

**GUIDANCE FOR ALLOCATION PROCESS OF CEC HOUSING FOLLOWING DECISION TO
PAUSE ADVERTISING – LOCALITY HOUSING TEAM, HOMELESSNESS, TEMPORARY
ACCOMMODATION, HOME ACCESSIBILITY REFERRAL TEAM.**

Following the decision made at Committee on 25 April 2025, it was agreed to temporarily prioritise available Council properties for :

1. Use for transferring to CEC temporary accommodation
2. People who are assessed as homeless **and** who are currently in unsuitable temporary accommodation, prioritising household with children.
3. People who have Urgent Gold or Gold Priority
4. People who are at immediate risk of harm and would normally have Urgent Exceptional Housing Need or in need of immediate Management Transfer.

Operational procedure for locality teams, homelessness/temp and HART.

1. Property is returned from repairs. The property should meet Standard of Let, be clean and ready for occupation. **Responsibility** - Locality Repairs Managers Repairs/Housing Team Leaders.
2. Locality Team make decision on the suitability of the property in the following order.
 1. Suitable for Gold/Urgent Gold (accessible or potentially suitable for adaptations)
 2. Suitable for direct let to families in unsuitable temporary accommodation or at immediate risk of harm
 3. Suitable for use for CEC Temporary Accommodation
 4. Suitable for direct let to homelessness applicant in temporary accommodation

A. Property suitable for Urgent Gold or Gold Priority applicants

Locality team to follow guidance at Appendix 1 with regard to nominating accessible or potentially adaptable properties to the Home Accessibility Referral Team. **Responsibility – HART** will aim to report back to locality with target 4 working days (unless the property requires an assessment by the HART OT, in which case this may take longer).

B. Property suitable for direct let to families in unsuitable accommodation (may include 2/3/4+ Bedrooms)

Once family sized home identified, Locality/Temporary Accommodation liaise to find suitable applicant most in need of accommodation.

Formal offer of housing to be made. **Responsibility - Locality Housing/Temporary Accommodation Leads**

C. Property suitable for Temporary Accommodation.

If suitable for Temporary Accommodation, Locality Housing Team to ensure completed NTA and where possible, £30 of credit on meter. **Responsibility - Locality** ensuring NTA/Meter in credit wherever possible

Locality team pass key to Temporary Accommodation lead to transfer and update NEC and plan for furnishing etc. **Responsibility – Temp Accommodation** updating system etc.

Decoration of property should be acceptable for use, but Temporary Accommodation can provide warden support for further decoration if required.

Responsibility – Named Temporary Accommodation in each locality.

Details of the property should be given to Temporary Accommodation by the locality team. Size, house type, garden information etc..

Where possible, Locality Housing Team should ensure both keys and stair fobs are handed over. **Responsibility Repairs Managers.**

D. Suitable for direct let to homelessness applicant in unsuitable accommodation

Locality team identify key with **Homelessness/Temporary Accommodation** to find suitable household to allow Locality Housing Team to make formal offer of accommodation. **Locality HO** to arrange viewing and sign up as normal.

RECORD KEEPING

Record of all properties identified to Temp/HART/Direct Let must be kept by locality teams. Northgate should be updated immediately by either Temp Accom (for properties transferred to temp) or by locality team for direct offers and lets via HART/Other cases.

RECORDING OF DECISION MAKING

Management of decision making for direct offers should be kept locally and where required be referred to Housing Managers.

**HOME ACCESSIBILITY REFERRAL TEAM
INTERIM MATCHING PROCESS**

General

All potentially suitable properties, which might meet the needs of clients with Gold Priority (GP) or Urgent Gold Priority (UGP), must be referred to HART through the generic email:

HART@edinburgh.gov.uk

Please always use the mailbox rather than contact individual Assessment Officers.

Property types we will consider:

Ground floor flats or lower four-in-a-block flats (adapted/unadapted)

Houses with internal stairs with three bedrooms or more (particularly if adapted and/or have a downstairs bedroom or bathroom). However, we can also consider standard houses: a stair lift might be a feasible option

Sheltered flats up to the first floor (adapted/unadapted)

Each property must be referred separately in an individual email with the following (for example) as the subject for the email -**Property for Direct Match, 1 Any Street, Edinburgh, EH1 1AA.**

Please do not send an email with more than one property listed, as this causes confusion when emails are forwarded to Assessment Officers for allocation.

If you are unsure whether a property might be suitable for Gold Priority or Urgent Gold Priority applicants, please check with HART via the mailbox.

Only refer properties to HART which will be ready to be allocated within two weeks and please specify the expected start date, if known.

Please provide the name of an alternative housing officer and/or team leader, who can be contacted if you might not be available.

Information required

When referring a property for direct matching, please provide the following:

Property address and postcode

Property type

Number of bedrooms (and size if known i.e. single/double)

Whether mainstream or sheltered

Any adaptations (if known)

Current bathroom type

The number of external steps (if known)

Name of the previous tenant, if possible

Any photographs if you have them, in particular external access, bathroom and kitchen

Property assessments

Any properties referred to HART should be accessible for HART Occupational Therapists (OTs) to visit, if required, to assess for suitability for Gold Priority applicants.

Please specify if there is a master key or key safe (and provide the key safe number).

Where a property requires a specific key, housing officers must meet HART OTs at the property to allow access. HART only has two OTs who job-share, and they cover the whole of the city. Time constraints mean that it is not feasible for them to collect keys from the local office, assess the property, and return keys.

Offers, acceptances and refusals

Please keep HART up to date with allocations once a property has been approved and nominations provided as soon as possible:

Has an offer been made?

Has the offer been accepted?

Has the applicant refused the offer (and why – please give as much detail as possible as Gold Priority may be removed)?

The date the applicant's application was marked as Housed on NEC

If a client indicates that they intend to refuse an offer, they should be advised that Gold Priority could be removed from their application.

Additionally, if the client is homeless, they should be told that they could also lose their Silver Priority and their right to temporary accommodation.

Following this process should enable properties to be nominated and assessed as quickly as possible.