



Lettings policy and procedure

OPS 28

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Next review: October 2027

POLICY

1. Policy statement

- 1.1. This policy outlines how we'll manage letting our properties and those that we lease and manage on behalf of another landlord or housing association, including applications, waiting lists and the responsibilities of individual services, taking into account priorities and the clients support needs.

2. Scope

- 2.1 This policy and procedure provide clear guidance to staff on the letting of properties and housing management responsibilities.

3. Policy Aims

- 3.1 The aims of the policy are to:
- a. Ensure the efficient letting of our accommodation and the properties we lease.
 - b. Give all clients clear and accurate information about how we take referrals and our letting procedures.
 - c. Ensure all clients are treated fairly and equitably.
 - d. Ensure all services are aware of their responsibilities and lettings protocols.
 - e. To provide good quality lettings which are psychologically informed

4. Links to other policies:

- [My Journey](#)
- [Prevention of evictions and abandonments](#)
- [Rent payment and supporting clients with former arrears policy](#)
- [Planned and cyclical maintenance policy and procedure](#)
- [Quality assurance, performance, and monitoring policy](#)
- [Data protection](#)
- [Equality, diversity, and inclusion policy](#)
- [Confidentiality](#)
- [Mobility scooters e-bikes and powered transporters procedure](#)
- [Assured shorthold tenancy agreement template](#)

5. Policy review

- 5.1 This procedure will be reviewed at least every three years by the business development and improvement manager or whenever circumstances change.