



Lettings Policy Guidance - Quick Guide (V1.0).

What this policy is about

This quick guide gives a short overview of the Lettings Policy. It explains how Portsmouth Homes lets rented homes, who may be eligible, the types of tenancies offered, and what applicants can expect.

Who it applies to

This policy applies to people applying for or living in **Portsmouth Homes rented accommodation**, including general needs, sheltered and supported housing.

Our approach to lettings (See policy: Purpose P2-3)

We let our homes in a **fair and transparent way**, working with local authority partners, making best use of housing stock and reducing the time homes are empty, while supporting tenants to sustain their tenancies.

What you can expect from us (See policy: What to expect from us p3)

We will:

- work within local authority nomination and allocation agreements
- offer homes that match household size and housing need
- provide advice to support moves, downsizing and tenancy sustainment
- support mutual exchange where appropriate
- only offer homes to applicants who meet legal and immigration requirements

Who may be eligible (See policy: Eligibility criteria p.3-4)

Applicants usually must:

- be able to afford the rent and charges
- pass a Right to Rent check
- not own or have access to another suitable home
- meet household size criteria
- have support to manage a tenancy
- not pose an unmanageable risk to residents or staff

Types of tenancies we offer (See policy: Our Tenure Offer. p4)

The main offer for general needs housing is a **lifetime secure tenancy**.

In some cases, **fixed-term, non-secure or licence agreements** may be used, such as for temporary or supported housing.

Rent and Service charges (See policy: Our Charges .p4)

Homes are let at **social or affordable rent levels**. Service charges may apply for services provided. Rent and charges are normally payable weekly and in advance.

Allocating empty homes (See policy: Allocations of Empty Properties. p5)

Empty homes are usually allocated through local authority nomination arrangements, including choice-based lettings, or directly where agreements and planning requirements allow.

Priority and Specialist Housing (See policy: Priority moves, Specialist Accommodation & Domestic Abuse. p5-6)

Priority moves may be considered in emergencies, including risks to personal safety. Some homes are reserved for specific needs, such as older persons or supported accommodation, and support is available for victims and survivors of domestic abuse.

Refusals and Reviews (See policy: Reason for refusal p6)

Applications may be refused if eligibility criteria are not met or information is missing. Applicants can request a review within **21 days** of a refusal decision.

Further information

This is a summary only. For full details about eligibility, allocations, tenancy types and appeals, please refer to the Lettings Policy or contact Portsmouth Homes.

Information is available in alternative formats on request.

Link: [Lettings Policy](#)

