



## **Appendix 6 - Sanction**

Customers are expected to make appropriate enquiries to determine the suitability of accommodation before placing a bid on a property via the Choice Homes website <https://www.ellcchoicehomes.org.uk/>

If you are offered a property but refuse to accept it a sanction will be applied. <https://hackney.gov.uk/bid-social-home#offeredaproperty>

The Council will apply a sanction to customers who fall within a reasonable preference group and have been accepted onto the housing register e.g. due to overcrowding, social need, significant medical need, medical need, under occupation or 55+ older persons dwelling OPD.

When a customer refuses a 2nd offer or fails to attend a 2nd viewing for a property which they have been nominated for, during a 12 month period, the Council will review the application.

### **Applying a Sanction**

- On 1st refusal of a property or failure to attend a viewing, a letter will be sent to the customer advising them, they may be suspended from bidding for 12 months for refusing a property and/or failing to attend a viewing
- On a 2nd refusal of a property and/or failure to attend a 2nd viewing, the customer will be advised they will be suspended from bidding
- A notification letter will be sent to the customer, advising them of the suspension and that their application is being reviewed
- A senior manager will review the reasons for refusing a property or failing to attend the viewing
- A decision will be made to either cancel the housing register application and remove the customer from the housing register for a period of up to 12 months
- After 12 months, the customer can reapply to join the housing register
- Once accepted, the new application and band date will be the date of the new application

Please refer to the direct offer process for customers who are made a direct offer [Published Appendix 3 - Direct Offer](#)