



Quota- Appendix 2

1. Introduction

Annually, the Council sets aside a small number of studio and one bedroom properties for organisations who are commissioned by the council to supply accommodation based support. This gives organisations a wider range of housing options to work towards with their service users.

The Council will make one direct offer to each agreed quota case of a studio, 1 or 2 bedroom property.

2. Decision making

The organisation is responsible for selecting and making the decision on which service user they wish to nominate for a quota place, based on their knowledge of the individual's needs.

3. The Process

Senior Managers from the Benefits and Housing Needs Service agree the number of quota places to be set aside in May/June each year. The number allocated will be dependent on the number of social housing lets made in the previous year.

Details of the quota allocation is communicated to organisations via the nominated person. This person will be responsible for managing all aspects of the quota for their organisation and will be the contact person for the Council.

4. Notification

Organisations are notified of their quota allocation via email, which will consist of:

- Details of any quota cases who were not housed in the previous year
- The quota referral form
- Details of deadlines
- A copy of the quota process

5. Referral Form

The nominating organisation is required to help their service users complete the form if they wish to put them forwards for social housing.

The provider will already have worked with the individual towards their future housing and be satisfied that the individual is ready to move on. The service user has all the necessary documents, a local connection and eligibility which is in line with the commissioning contract with the Council.

Quota Referral Forms must only be submitted by the named contact for that organisation via email: quotaforms@hackney.gov.uk

Documentation along with the Quota Referral Form must be uploaded to quotaforms@hackney.gov.uk Failure to supply documentation will delay the application.

Please see the list at the end of the appendix of the required documentation.

On receipt of the referral form with all the correct documentation attached, the application will be processed in 10 working days, unless further documentation is needed.

The Council will inform the provider within 5 days of receipt of the quota application where documents are missing or of any errors in the paperwork

Should organisations put forward a service user who is already on the Council's waiting list and they have not had a change of address, the provider must provide the service user's Housing Register number and Bidding number.

A letter will be sent to the service user and the provider notifying them they have been accepted onto the quota, informing them of their band start date and notifying them they will be made **one** direct offer of social housing.

All cases accepted onto the quota will be placed in Band C and the effective band date will be the date the service user commenced living in the supported accommodation scheme.

A support worker from the provider must arrange with the service user to attend the viewing for the one direct offer of social housing that will be made.

7. Providers Role

The provider is required to encourage and support service users to accept an offer when a direct offer is made.

If service users have any questions these should be passed to the nominated contact person within the organisation to either answer or to refer to the Council.

8. Refusals

If a service user refuses a property or fails to attend a viewing for a suitable offer of housing they will be removed from the quota. It is the provider's responsibility to ensure service users attend viewings. Only **one** direct offer will be made.

Legitimate reasons for refusing a property or failing to attend a viewing will be taken into consideration (supporting evidence must be provided).

No replacements will be accepted for a service user who is removed permanently and the quota place will be void.

9. Deadlines

Organisations have a limited time to refer service users onto the quota and they will be notified each year of the dates.

10. Assistance

Meetings can be arranged to explain the quota process and providers can book in virtual outreach sessions for staff and service users.

11. Quota Inbox

Email: quotaforms@hackney.gov.uk Quota forms emailed to this address

To enable us to make a full assessment of your application, it is important that you provide all original documentation as stated below in order for us to verify your eligibility to join our housing register. **Please upload all documentation.**

1. Two Proofs of Identity for each adult applicant (one of which should confirm your immigration status):

- Passports (current and valid)
- Full Birth Certificates.
- Immigration documents from the Home Office confirming your status
- Full Driving Licence
- Photo Provisional driving license only (paper form is not accepted)
- Marriage Certificate/civil partnership certificate
- Divorce papers from the court
- Residence permit
- NHS medical card
- Award letter from the Department for Work and Pensions/JobCentre Plus

2. Two proofs of address:

- Utility Bills e.g. Gas, Electricity, Water etc with current address (Mobile telephone bills are excluded).
- Proof of savings e.g. Bank/Building Society statements with current address
- Award letter from the Department for Work and Pensions/JobCentre Plus/Pension Service with current address
- Letters from official bodies e.g. Council Tax, Housing Benefit, Schools, Hospitals, solicitors, social services etc.
- Other relevant documents with the current address e.g. Mortgage Statement, discharge papers for ex-armed forces, etc.

3. Dependant children:

- Full Birth Certificates (mandatory)
- Custody papers, adoption papers or court residence order
- Proof of Child Benefit at current address (mandatory)
- Evidence of the child's school e.g. headed letter with child's name and address on it

4. EEA (European Economic Area) Nationals:

- Home Office Registration Certificate (Accession State Worker Registration Scheme)
- Wage slips within the past 12 months with name and address of employer.
- Self-employed – certified accounts, last 12 months bank statements.
- National Identity card (mandatory)

5. Proof of Income for each adult:

- 5 weekly, 2 monthly or 3 fortnightly consecutive pay slips
- Award letters from the Department for Work and Pensions/JobCentre Plus/Pension Service
- Tax Credit award letter
- Self-employed trading accounts for the last financial year and tax returns

6. Savings and Capital:

- Last 2 months consecutive bank statements for all accounts
- Certificates of premium bonds, National savings certificates, ISAs, stocks, shares and unit trusts

7. Evidence of rent:

- Tenancy agreement
- Rent book
- Letter from landlord/agent
- Letter from the host

8. Evidence of National Insurance Number

- National Insurance card
- Award letters from the Department for Work and Pensions/Job Centre Plus/Pension Service
- P60,P45 or pay slip

Please note that we will not be able to process your application without verification or if not fully completed.