



## Referrals and Allocations Policy

### Summary Statement

**Our aim is to promote independence and help individuals find the most suitable, sustainable housing and/or support solution that meets their needs, supports their aspirations and creates healthy and diverse communities.**

Our Policy sets out Home Group's approach to referrals and the allocation of housing (including internal transfers) and garages across England and Scotland. It has been developed using feedback from applicants, current customers, external stakeholders and Home Group Colleagues, alongside best practice.

Our clear policy standards define our approach to:

- Managing referrals through a variety of sources;
- Providing support when accessing housing;
- Operating in a fair and transparent way;
- Being clear about our eligibility criteria;
- Ensuring a consistent approach to allocating properties is applied;
- Working closely with Local Authorities, commissioners and other partner agencies to help meet local needs, address homelessness, and create sustainable communities;
- Meeting housing, business and other requirements;
- Having a consistent approach to the allocation of garages;
- Measuring effectiveness and the compliance of our policies and procedures;
- Managing appeals and complaints effectively;
- Ensuring value for money by aiming for allocations to be made as quickly as possible to reduce the number of empty properties.

You can request a copy of the full Referrals and Allocations Policy from the Policy Team by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk).