



## Discretionary Allocations Procedure

Derby Homes [Discretionary Allocations Policy](#) explains when a discretionary allocation can be made

When a discretionary is identified the following actions need to be taken:

- A rehousing application must be completed on Abrisas.
- The appropriate number of needs will be verified and awarded by the Homefinder & Registration team.
- A [discretionary allocation request form](#) can be completed by any member of Housing Management staff. It must be completed in full showing all the relevant checks done and supporting evidence provided. In particular it must show the reasons why the application meets the criteria for a discretionary allocation.
- The member of staff must send the completed discretionary allocation request form to the Area Housing Manager (AHM) for consideration. The AHM for that property will check that the form has been filled in correctly and that all necessary evidence has been provided. If the AHM is not satisfied, or if they feel that the discretionary is not justified they will explain that to the member of staff. If the AHM is satisfied and agrees with the discretionary request they will forward the form by email to the 'DH-Discretionary Allocation' inbox
- Sometimes an AHM will initiate a discretionary application. In those cases they must pass it to another AHM for the appropriate checks above to be completed before it submitting to 'DH-Discretionary Allocation' inbox

The DH-Discretionary Allocation' inbox is monitored daily by the Housing Services Manager & Homelessness Manager. In the absence of either of these, the Tenancy Sustainment & Safeguarding Manager monitors the inbox for applications.

- The Housing Services Manager will review the request form and supporting evidence within 10 working days.
  - If the discretionary allocation is agreed the Housing Services Manager will forward the form and supporting evidence to the Homelessness Manager for final approval
  - In the case of discretionary allocations arising out of the Succession and Assignment Policy, the Housing Services Manager will liaise with the Housing Strategy Team
  - If the discretionary allocation is not agreed at this stage the Housing Services Manager will notify the Officer that made the request of the decision and the reasons for refusal
- If the Housing Services Manager is not available, the Tenancy Sustainment and Safeguarding Manager will deal with Derby Homes requests
- The discretionary allocation request form and supporting evidence must then be attached to the Abrisas application

- The Homelessness Manager will review the discretionary allocations that have been agreed by Derby Homes and forward their decision within 10 working days to the Housing Services Manager
- The Housing Services Manager will then email the outcome to the '*DH-Allocations*' inbox, the member of staff who requested the discretionary and the relevant AHM to ensure that communication is maintained and information is updated in Abritas.
- The member of staff whom requested the Discretionary Allocation will send a letter to the applicant to tell them that a discretionary offer will be made and that normally this will be one suitable offer.
- When an offer is actually made, the Allocations Team will issue an offer letter stating that it is being made as a discretionary allocation.
- The Allocations team will liaise with both the applicant and the Local Housing Office to ensure that any offer made is suitable. An applicant will only normally receive one discretionary offer.
- Staff will inform the customer that they should be also bidding for available properties through Derby Homefinder alongside their active Discretionary.

Properties should not be removed from the Homefinder process unless agreed with the Social Housing Options Manager.

If the applicant refuses this offer then they will need to bid for properties via Homefinder, unless they can show why it was not a reasonable offer. In that case the Social Housing Options Manager will consider whether to make a further offer.

If they accept the property then the Discretionary will be made. The Local Office will carryout the sign up and their application will be marked as housed.

### **Hierarchy – who does what**

It is very important that there is a clear audit trail for the generation and approval of discretionary allocations. They can be initiated by any member of Housing Management staff but can only be approved by the Housing Services Manager or Tenancy Sustainment and Safeguarding Manager for Derby Homes and one of the Housing Advice Managers for the Housing Options Centre. No other individuals shall be involved in the approval of a discretionary allocation.

### **Audit and Control**

A list of all discretionary allocations will be kept and reviewed on a quarterly basis by the Head of Housing Management