

GARAGE ALLOCATION POLICY

Reference: HSL/GA/JO'K/08

Approved: 27/10/05

Revised: 17/06/08

1 Statement of Intent

- 1.1 Maidenhead & District Housing Association (the Association) own a number of lock up garages within Maidenhead and surrounding areas, which it makes available to rent to Association tenants and other local residents.
- 1.2 The Association holds a separate waiting list of applicants wishing to rent a garage, from which all allocations are made.

2 Aims

- 2.1 The Association aims to:
- make best use of its available garages, by letting them to tenants and local residents
 - let garages to tenants and / or local residents as quickly as possible, in order to minimise rental loss

3 Eligibility

- 3.1 Garage waiting list applications will be accepted from anyone aged 18 or over.
- 3.2 Tenants of the Association will not be eligible to apply for a garage if they have any outstanding rent arrears, or have any outstanding sundry debts with the Association.
- 3.3 All applicants must provide two forms of proof of their current address (utility bills, bank statements and tenancy agreements will be acceptable), and must complete a garage application form.
- 3.4 The Association will ensure that no applicant is discriminated against as a result of the application process, by ensuring that staff offer assistance with completing forms to any applicants who may find it useful.

4 Processing Applications

- 4.1 All returned garage waiting list applications will be assessed for eligibility by the Lettings Team. Applicants may be asked to supply further information if

HOUSING SOLUTIONS GROUP

necessary, and their application will be deferred until such information is supplied.

- 4.2 All eligible applications will be registered on the waiting list. If an applicant's circumstances change, a new application form must be completed.

5 Annual Re-registration

- 5.1 To ensure the garage waiting list remains up to date, applicants are required to re-register annually, on the anniversary of their application. Failure to re-register will result in an applicant's removal from the garage waiting list.

6 Allocation

- 6.1 Garage tenancies will be allocated on a date order basis – i.e. the applicant who has been on the waiting list for the longest period of time will be offered the next available garage within their chosen area.
- 6.2 If the applicant refuses the offer, there is no limit to the number of further offers that can be made.
- 6.3 If the applicant chooses to accept the offer, they must sign a garage tenancy form which details the regulations and conditions of holding a garage tenancy (as attached at Appendix One). In addition, the applicant will be required to pay one calendar months rent in advance, and must submit a completed direct debit mandate to cover an amount for the monthly rent.

7 Rent

- 7.1 Garage rents will be reviewed and set annually, as part of the Group's annual rent review.

8 Appeals

- 8.1 If any applicant is dissatisfied with a decision made concerning their garage application, they may appeal via the Association's Complaints procedure. Complaints will be acknowledged within three working days and fully investigated. The complainant will be informed of the outcome within 15 working days. The Association will inform the complainant if unable to meet this timescale.

9 Equal Opportunities

- 9.1 The Association is committed to a policy of fair and equal treatment for all its members, tenants, employees and applicants, regardless of religion, sexual orientation, age, class, racial origin, sex, disability or marital status as determined in the Association's Equality and Diversity Strategy.

HOUSING SOLUTIONS GROUP

10 **Review**

- 10.1 This policy will be reviewed on a three yearly basis or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions Group policy.