



Extra Care Sales & Allocations Policy 2025 - 2028


Date of approval	April 2025
Responsible director	Paul Seymour Executive Director of Customers & Communities
Policy monitoring body	Customer Experience Committee
Resident input into policy date	Customer Experience Committee
Date for policy review	April 2028
Linked strategies/policies	Tenancy Management policy Empty Homes policy Customer Conduct policy Community Safety Strategy Living & Ageing well Strategy Complaints policy Single Equality Scheme Data Protection policy Anti- social behaviour policy Safeguarding Policy
Version/date	V5 –April 2025




Contents

1. Introduction
2. Scope
3. Allocations Panel and creating a community balance
4. Applications from Serious Offenders
5. Eligibility Criteria
6. Exclusions
7. Maintaining Tenancies/Leases
8. Maintaining the community balance
9. Selection Criteria of Applicants
10. Affordability
11. Sales and shared ownership
12. Pets
13. Equality & Diversity
14. Monitoring & review

1. Introduction


- 1.1 Wythenshawe Community Housing Group (the Group or WCHG) is committed to developing sustainable and balanced communities that support older and disabled people in our Extra Care Schemes. It recognises that an effective Allocations & Sales Policy is a key driver in achieving this. We are therefore positive about the impact that successful allocations can have on our existing extra care housing communities.
 - 1.2 This policy sets out the Group's vision of a balanced community within Extra Care. It recognises the range of dependency levels that people moving into vacant Extra Care housing apartments may have. It also considers the circumstances under which people living in Extra Care housing apartments may need to move on to other accommodation.
 - 1.3 The Group will ensure that the Allocations & Sales Policy is open and transparent and as easy for customers to understand as possible. We will ensure that literature and information is available to customers in order to help them understand the policy and our processes involved in allocating our vacant properties.
- 

- 
- 1.4 Applicants wishing to rent or purchase Extra Care apartments must initially complete a self-assessment form and a financial assessment. If the applicant meets the eligibility criteria (section 5) then a further community care assessment must also be undertaken.

2. Scope

- 2.1 This policy applies to all customers, known as applicants, who apply to rent or wish to purchase an apartment in Extra Care housing with WCHG.
- 2.2 An applicant is a person(s) who completes an application form to apply for rented housing or to purchase housing in the Groups Extra Care schemes.
- 2.3 This policy does not apply to those applicants wishing to apply for sheltered housing, general needs housing or other types of supported housing.

3. The Allocations Panel and Creating a Community Balance

- 3.1 WCHG will work with other partners, usually the local authority and health partners to ensure that an Allocations Panel assesses all applications for Extra Care.
- 3.2 This panel will consist of a representative from WCHG, and from other partners, such as the Care Provider, the Local Authority and health partners.
- 3.3 The Group's Extra Care Allocation Panel will assess all applications and agree the care needs and housing priority on a case-by-case basis in conjunction with the Extra Care providers/partners.
- 3.4 In order for a community balance to be achieved, the panel will need to assess the care need alongside the housing priority. Priority may not always be given to those with the highest care need, this will depend on the capacity within the scheme to provide care and an applicant's match with the profile required for the property.
- 3.5 Our aim is to create a community within Extra Care where older people stay independent as long as possible but have ready access to care and support. To achieve this, the aspiration is to accommodate people with a mix of care and support needs with approximately one third of occupiers having a high dependency care need, one third having medium dependency care needs and one third should have low dependency or support needs. The low-need category can include older people who have a need for support, but not necessarily a care package.
- 3.6 Social care support will only be available in line with the City Councils Fair Access to Care and Fairer Charging Policies.
- 

The definition of care levels is given below.

- Below 5 hours per week **Low**
- 5 – 10 hours per week **Medium**
- Above 10 hours per week **High**

4. Applications from Serious Offenders

- 4.1 WCHG is a member of the Manchester Move Partnership (MMP), and as part of this, applications from applicants declaring serious criminal offences will be assessed by the Serious Offenders Panel at Manchester City Council (MCC), which will make a recommendation on the suitability of rehousing to WCHG extra care schemes.

5. Eligibility Criteria

- 5.1 All residents are normally aged 55 or over. There will be circumstances in which younger adults with disabilities would be suitable for an Extra Care Scheme, but these would be the exception rather than the rule. All sales and lettings for Extra Care will be approved in the first instance by the Allocations Panel.
- 5.2 The following groups of people can benefit from moving into Extra Care housing. People with one or more of the following care and support needs will be able to apply or be referred for consideration by the Extra Care Allocation Panel
- People who are at risk where future access to support and care is desirable, although their current care package may be small or non-existent.
 - People who are experiencing exceptional circumstances, i.e. need to live in the Manchester area to receive medical treatment that cannot be received anywhere else.
 - People with concerns about their present accommodation in terms of security, location or layout and would benefit from a safe environment.
 - People who are highly vulnerable and at risk, making access to support and care invaluable, although their actual care package may not be large.

This may include:

- People with anxiety, depression or a mental illness which is managed through appropriate treatment and support and are likely to derive



psychological benefit from living in Extra Care.

- People who neglect themselves.
- People who are frail or physically disabled.
- People who are socially isolated and would benefit from a safe environment and housing support to help them to continue living independently in the community.
- People who are being abused.
- People who exhibit some cognitive dysfunction, possibly with short term memory loss and some disorientation.
- People who have a degree of learning disability.

People with high levels of care

For example: -

- People that require a large package of care (10 hours +) and night care.
- People in residential care who would prefer to live in self-contained accommodation.

People whose needs are unpredictable and therefore, more difficult to meet with pre-determined time slots of care.

For example: -


- People with Parkinson's Disease.
- People with conditions making them prone to falls.

People with degenerative conditions where a move to Extra Care could prolong independent living

For example: -

- People in the early onset stages of dementia where settling in early on is important.
- People with Rheumatoid Arthritis or Multiple Sclerosis.

5.3 In addition, prospective residents may have an informal carer who would derive considerable relief and support from a move into Extra Care.



- 5.4 Couples are eligible to apply where one or both meet the criteria set out in the eligibility above. Although the accommodation is not suitable for larger households, a dependent adult relative could be included in two-bedroomed accommodation, subject to meeting conditions with the tenancy agreement.
- 5.5 In line with the Manchester Housing Partnership, if an applicant for rented accommodation has a large amount of capital (currently £75,000 but the affordability criteria may be amended from time to time in line with Homes England guidance), then they will not be eligible for rented accommodation. This rule will not apply to shared ownership or outright sales.

6. Not eligible conditions

- 6.1 As a general rule, people whose needs exceed those which can be met in residential/nursing care will not normally be eligible for accommodation in one of the Extra Care housing schemes. An applicant should not have on the basis of medical or other professional opinions on entry to the scheme (or be predicted on the basis of such an opinion, to develop within a short time of entry) any of the following:
- A level of physical or mental frailty exceeding those which can reasonably be met by the care provision within the Extra Care housing scheme.
 - A requirement for frequent nursing care beyond the level available from the community Nursing Service.
 - A requirement for specialist Health Services that cannot be provided in a community setting.
 - A level of physical or mental frailty that is likely to cause serious disruption or risk to other residents. These could include, for example, people who are persistently wandering or physically aggressive.
 - An applicant that is a serious offender and after investigation poses a risk to other residents in the Extra Care community
 - The applicant is currently in breach of a tenancy agreement where the breach is not related to more support being required, for example property condition, or anti-social behaviour.
 - If the individual shows a pattern of drug and/or alcohol misuse and/or dependency which has not been resolved or there is no prospect of change.

7. Maintaining Tenancies/Leases

- 7.1 The Group will make every reasonable effort to enable residents to live in their preferred accommodation for life, or to the point when they need specialist nursing care. Those people living in rented or leased accommodation with deteriorating physical or mental frailty will be able to maintain their tenancy/lease as long as care provision can be increased in line with their needs. If a resident's needs change to the point that they can no longer be

met within existing resources, relevant staff will discuss the situation with the resident and/or/his/her family/power of attorney etc and all parties will then work with the resident and involved supporters to agree a mutually acceptable solution.

- 7.2 In the event of a carer (who is not a spouse, partner or sibling) being the sole occupant of the accommodation and not meeting the criteria of the scheme and being over 55 years of age, that person would normally be required to move to a more suitable property. The Group will offer reasonable assistance in finding suitable alternative accommodation and will use the terms of the lease to enforce sales where necessary.
- 7.3 Where the law permits the group's Extra Care renting applicants will be offered a starter tenancy, otherwise known as an Assured Shorthold Tenancy (AST). Where there is a change to housing legislation and new tenancy types are introduced, the most appropriate tenancy will be offered at that time. Existing tenants of the group will be offered a tenancy equivalent to their current tenancy in line with housing law.
- 7.4 The Group will monitor all tenancies within the first 12 months for any breaches including anti-social behaviour. At the end of the AST period (usually 12 months) the Group will decide whether to extend the AST for a further period or whether to give the tenant full Assured Periodic Tenancy. This will be done in accordance with the Group's Tenancy Management Policy.
- 7.5 If a resident's needs change and there is a requirement for extra support, in special circumstances it may be necessary for family members/relatives/friends to require extended periods of stay to support the resident. Relevant staff will discuss the situation with consideration from all parties.
- 7.6 For shared owners and outright purchasers, the Group will monitor these residents to ensure compliance with the terms of the lease or tenancy where relevant.

8. Maintaining the community balance

- 8.1 The allocations panel will comprise of a representative from WCHG, the Commissioning Team and the Care Provider, and will consider all applicants across tenures who are looking to move into Extra Care vacancies.
- 8.2 The panel will give consideration to both the care and support needs of the potential resident and the balance of the existing community. Thus, vacancies arising will not necessarily be offered to the person with the greatest care and support needs. Where care resources are already fully deployed, it will fill any empty home vacancies with people with lower care needs in order to maintain the appropriate balance within the scheme. People falling into the medium and low dependency categories are

likely to derive significant benefit from moving into one of the apartments by being able to live independently for longer.

- 8.3 Consideration for empty home vacancies will be on a balance of care needs and the current capacity within the scheme and then housing need.

9. Selection Criteria of Applicants

- 9.1 Applications received will follow the process as highlighted in the table below.

- 9.2 When selecting potential residents for any tenure the care priority band should be prioritised first, and the appropriate care needs be the first factor, for example, if the scheme has capacity for a medium care resident, then this is the group that would be assessed first.

- 9.3 Once the care needs have been established the applicant will be categorised by group and placed in date order of the application. The details and circumstances of applicants will be assessed so that priority can be given within an appropriate group. This will be based on the following criteria:

- The applicant's health, care and support needs, assessed through WCHG assessment form or social care assessment to fit in line with tenant criteria for the empty home vacancy i.e., low, medium or high.
- Family circumstances and current housing provision.
- Risk of otherwise requiring residential care. Applicants will be prioritised according to the likelihood and imminence of risk.
- Potential benefits of Extra Care housing reducing care needs as identified via social care assessment/reablement assessment. Priority given according to the degree of reduction that was likely.
- Accommodation needs. Suitability of existing accommodation, in compliance with the Housing Health and Safety Rating System (HHSRS), this will also include under/over occupation. Also, the cost of any potential adaptation to enable the applicant to continue living in their current home.
- A current Wythenshawe/South Manchester resident, a Manchester resident or a person who has links to the area of South Manchester.
- If the applicant is/was a tenant of WCHG their tenancy history (Potential tenants will only be suspended in accordance with the Manchester Rehousing Review List (RRL) and if reasonable support options have been exhausted) will be considered.
- Other relevant circumstances as necessary.

Circumstance	Description
Group A	<p>Urgent medical care that requires a high level of care and support.</p> <p>Risk of residential care, Hospital discharge, Safeguarding risk Homeless or potentially homeless, demolition, decant, risk of harm, risk of health deterioration, abuse.</p> <p>Major adaptations required to existing property</p> <p>Exceptional cases will be assessed and allocated on an individual basis. These may include applicants under the age threshold of 55.</p>
Group B	<p>Lower medical need, where the provision of care and support would greatly improve the applicant's quality of life</p> <p>Property unsuitable – needs level access accommodation</p> <p>Applicant overcrowded</p> <p>Poor property condition</p>
Group C	<p>Would benefit from the improved services and support of Extra Care</p> <p>Socially isolated in current accommodation</p>

10. Affordability

- 10.1 All applicants' income and expenditure will be assessed to ensure they are able to successfully sustain a tenancy or home. Where necessary the

Financial Inclusion Team will carry out an affordability assessment.

- 10.2 Where it is identified that an applicant has a former housing related debt either owed to WCHG or another landlord the financial inclusion officer will consider the circumstances to form a decision on whether to allocate a property.
- 10.3 The factors which will be considered include - how long ago the debt was accrued, and the rent payment behaviour since it was accrued - the total amount of the debt - the cause of the debt e.g. whether the customer chose not to pay, was unable to, whether the rent charged was affordable, or whether welfare reforms contributed. - whether a repayment plan has been agreed or a possession order and whether the customer has complied with it. If not, why not? - whether the customer's circumstances have changed significantly.
- 10.4 This list is not comprehensive, and each case should be considered individually. Applicants will only be refused an offer of accommodation where the risk of non-payment of rent is high and could not easily be addressed through low level support.

11. Sales and shared ownership


- 11.1 Potential purchasers must complete an application form that will be assessed at panel for suitability prior to purchasing the property. Application forms will be held at Village 135, on WCHG website, or Manchester Move
- 11.2 As per the lease all applicants for a sales/shared ownership property must be over the age of 55 and approved by the extra care allocations panel.
- 11.3 If a home owner or someone with the right to sell the apartment, this could include those with power of attorney or probate etc, wishes to sell the property at Village 135 they must inform Village 135 staff of their intent. Village 135 staff will keep a list all flats for sale and which estate agent they are using.
- 11.3.1 According to the terms of the lease, shared owners or those with power of attorney or probate etc on behalf of the shared owners ,who wish to sell will contact Garden City Homes in the first instance. Garden city Homes have 8 weeks to find a suitable person to purchase the apartment. This does not apply to outright sales.
- 11.4 If the property has been on the market with an estate agent for at least 12 months and despite advertising it has not sold, WCHG will consider buying it back and an assessment will be made regarding this consideration and the seller informed of WCHG's decision.

12. Pets

- 12.1 All pets must be declared on the initial assessment/application form. As Extra Care properties at Village 135 are flats with shared areas, it is considered that they are not suitable for cats and dogs (this does not include assistance dogs). Each pet request will be considered individually with regards to the impact on other tenants and concerns about potential damage or nuisance and provisions in place to look after the animal should the resident become unable to do so.
- 12.2 Caged pets such as budgies and fish in small tanks will be permitted in all accommodation, provided that there is sufficient capacity from the resident to care for the pet, or provided that sufficient support is given from carers or family to provide care for the pet.
- 12.3 The group must ensure that the management of pets is carefully carried out, as residents' pets can have an impact on other residents.

13. Equality & Diversity

- 13.1 WCHG will ensure that the Extra Care Sales and Allocations Policy and procedure is accessible to its diverse customers and will take into account the different needs of our customers when explaining the tenancy/property occupation at sign-up or post sale.
- 13.2 WCHG has a responsibility to serve the needs and promote the interests of its WCHG colleagues and all its customers/service users. WCHG's Single Equality Scheme works towards developing services, facilities and working practices, which are equally accessible and non-discriminatory for all its customers. This is irrespective of their gender, age, race, sexuality, disability, religion, marital status/civil partnerships, pregnancy/maternity and economic status, and in line with the nine protected characteristics part of the legislation under the Equality Act 2010.
- 13.3 A key element of the Equality standards involves carrying out an Equality Impact Analysis on all existing and, in particular, new policies to ensure they do not have an adverse impact or promote any form of discrimination against particular groups or associated protected characteristics. An Equality Impact Analysis has been carried out into this policy and will be reviewed on a yearly basis.

- 
- 13.4 We will provide information in languages other than English, in Braille, Large Print and Audio format. Our reception and interview rooms are fitted with a hearing loop system and the use of mobile loop systems

14. Monitoring & Review:

- 14.1 This policy will be monitored by the Customer Experience committee and WCHG board annually through the annual allocations report.
- 14.2 This policy will be reviewed every three years unless there is a change to the allocations and sales policy as a result of changes via statutory partners or regulatory and legislative changes.
- 