EPIC Allocations Policy – Easy Read Guide

This guide explains the main points of the Allocations Policy in simple language.

Who can apply?

- Current tenants and people looking for a home can apply.
- Applications are normally made online, but help is available if needed.

How homes are allocated

- People are placed into priority bands based on housing need.
- Band 1 has the highest priority, followed by Band 2 and Band 3.
- Within each band, people who have waited the longest are usually prioritised first.
- We aim to match applicants to suitable properties based on their individual needs.

Priority needs

- Higher priority may be given to people who are homeless, overcrowded, have serious medical needs, need adapted housing, or are affected by serious housing problems.
- EPIC does not have a statutory duty to prevent homelessness. This duty is provided by the local authority and EPIC assist in this through the Nominations Agreement. If you are at risk of homelessness, please contact the relevant council for advice and support.

Property size

- Homes are matched to household size and need.
- EPIC will usually not offer homes that are larger than required.
- Property sizes are based on the following information:

Number of people	Bedroom Entitlement
Single	1
Couple	1
Two adults not living as a couple	2
Family (one or two parent) with one child	2
Family (one or two parent) with two children under	2

10 years of age	
Family (one or two parent) with two children aged 10 to 15 of the same gender	2
Family (one or two parent) with two children aged 10 to 15 of different gender	3
Family (one or two parent) with three or more children	3 or 4 (subject to availability

Before joining the waiting list

- Applicants must provide proof of identity, address, income and household details.
- Rent arrears and housing-related debts normally need to be cleared first.

Who may not qualify?

- Applications may be refused where there is serious anti-social behaviour, tenancy breaches, false information, significant rent arrears, or the applicant is not eligible to rent in the UK.

Offers of housing

- Properties are normally offered in band and date order.
- Applicants are expected to respond quickly to offers and viewings.
- Refusing two suitable offers may result in removal from the waiting list.

Transfers and exchanges

- Existing tenants may apply for a transfer if they have a housing need.
- Eligible tenants can also apply for a mutual exchange with another tenant.

Equality and fairness

- EPIC is committed to treating everyone fairly and without discrimination.

Complaints

- Applicants can appeal against their banding or bedroom allocation if they think they require higher priority.
- If you disagree with a decision, you can use EPIC's complaints process and contact the Housing Ombudsman if needed.