrival.
- 7.2. The client and their relatives are offered tea/coffee or lunch, depending on the time of day and they are given an opportunity to feel at ease and become comfortable and relaxed in their new surroundings.
- 7.3. After the 4-week trial period and with the agreement of all parties a member of the relevant department will provide the client and or their relative with a Residency agreement. This will be fully explained to them, particularly highlighting the requirement of one month's notice on both sides, and they will be requested to sign this contract, unless they have already done so.
- 7.4. When clothing and property has been listed the relative and the care staff sign the page in agreement that it is an accurate record. If the personal clothing has not been marked it must be done so as soon as possible. The client's General Practitioner should be informed that the admission has taken place. If the Resident does not have a GP, action

should be initiated to have one allocated. All clients at Heath Lodge are encouraged to join the homes preferred surgery and introductions should be made by HNHA staff.

- 7.5. If a relative accompanies the patient on admission, the admitting staff will ensure that a full debrief with the resident and/or their elected representative/s should take place.

During this time as much as possible should be obtained about the person's previous lifestyle, habits, likes and dislikes and hobbies. All information should be recorded on file and utilised for planning purposes once they have settled into their environment.

- 7.6. Should the patient be on medication the following policies should be read, understood and adhered to:

- HN-CM-26 - Safe Handling, Administration, Storage and Control of Medicines (Residential Care)
- HN-CM-22 - Over the Counter Medication and Homely Remedies (Residential Care)

- 7.7. An initial care plan should be completed determining the immediate physical, psychological and social needs this can be within the first 24 hours. This care plan shall be relevant to the individual and evidence based. However, the total care plan must be completed no later than 2 weeks following admission. A social history is also required but this can be completed when the resident has settled into their new home and feels more comfortable. The most senior person on duty holds the responsibility to ensure that all staff, including but not limited to care staff, hospitality & housekeeping staff and management staff if it is possible. Where it is not possible to introduce all staff on shift, staff should be introduced to the new resident at the earliest opportunity.

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**Signature of Chief Executive**  
**Review as HNHA KPI**  
**Due: September 2025**