



Portus
Supported Housing

Policy Title: Lettings Policy

Version: 1.0

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
30/10/2025	30/10/2025	Sophie Hayward – Customer Director	Sophie Hayward – Customer Director	01/12/2026

Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team	SF (CEO) 21/11/2025
Board	[00/00/00]



1. Introduction

Portus Supported Housing (PSH) is committed to delivering high-quality homes and services that meet the support requirements of our customers throughout their lives. We work in partnership with care and support providers to enable customers to live as independently as possible within their local communities. This policy sets out how we let our homes in a fair, transparent and efficient way to ensure our homes are let to those who need them most and who will benefit from the support provided.

2. Purpose

To ensure consistent and compliant decision-making in the allocation and letting of PSH homes, making best use of our stock while enabling customers to achieve independence, safety, and wellbeing.

3. Objectives

This policy ensures homes are let in accordance with the Regulator of Social Housing's Tenancy Standard, supports effective partnership working with commissioners, minimises void levels and ensures that allocations reflect support need, suitability, and sustainability.

4. Links to Strategic Priorities

This policy enables delivery of our strategic priorities by supporting access to sustainable supported housing, strengthening commissioner relationships, and improving customer outcomes through stable homes.

5. Scope

This policy applies to all homes owned or leased by PSH, all lettings, transfers and decants, and to adults and eligible young people aged 17-18 with a guarantor and supported by a care or support arrangement.

6. Definitions / Key Terms

Supported Housing – Accommodation with care/support services enabling individuals to live independently.

Customer – A person living in a Portus Supported Housing property under a tenancy or licence.



Nomination – A referral from a Local Authority, NHS Commissioner, or contracted care/support provider.

7. Legal and Regulatory Framework

This policy complies with:

- Regulator of Social Housing – Tenancy Standard
- Housing Act 1988 and 1996
- Localism Act 2011
- Allocation of Housing and Homelessness Regulations 2006 & 2012
- Equality Act 2010
- Mental Capacity Act 2005
- Immigration Act 2014 & 2016
- Data Protection Act 2018 & UK General Data Protection Regulations

8. Related Policies and Documents

- Safeguarding Policy
- Tenancy & Neighbourhood Policy
- Antisocial Behaviour Policy
- Rent Setting & Service Charge Policy

9. Policy Statement / Principles

Lettings will be fair, transparent, and timely. Homes will be allocated based on greatest housing and support needs, taking into account safety, suitability, risk, affordability, and compatibility with existing customers. Customers must have a support package in place. All decisions will be clearly recorded, lawful, and open to appeal.

Eligibility includes people with learning disabilities, mental health needs, autism, physical disabilities, complex needs including challenging behaviour, people experiencing homelessness, step-down placements from hospital or institutional care, and older people requiring support.

10. Applications and nominations

Referrals will normally be received from commissioners or partner support providers. We will ensure applicants have a legal right to rent, can maintain the tenancy with support, and do not present significant risk to others. Suitability of the property and compatibility with other customers must be confirmed.

Reasons for refusal will always be provided in writing with a clear route of appeal.



11. Tenure types

Portus Supported Housing issues the following tenure types based on scheme purpose:

- Assured Tenancy – standard tenure in supported housing.
- Licence agreement – used in transitional, short-term, or specific commissioned services.
- Customers decanted due to works will retain equivalent security of tenure.
- Mutual exchange is not available for licence agreements.

12. Making the best use of homes

Portus Supported Housing works with commissioners to ensure homes are used effectively and remain aligned to their commissioning purpose. Adapted homes will be prioritised for those requiring them. Where a customer's needs change, a move to a more appropriate PSH property will be supported where possible. Required adaptations will be identified ahead of letting and agreed with relevant partners.

13. Roles and responsibilities

Role	Key Responsibilities
Board	Approves policy, receives letting performance reports.
Executive Team	Ensures compliance and resourcing.
Housing Team	Manages referrals, assessments, and decisions.
Care Providers	Provide accurate support/risk information and sustainment.
Local Authorities/NHS	Confirm eligibility, commissioning intent, and funding.

14. Risk management

Risk and compatibility assessments will be undertaken for all applicants. Safeguarding, occupancy risks, and community impacts will be considered and mitigated collaboratively.

15. Training and awareness



Staff involved in lettings will receive training on regulatory compliance, equality, risk assessment, and data handling to ensure consistent delivery of this policy.

16. Monitoring, review, and compliance

Lettings will be monitored for fairness, equal access, effectiveness, and compliance. CORE data will be submitted as required. Board reporting will support accountability. This policy will be reviewed every three years or sooner if required by regulatory or legislative change.

17. Equality, diversity, and inclusion

All applications will be treated fairly and without discrimination. Reasonable adjustments will be provided as required. Equality Impact Assessments will be used to ensure ongoing compliance.

