

Policy Name: How We Decide Who Gets a Home

This policy explains how Tai Calon will find people for empty homes and work with Blaenau Gwent Council to make sure everything is fair.

Our Policy Promise

What we'll do	What this means for you
Provide all our policies in different formats and languages.	You can tell us what format or language you need.
We make our policies easy to follow by splitting them into two parts; what we'll do and what this means for you.	This helps you understand the service we offer.
We will follow our Vulnerable Customer Policy for helping customers who need extra care.	You will get the help you need to report repairs and take care of your home.

Policy Objectives

Our goal is to give people homes that are just right for them and our community. We want everyone to have a safe, comfy place to live.





How We Work with Blaenau Gwent Council to Find You a Home

What we'll do	What this means for you
We will work with Blaenau Gwent County Borough Council. We don't have our own waiting list as we use the local Blaenau Gwent	You will be on a shared waiting list with others. The Council will decide who needs a home the most and place people

Common Housing Register and Common Allocation Policy.	<p>into bandings, these are emergency, gold, silver and bronze. If you need a home the most, you will get one first, unless there are special reasons.</p> <p>Blaenau Gwent Council will assess your application and place you in a band.</p> <p>Tai Calon, Linc Cymru, Melin Homes, United Welsh: Provide the homes and advertise them through the register run by Blaenau Gwent.</p>
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Bandings explained:




Blaenau Gwent Housing Banding Chart


Band	Priority Level	Who Might Be Placed Here
 Emergency	Highest	Homeless due to disaster, urgent medical needs, unsafe housing, leaving Armed Forces
 Gold	High	Homeless with duty, overcrowded (2+ bedrooms short), fostering/adoption needs
 Silver	Medium	Risk of homelessness, overcrowded (1 bedroom short), health/disability issues
 Bronze	Lower	No urgent need, can afford private rent, no local connection

How We Help You Find and Move to a Home

What we'll do	What this means for you
We will help new people and current tenants who want to move to a different home.	You can apply for a home or ask to move to a different one.
We will work with other groups to make sure people who need extra help get the support they need.	You will get the help you need if you need extra support.
We will be fair when picking new people to live here and make sure we help both those waiting and the community.	Everyone will have the same chance to get a home.
We will try to give people homes that fit what they need and like, while also helping those who need a home the most	You will get a home that fits what you need.

Practical Housing Help – Who Does What?

Service	Who Can Use It?	What Help Is Offered?	Who Provides It (with Contact Info)
Housing Applications Help	Anyone needing help to apply for housing	<ul style="list-style-type: none"> - Help filling in forms - Talking to landlords - Budgeting and benefits 	Housing Options Team – Blaenau Gwent  01495 369736 (Option 2)  housing@blaenau-gwent.gov.uk
Housing Support	People aged 16+ at	<ul style="list-style-type: none"> - Help keeping your home - Money advice 	Supporting People Team – Blaenau Gwent  01495 354681 / 354683

Service	Who Can Use It?	What Help Is Offered?	Who Provides It (with Contact Info)
Grant (HSG)	risk of losing their home	<ul style="list-style-type: none"> - Support with daily tasks - Staying safe and independent 	 supporting.people@blaenau-gwent.gov.uk

When We Might Delay or Refuse a Home Offer

What we'll do	What this means for you
<p>We might refuse or delay giving you a home for reasons like:</p> <ul style="list-style-type: none"> • Problem with the home's condition. • Money issues. • Differences in your housing application details. • Owing money to us or another housing group. • Not following rules of current or past housing agreements, like bad behaviour. • Support needs that are at such a level which means you can not manage a home. • Community safety or public protection issues. • Repeatedly not letting us in for property safety matters like gas servicing and electricity checks. 	<p>You might not get a home right away. You will need to show us that things have changed. Often, this means working with us or support groups to improve things like behaviour.</p>
<p>We usually give homes to people who need them the most, but sometimes we can't.</p>	<p>You may not get a home based on need because of:</p> <ul style="list-style-type: none"> • Past problems with housing. • Special rules for letting homes.

	<ul style="list-style-type: none"> • No response from the applicant. • Homes adapted for special needs. • The property is not suitable for a disabled person's long-term needs. • Community safety and public protection matters.
We won't say no to homes because of pets.	You can have pets unless the home or pet causes problems, or the pet is banned by law.
Children and young people in Sheltered Housing / 55+ Housing	<p>Our sheltered and 55+ homes are meant for older people or people who need extra support (higher rate of PIP). Therefore, we can't offer these homes or agree to anyone who needs a child or young person to live with them full-time.</p> <p>Children and young people are still welcome to visit, but they cannot live in these schemes.</p> <p>This is to make sure the housing stays suitable, safe, and comfortable for the people it is designed for.</p> <p>If you need a child or young person to live with you permanently, we will work with the local authority to look for another type of home that better meets your needs.</p>

We will make sure fire safety is important when giving out homes.	If a building isn't safe for storing or charging mobility scooters because of fire risks, we might need to make different plans or refuse the home.

Renting Homes to Young People

What we'll do	What this means for you
We have rules for people under 18.	If you're under 18, there are special rules for renting a home.

How to Qualify for Supported Living

What we'll do	What this means for you
We offer supported living and will check your needs to see if you qualify.	We have rules for renting a home in our supported living schemes.

Different Ways to Let our Homes

What we'll do	What this means for you
We will give homes directly in special cases, with help from the Council.	You will have a safe home that fits your needs and makes it easier to find a place to live.
We might set special rules for renting homes in certain places to use our homes well and build a balanced community.	You will have neighbourhoods where people are happy to live.

Other related legislation

- Protection from Eviction Act 1977
- Housing Act 1985
- Housing Act 1988
- The Human Rights Act 1998
- Equality Act 2010
- Housing Act 1988
- Civil Partnership Act 2004
- Equality Act 2010
- The Marriage (Same Sex Couples) Act 2013
- Renting Homes (Wales) Act 2016
- Regulatory Reform (Fire Safety) Order 2005
- Animals prohibited under the Dangerous Wild Animals Act 1976, the Control of Trade in Endangered Species Regulations
- The Dangerous Dogs Act 1991

Other related policies and procedures

- Letting our Homes Procedure
- Anti-Social Behaviour Policy
- Renting Homes Wales – FFHH (HHSRS)
- Pet Policy
- Empty Homes Policy
- Aids & Adaptations Policy
- Concerns & Complaints Policy
- Damp Mould & Condensation Policy

Equality & Diversity

To promote fairness, inclusivity, and adherence to equality principles, we have conducted an Equality Impact Assessment. As part of this we reviewed relevant information we hold about our customers to make sure this policy is accessible to everyone.

Review

We will review this policy either when necessary or every 3 years.
During any review, we will consider customer feedback and any changes
in regulatory guidance and best practices.



Chief Executive/Director Approval:

Board Approval Date:02/02/26

Date of next review:02/02/29

Visit our offices or write to us at:

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