

Lettings Policy

Date approved: 21/09/2024

Our lettings policy ensures that our homes are allocated in a fair and transparent way so that you can live in a home that is suitable for you. We will use our homes the best we can to meet the needs of your community.

We work with local authorities to allocate our homes. You can bid on our homes through:

- Durham Key Options
- Darlington Home Search
- Tees Valley Letting Partnership
- Hartlepool Home Search

Choice Based Lettings

We take part in choice based lettings schemes so that you can bid on homes in areas where you want to live. When we allocate our homes, we consider the needs and requirements of each local authority. There may be some cases when we offer you a home directly, but the local authority's requirements will still apply.

Mutual Exchange

We also offer mutual exchange if you want to move anywhere in the country. You can swap your home and tenancy with another social housing tenant. We recommend this if you are looking for accommodation but have no specific housing need.

Local Lettings Plan

In some cases, we will work with local authorities to create local lettings plans. We use these in limited situations to help build safe and lasting communities. This letting can be used to regenerate an area, respond to housing management issues, and achieve a balanced community.

We set out what requirements need to be met for you to be accepted in the adverts for our homes.

You can view adverts for our homes by visiting our [website](#) where you can apply for a home through the relevant scheme.

Please let us know if you or someone else in your household has any vulnerabilities.

You can get in touch with us by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) ڤسراف (Farsi)
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)
Español (Spanish) Український (Ukrainian)

Request this document in an alternative format:



Call us on 0800 587 4538
email us on contactus@livin.co.uk or
Live Chat with us at www.livin.co.uk



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