



Housing Applications... Exclusion Policy

March 2017

Reasons for exclusion

At Arcon, our aim is to create safe, lasting neighbourhoods. We are committed to making sure our tenants pay their rent as well as to taking action against anti-social behaviour. For these reasons, we may refuse to register you, on our waiting list, for a period of time. At the same time, we make sure that Arcon properties are only allocated to people who do not have sufficient means to buy their own homes. Outlined below, you will find our reasons for excluding applicants from our waiting list.

1. Unacceptable Behaviour

You may not be registered, on our waiting list, if there is sufficient evidence that you or any member of your household has behaved in an unacceptable way, causing nuisance or annoyance to other people. This can include noise nuisance, anti-social behaviour, drug dealing, domestic violence, violence or threats towards other members of the community or staff. This list is not exhaustive and the length of time of the exclusion is intended to give the customer time to evidence that they have changed their behaviour. Time spent in prison will not be included when considering whether or not there is evidence of a change in behaviour.

We will only exclude people where there is sufficient evidence for us to conclude, on the balance of probability, that such behaviour has taken place and that if it were repeated, it would be likely to create problems for your new neighbours.

We do not operate a blanket exclusion policy, with each case considered on its individual circumstances. Customers who are excluded, on these grounds, will be informed of this in writing and given a right of appeal, over both the exclusion and the length of time.

2. Former Tenancy Debt

We may refuse to register you if you have ever been evicted from a tenancy or failed to pay off any rent arrears or debt, relating to a former tenancy. If you have a debt of **less than £100**, we require a signed agreement to the effect that you will clear the debt before being placed on the waiting list. For a debt of **£100-£500**, you must make regular payments for a minimum of **13 weeks**, before we will consider you for the waiting list and a minimum of **26 weeks**, for a debt of **£500-£1000**. We will not accept any applicant with a former tenant debt of **over £1000**.

3. Improper conduct

We may refuse to register you if you have ever left a former tenancy without telling your landlord and handing your keys in. The same applies if you have provided false information, on your application form or you have deliberately worsened your circumstances by, for example, giving up a tenancy and moving yourself into a household which becomes overcrowded.

4. Sufficient resources

When considering whether you can afford to buy your own property, your income and savings will be taken into account. If you own a property, its value and prospective sale value, will be considered. If you have (or will have after the sale) capital in excess of **£75,000**, we will not accept you onto our waiting list.

Right of Appeal

If you are excluded from our list, we will write to you and explain why. We will also tell you what action you need to take, to be able to register in the future. If you are not satisfied, with our decision, you can appeal against it by using Arcon's **Complaints and Appeals Procedure**.

Arcon Housing Association Ltd, 12 Lloyd Street, Manchester M2 5ND

Customer Hub: **0161 214 4120** Email: customerservice@arcon.org.uk Fax: **0161 214 4121**

www.arcon.org.uk