



Irwell Valley Homes – Local Lettings Policy

Local Lettings Policy – Keswick Road, Off Moss Road, Stretford, Manchester, M32 0NX & Buttermere Close, Moss Road, Stretford, M32 0BQ

What is a Local Lettings Policy?

A Local Lettings Policy (LLP) enables Irwell Valley Homes to apply specific criteria for lettings in designated areas, helping to address local issues and support safe communities.

Aims of the LLP

- Address ongoing ASB in the area
- Promote a respectful and working community
- Improve estate reputation and safety for existing residents

Why is an LLP required?

An LLP is required for Keswick Road & Buttermere Close due to ongoing concerns that are negatively impacting the community, including Anti-Social Behaviour and Substance Misuse. Implementing an LLP will enable more targeted and responsible lettings, helping to stabilise the neighbourhood and ensure a safe community.

Eligibility Criteria

- Applicants must be aged 25 or over (does not apply to all household members).
- Applicants must be working, self-employed, volunteering, or in education for 16+ hours per week.
- Two references required, including one from a previous landlord in the last five years.
- If the applicant has support needs (e.g., substance misuse), they must be actively engaging with services and able to provide evidence.
- Applicants must declare any known relations, friends, or conflicts of interest within the local area.

Assessment Standards

All customers will be assessed on a case-by-case basis, reviewing:

- General living readiness.
- Past tenancy conduct.
- Risk factors around ASB and nuisance.
- Engagement with services and support frameworks.

Behaviour Definitions and Reasons for Rejection

- Anti-Social Behaviour: Customers with recorded ASB in the last 12 months or current open cases may be refused.
- Harassment: Patterns of intimidation or threatening behaviour toward others are grounds for ineligibility.
- Nuisance: Unreasonable noise or behaviour affecting others' enjoyment of their home may prevent offers.
- Drug Misuse: Applicants involved in drug-related activity or who have failed to manage tenancies due to substance misuse may be declined unless engaged in treatment with proof.





Bedroom Need and Offer Matching

Properties will be allocated in accordance with IVH's bedroom need policy. For example:

- A single adult who meets the LLP criteria may be offered a 1-bedroom property upon providing suitable evidence of eligibility.

Exceptional Circumstances and Management Discretion

Where there is a significant safety concern—such as where a customer is fleeing domestic abuse, homelessness or has a critical and urgent need to move to one of the areas covered by this policy—we will consider the case in line with our Allocations and Management Move Policy. Each situation will be assessed on a case-by-case basis by a senior manager. In such circumstances, flexibility may be applied to the eligibility criteria where this is necessary to ensure the safety, wellbeing, or support needs of the applicant.

Monitoring and Review

We will review the effectiveness of this LLP using performance indicators including:

- Length of tenancies.
- Number of tenancy terminations.
- Volume of ASB reports.
- Rent arrears trends.
- Volume and themes of complaints.
- Allocation refusal rates.

Appeals and Complaints

Applicants who wish to appeal a decision made under this LLP can request a review. The review will be conducted by a Neighbourhood Manager (or equivalent) not involved in the original decision. Where necessary, appeals may also be referred to the relevant local authority housing department.



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