



Guidance Notes for the Implementation of the Common Criteria for Acceptance and Allocation onto Waiting Lists for General Needs Public Sector Housing

Amended Criteria approved by Tynwald – June 2023

SD 2019/0075 & SD 2023/0109

**Gary Kermode, Interim Director
Public Estates and Housing Division
July 2023**

Originally filed:

Approved by:	Gary Kermode, Interim Director, Public Estates & Housing Division, DOI	Date	XX/0X/2023
--------------	---	------	-------------------

Revision History:

No	Date	Author	Amendment
V1.0	March 2019	EW	N/a – original guidance notes relating to SD 2019/0075
V2.0	July 2023	RS	Guidance updated to reflect the Tynwald approved increases to income thresholds and pointing schedule for gross annual income Re-formatted to reflect the layout of other housing guidance documents

Introduction

Purpose and Policy Context

These guidance notes are intended to be used in conjunction with SD 2019/0075 which is the Statutory Document, approved by Tynwald, as being The Public Sector Housing (General Needs) (Allocation) Policy 2019 ("the policy") and SD 2023/0109 which is the Public Sector Housing (General Needs) (Allocation) (Amendment) Policy 2023 approved by Tynwald in June 2023.

The policy provides for fair and transparent access to General Needs Housing.

Although every effort has been made to account for most common scenarios, there will inevitably be instances that require further clarification in the application of the policy and the Department will provide advice where it is able to do so and to amend the guidance notes should it prove necessary to do so.

General Needs Housing

General needs housing on the Isle of Man provides housing for eligible single people, couples and families whose needs are not met by open market options. Eligibility is determined by satisfying certain residential and financial conditions.

When requesting the provision of information/evidence from housing waiting list applicants or tenants, the housing provider should as a matter of course highlight the potential implications of false representation as indicated below:

It is an offence under Schedule 3, paragraph 3A of the Housing (Miscellaneous Provisions) Act 1976 if a person *"for the purpose of obtaining the provision of housing under this Schedule, whether for that person or another, ... (a) makes a statement or representation knowing it to be false; or (b) produces or furnishes, or knowingly causes or allows to be produced or furnished, any document or information knowing it to be false in a material particular."*

A person guilty of such an offence may be liable on conviction for a fine of up to £5,000 or to custody for a term not exceeding 6 months, or both. The court may also make an order to recover any property allocated as a consequence of the false or misrepresented information.

Legislative Framework for Uniform Criteria for Housing

All Island public sector housing providers apply common access and allocation criteria under the provisions of Schedule 3, paragraph 1A of the Housing (Miscellaneous Provisions) Act 1976 ("the 1976 Act").

"1A (1) The Department may adopt an all-Island policy for the allocation of housing by the Department and local authorities.

(2) Before adopting such a policy the Department shall consult all the local authorities That would be affected by it.

(3) Such a policy shall not come into operation unless it has been approved by Tynwald

(4) Once such a policy has been adopted local authorities shall comply with it

These Guidance Notes provide the implementation guidance referred to in the policy. In accordance with paragraph 1A (4) and repeated above, the content must be complied with in all respects.

In addition, under Part V of the Housing Act 1955 ("the 1955 Act"), provisions for Government financial contributions towards Housing allow for the current Local Authority housing deficiency arrangements, which are subject to such conditions as may be determined by the Department and Tynwald. The Tynwald Resolution of 20th October 1999, provided terms and conditions for funding, including that:-

"...the authority shall implement such all-Island policy for the provision of housing as is determined by the department after consultation with all local authorities concerned;"

It is therefore an express condition for claiming housing subsidy, that the conditions set by Tynwald in October 1999 and their relation to Part V of the 1955 Act are adhered to by local authority housing providers.

Policy Statements and Guidance

Part 1 – Conditions for inclusion onto a waiting list for General Needs Housing

1. Eligible applicants conditions

- a) Application to the General Needs Housing Waiting List is open to all persons over the age of 18 who also fulfil the criteria for residence and income (see Conditions 2. & 3.).
- b) In exceptional circumstances, with the written approval of the Department, joint applications may be permitted where applicants are not married /partners, e.g. siblings or applicants with special support needs, where both parties are eligible and there is a welfare/wellbeing benefit to the arrangement, for example a parent or sibling with an adult child with learning disability, or long term friends or companions. In these circumstances the following should be given consideration:
 - In the case of joint tenancy arrangements both parties have equal responsibility and liability in legal terms so both parties must have the capacity to enter into this agreement, although in certain circumstances a tenancy may be held in trust by one party for another.
 - If the tenancy is for the particular benefit of one party then it is preferable that this party holds the tenancy wherever possible, with, for example, the landlord's consent for the relative/friend/carer to reside at the address. This is because a joint tenancy confers equal right to the tenancy and, in the event of a dispute or later breakdown in the relationship, the tenant for whom the arrangement was originally conceived may not end up holding the tenancy.
 - These applications should be assessed on a case-by- case basis with appropriate support and input from other relevant agencies e.g. Social Services, Home Affairs etc.
- c) In certain circumstances applications from 16 and 17 year olds may be accepted, provided that one applicant is at least 18. However the younger person will not be able to be a full party to the tenancy agreement as joint tenant until such time as they attain the age of 18.

Working in partnership with relevant agencies and with the written approval of the Department, applications from a young person who is leaving care or who is living independently (estranged) from parents/guardian can be accepted onto the Housing Waiting List from their 16th birthday

as a joint applicant with a responsible adult who, whilst they are not part of the young person's household, is prepared to hold the tenancy in trust if an opportunity for housing should arise prior to the young person's 18th birthday, until such time as the young person attains the age of 18, at which time they may hold the tenancy in their own name.

In these circumstances only the income and housing need of the young person, and not that of the trustee, will be taken into consideration.

- d) **N.B.** In general terms joint applicants who are subsequently granted a tenancy shall be joint tenants only if both are Island residentially qualified. Where one party does not have the required 10 year residential qualification at time of allocation, the tenancy may become joint, if the tenancy holder wishes, when the residential qualification is achieved by both parties.

2. Residential conditions

- a) Applicant(s) must have been **ordinarily resident** on the Island for a **minimum of ten years**. Residence need not be consecutive, but in the interests of equity of access all efforts must be made to verify residence (particularly where information provided appears vague or incomplete – obtain proof of former addresses wherever possible). Validation of residence may also be possible via official sources such as education or social security records or health or social services. All applicants should be reminded that it is an offence to supply false or misleading information for the purpose of obtaining housing.
- b) **The applicant (or at least one of the joint applicants) must be resident on the Island for at least 3 months prior to being allocated.** Applications may be accepted from applicants with a spouse or partner who does not meet the Island residency requirement, however any tenancy offered will not be joint until such time as the residence qualification is attained by their spouse or partner.
- c) Applicant(s) must have been **ordinarily resident** in the local authority area for a **minimum of three years**. As above, residence need not be consecutive, but all efforts must be made to verify residence (proof of former addresses where possible). For the purposes of application to shared waiting lists, the applicant(s) need only to have the required local residence in any one of the relevant housing authority areas.
- d) **N.B.** Where the application is joint, only one party needs to meet the local residence requirement in order to qualify for a joint tenancy, provided that they do meet the Island residence requirement.
- e) In line with the definition of "ordinarily resident" in respect of an Isle of Man Worker under section 5(2) of the Control of Employment Act 2014, any period during which a person has served (whether in the Island or elsewhere) in the armed forces of the Crown, immediately following a consecutive period of residence in the Island of not less than three years, shall be reckoned as a period during which that person was **ordinarily resident** in the Island. As per section 4(7) of the Control of Employment Act 2014 this can also be applied to the spouses and children of service personnel where such a period of off island residence is the direct result of service in the armed forces of the Crown by their spouse or parent/s.
- f) Periods of full-time education, training, or periods of specialist health treatment spent off-Island where the applicant is **ordinarily resident** on the IOM can be included in the aggregated total residence.
- g) In line with the definition of "ordinarily resident" in respect of an Isle of Man Worker under section 5 (1) of the Control of Employment Act 2014, where an applicant is sentenced and

detained on the Island for an unbroken period exceeding six months this enforced period of residence after the expiration of the first six months does not count as part of the residential qualification.

- h) In the case of a young person leaving care, whose local area of residence eligibility may have been dictated by their placement/s during their period in care, then provided that they meet the Island residence criterion consideration should always be given to accepting them for housing in the local area from which they may have originated or where they will be able to best access ongoing support services.

3. Financial conditions

- a) Gross income

The maximum gross income of applicant(s) is as set out in the table below.

No. of children <i>(dependent children whose place of ordinary residence is with the applicant)</i>	Maximum Income	
	Single applicant	Joint applicant
None	£34,500	£38,000
One Child	£40,000	£43,500
Two Children	£43,500	£47,000
Three or more children	£47,000	£50,500

- b) In joint applications total **joint** gross income should be assessed. As this is a test of the means available to the household in order to meet their housing needs the income of any spouse or partner who is part of the household should be assessed regardless of whether they are residentially qualified. Where a responsible adult is intending to hold a tenancy in trust for a minor, only the income of the young person should be assessed, unless the responsible adult is intending to live with the minor as part of the same household, in which case the application should be assessed jointly.
- c) Gross Income relates to **all** sources of income including occupational pensions, maintenance payments, and Social Security benefits that are assessed as income (taxable), including Child Benefit. All applicants should be reminded that it is an offence to supply false or deliberately misleading information for the purpose of obtaining housing.
- d) For the purposes of this criterion, dependent children are children of the family who are under 18, or 21 years or under if in full time education on or off the island providing their permanent place of residence is ordinarily with the applicant.
- e) Divorced or separated couples with dependent children will be required to identify one parental address as the place of primary residence of their children. This is usually the parent who is in receipt of child benefit.
- f) **N.B. If one parent is claiming Income Support or Employed Person's Allowance as a sole parent then this is categorically the place of primary residence of the children.**
- g) Where an applicant has staying contact for less than 50% of the time the children will not be counted as part of the applicant's permanent household, although consideration may be given at time of allocation to the provision of sufficient space for temporary accommodation of children.

- h) Where applicants have equal residence/staying contact with the children, as evidenced by a legal agreement or court order (or as substantiated via relevant contact with Social Services), the children will be counted as part of the applicant's household. Equal residence/staying contact is true shared responsibility/care e.g. on contact days the relevant parent will be doing the school run/pick up etc. and carrying out all aspects of daily care; it is not just about staying overnight.
- i) In order to determine shared arrangements the housing provider can look at the proximity of schools/nurseries etc. and the likelihood that each parent is having equal contact – is it true shared residence/contact or are the children just staying overnight on some days?
- j) Applicants should be reminded that making false or deliberately misleading representations for the purpose of obtaining public sector housing is an offence under the provisions of the Housing (Miscellaneous Provisions) Act 1976.

Maximum savings/financial assets

- a) The upper limit for financial assets including equity released from property sales is currently set at **£30,000**, as it is considered that persons with access to capital in excess of this amount are able to adequately fund the rental of suitable accommodation in the private sector or exercise choice in purchasing alternative accommodation.
- b) Financial assets include proceeds of sale and savings and investments.
- c) Savings and Investments include shares, premium bonds, debentures, money on loan to another person or a trust fund.
- d) Property assets include the market value of any land or property in the applicant's part or full ownership.

Property Ownership

- a) In general terms, applicants to the Housing Waiting List must not own residential property. If a person owns a habitable property in any jurisdiction suitable for their housing needs there is no housing need for public sector accommodation. However, in certain circumstances, for example, where the property is in significant disrepair or is no longer accessible in terms of disability needs and is not fit for occupation, then **provided that the likely proceeds of sale and any other assets or funds fall within the maximum ceiling for savings or financial assets**, an application from a property owner may be considered.
- b) Once allocated a public sector property the applicant must not own or continue to own residential property in any jurisdiction.
- c) Where an applicant is a property owner (who falls within the equity/savings threshold as referred to above) they must evidence their intention to dispose of their property prior to allocation. A current estate agent valuation of the property is required in any case in order to determine financial eligibility.
- d) It should be evidenced that the property is being actively marketed for sale and in general terms disposal should be within 6 months of being allocated a public sector property. However, given that property market conditions may fluctuate over time, then provided that all reasonable efforts are being made to sell the property i.e. it is being actively marketed at a price which reasonably reflects the prevailing market value, the applicant will be considered to be meeting this condition.

- e) If an opportunity for allocation should arise prior to disposal of the property then until such time as a property is sold and a true assessment of assets can be determined the tenant will remain on a one year rolling Fixed Term Tenancy.
- f) In line with Social Security Benefit assessment (Income Support (General) (Isle of Man) Regulations 2000 (SD 26/00)), applicants will be asked to disclose whether in the 10 years preceding their application they have ever gifted any monies or other assets. Where there appears to have been deliberate disposal of assets in order to qualify for public sector housing, applicants will be refused access to the housing waiting list.

Notional Interest

- a) Interest from savings or other such deposits should be taken into account and calculated as part of total allowable income. **Where actual interest figures are not available** notional interest at a rate of 2% should be applied. E.g. if an applicant has savings of £15,000 then £300 should be added to their total gross income. If the total gross income then exceeds the total allowable income qualification, the applicant is not eligible for inclusion on the Housing Waiting List.
- b) Table: Assessment of Savings Interest

Total savings	Annual Interest at 2%
£10,000	£200.00
£15,000	£300.00
£20,000	£400.00
£25,000	£500.00
£30,000	£600.00

Proceeds of sale

- a) This is the sum remaining after deduction of any legal charges held against the property e.g. mortgage, and any fees reasonably incurred directly in connection with the disposal, e.g. legal fees, estate agent fees, balance of outstanding rates etc
- b) Declared savings and/or proceeds of sale should be verified by appropriate legal and financial documentation (E.g. Statements, conveyance docs, discharge of mortgage docs. etc.).

Part 2 – Points System for General Needs Public Sector Housing

Points are awarded for a variety of criteria which in combination determine the applicant with the highest priority for housing for the property type available. Health and welfare needs have greatest priority but the cumulative effect of the points awarded means that a person with identified health and welfare needs who has the funds to support themselves in the interim will receive less priority than a person in similar circumstances with reduced finances and little or no alternative housing options.

Where one or more applicants have the same number of points, length of time on list takes precedence, except where one or more of the applicants has an urgent health or welfare need, in which case the person with the highest points for health or welfare issues takes priority if the property is suitable for their needs.

1. Time on housing waiting list

- a) Applicants should accrue 1 point for each 3 month period spent on the Housing Waiting List to a maximum of 20 points.

2. Years of residence in the Island

- a) 1 point is accrued for every year in excess of ten years ordinarily resident on the Island to a maximum limit of 10 points.
- b) Any period during which a person has served (whether in the Island or elsewhere) in the armed forces of the Crown, immediately following a period of residence in the Island of not less than three years, shall be reckoned as a period during which that person was **ordinarily resident** in the Island. This can also be applied to the spouses and children of service personnel where such a period of off island residence is the result of service in the armed forces of the Crown by their spouse or parent/s.

3. Years of residence in housing authority area

1 point is accrued for each year resident in the housing authority area **to a maximum limit of 10 points**. For shared waiting list areas the cumulative total of time spent resident in the relevant areas can be used e.g. if an applicant to the Southern list has spent 3 years in Castletown and 2 years in Port Erin, they would be awarded 5 points.

4. Size of family

- a) For the purposes of this criterion, dependent children are children of the family who are under 18, or 21 years or under if in full time education on or off the island, provided that their permanent place of residence is ordinarily with the applicant. Up to a maximum of three children are eligible for the higher pointing

Each dependent child aged under 16 (up to a maximum of three within this grouping)	5 points
Each dependent child aged 16 and over (up to a maximum of three within this grouping)	3 points
Each additional dependent child under or over 16	1 point

- b) Divorced or separated couples with dependent children will be required to identify one parental address as the place of primary residence of their children. This is usually the parent who is in receipt of child benefit. **If one parent is claiming Income Support or Employed Person's Allowance as a sole parent then this is categorically the place of primary residence of the children.**
- c) Where an applicant has staying contact for less than 50% of the time the children will not be counted as part of the applicant's permanent household when assessing bedroom requirements, although a second bedroom to facilitate overnight stays should be provided, and no points for resident children will apply.
- d) Where applicants have equal residence/staying contact with the children, as evidenced by a legal agreement or court order (or as substantiated via relevant contact with Social Services or similar agencies), the children will be counted as part of the applicant's household when

assessing bedroom requirements, and points for resident children will apply. Applicants should be reminded that making false or deliberately misleading representations for the purpose of obtaining public sector housing is an offence under the provisions of the Housing (Miscellaneous Provisions) Act 1976.

- e) For the purpose of assessing bedroom requirements, **where children are ordinarily resident with the applicant**, the following allowances will be made as a minimum;
- One bedroom for two children of same sex under 16 years of age; and
 - One bedroom for two children of either sex under 10 years of age
- f) Equal residence/staying contact is true shared responsibility/care e.g. on contact days the relevant parent will be doing the school run/pick up etc. and carrying out all aspects of daily care, it is not just about staying overnight.
- g) In order to determine shared arrangements the housing provider can look at the proximity of schools/nurseries etc. and the likelihood that each parent is having equal contact – is it true shared residence/contact or are the children just staying overnight on some days?
- h) It is not appropriate for larger family properties to be under-occupied. Where residency arrangements are difficult to determine and a larger property is likely to be allocated then a tenancy may be offered on a temporary licence arrangement until the residence/staying contact pattern can be established.

5. Gross annual income

	Single applicant	Joint applicant	Points
No children	£20,500 and under	£24,000 and under	10 points
	£20,501 to £24,000	£24,001 to £27,500	8 points
	£24,001 to £27,500	£27,501 to £31,000	5 points
	£27,501 to £30,000	£31,001 to £33,501	2 points
	£30,001 and over	£33,501 and over	0 points
	Single applicant	Joint applicant	
With dependent children	£23,500 and under	£27,000 and under	10 points
	£23,501 to £28,500	£27,001 to £32,000	8 points
	£28,501 to £33,500	£32,001 to £37,000	5 points
	£33,501 to £38,500	£37,001 to £42,000	2 points
	£38,501 and over	£42,001 and over	0 points

** For the calculation of income only for the purpose of assigning points, child benefit allowance is to be disregarded as this is considered to be ring fenced for child care.*

6. Adequacy of present accommodation

- a) The points to be awarded under this criterion are determined by professional assessment as follows:

Environmental Health – maximum 20 points (in total)

Unfit housing (must be assessed by Environmental Health) 5, 10 or 20 points
 Statutory Overcrowding (as assessed by Environmental Health) 20 points

Health/Welfare – maximum 30 points (in total)

Unfit for health/welfare consideration

(must be supported by a Support for Housing report by a health or welfare professional and award of points is subject to assessment by a multi-disciplinary health/welfare panel 5, 10, 15, 20, 25 or 30 points

- b) Subject to the professional assessment above, points can be allocated for both health/welfare and unfit housing or statutory overcrowding. **A maximum of 50 points** in total is available comprised of; 20 points for Environmental Health issues including overcrowding, and 30 points for health/welfare issues.
- c) Where points have been awarded for Environmental Health concerns relating to a particular address and property condition, the points are to be removed if the applicant moves to an alternative address and is therefore no longer subject to the assessed Environmental Health concerns or risk. However, applicants **do retain points awarded** if subsequently housed from the relevant address on an 'emergency' basis by Manx Housing Trust. Environmental Health can advise as necessary.
- d) Where accommodation is allocated to a person on significant medical or welfare grounds, it is important to liaise with social services and other relevant agencies as necessary and appropriate, to ensure the allocation of suitable and sustainable accommodation. Where physical disability is an issue an Occupational Therapy assessment and advice should be sought prior to offering a property to ensure that the property will be suitable for the identified needs.
- e) Supported Housing arrangements are captured within the points framework for health and welfare issues. (This is where formal three way contracts of support have been signed up to and agreed by housing provider, support agency and tenant in accordance with the Supported Housing policy as agreed by Council of Ministers, January 2006)
- f) If the applicant is considered to have deliberately worsened their circumstances in order to gain priority for housing, points for adequacy of present accommodation will not be awarded.

7. Notice to quit (excluding for rent arrears)

- a) Points relating to the re-possession process are applied only in respect of the person who is named as the tenant of the property in question.
- b) Points for a court order for possession should not be applied if rent arrears are the reason for the Order. Neither should points be applied where the Possession proceedings relate to the ending of a temporary arrangement for housing provided by a public sector housing authority, such as a short term license to occupy, which was clearly not intended to represent a formal tenancy agreement.
- c) **N.B.** The points for Possession apply only to the relevant property. If the applicant subsequently signs a new lease for alternative housing then any points for a court order for possession no longer apply.

Tied Accommodation

- a) It is reasonable to take into account, in advance, an inevitable conclusion to an applicant's employment and tied tenancy. This could be because of retirement or other genuine reason. Therefore, an applicant in tied accommodation (who whilst still in employment is outside the income criteria) can be accepted on the waiting list if they meet the following criteria:

- Their employer can demonstrate that the employee has a contract with a fixed termination date and that their current accommodation arrangements are contractually tied to their contract of employment i.e. it will be no longer available to them when their contract of employment ends.
- At the date of the termination the applicant will clearly have an income that is within the Criteria income limits – this **does not** include a temporary hiatus between jobs.
- The applicant in all other respects qualifies for inclusion on the waiting list.

The following criteria would be applied to points:

- The applicant can apply six months in advance of termination and points for the time on the waiting list will start to apply.
- Points for income will apply to genuine income and assets as calculated at the time they have to leave their employment and tied home.

8. Manx Housing Trust Limited

- a) Where the applicant has been a Manx Housing Trust tenant for 1 year or more 10 points

9. Private sector tenant

5 points

- a) These points apply where the applicant is a tenant in the private rented sector for a consecutive (and current) period of one year or more, either at time of application or accruing during their time on the Housing Waiting List. The purpose of this criterion is to recognise the financial stress that living in the private rented sector may place tenants under. It only applies therefore, to genuine tenancy arrangements at prevailing market rates. It would not apply for example where a tenant is renting from a relative or friend and is being charged a significantly reduced rate.
- b) Applicants should be reminded that making false or deliberately misleading representations for the purpose of obtaining public sector housing is an offence under the provisions of the Housing (Miscellaneous Provisions) Act 1976.

10. Financial/property assets

- a) Where an applicant has financial/property assets in excess of £14,999 the following deductions of points apply:

£15,000 to £19,999	-1 point
£20,000 to £29,999	-2 points

11. Unjustified refusal

-10 points

- a) Where an offer of a property considered suitable for the applicant was refused without valid reason (such as reasonable proximity to work or schools or accessibility if there are health considerations e.g. ground floor accommodation required), a discretionary deduction of **10** points is allowable for each unjustified refusal.

- b) Social factors such as potential proximity to violent or estranged ex-partners and/or relatives, child protection issues etc. can all be considered as legitimate issues. Verify with supporting agencies where possible.
- c) This is intended to be a permanent deduction in line with the fact that the Housing Waiting List and allocation process is based on meeting housing need. There is scope within the points criteria to allow for quite a wide range of genuine reasons for refusing a property, and the system does allow for transfer to a preferred dwelling/location at a later date via the Mutual Exchange Scheme, so if a property offer is refused simply on the basis, for example, that they would prefer a 'nicer' kitchen or a 'better' area, then applicants should lose points to reflect the fact that their housing need is not urgent.
- d) A reasonable amount of discretion and common sense should be used to ensure that any deductions are appropriately applied, but if housing need does not appear to be an issue then others on the Housing Waiting List with more pressing needs should be given the opportunity for housing.

12. Accumulated rent arrears

- a) A deduction of **10** points is allowable if there are existing public or private sector rent arrears which are not being addressed. As at section 11, discretion and common sense should be applied in a consistent and equitable manner. For example, if a person has previously had a proven good rent history but significant changes to personal circumstances such as serious illness, bereavement, marital breakdown etc. has led to problems with their rent account they should not be penalised if it can be demonstrated that reasonable attempts are being made to rectify the debt.
- b) Rent cards or equivalent should be produced by applicant for verification on application and prior to allocation of property.

Determining priority for allocation of applicants with the same total points

- a) Where one or more applicants have the same number of points then length of time on list takes precedence, except where one or more of the applicants has an urgent health or welfare need, in which case the person with the highest points for health or welfare issues takes priority if the property is suitable for their needs.

Appeals Procedure

- a) The process of appeal should be made clear to applicants on the application form and in all letters and documents relating to an application refusal or allocation of housing points.
- b) Any applicant having an application for acceptance on to a waiting list rejected, or any applicant dissatisfied by reason of non-allocation of a property by virtue of non-allocation or erroneous allocation of points, may:
 - 1. Seek a review of that decision by submitting a request in writing to the appropriate housing authority, and
 - 2. If the decision is upheld by that housing authority, seek an appeal against that decision in writing to the Department's Housing Directorate, whose decision shall be final.
- c) Any applicant having an application for acceptance on to the Department of Infrastructure's waiting list rejected, or any applicant dissatisfied by reason of non-allocation of a property by virtue of non-allocation or erroneous allocation of points, may:
 - 1. Seek a review of that decision by submitting a request in writing to the Head of Housing Operations
 - 2. If the decision is upheld, seek an appeal against the decision to the Director of the Public Estates and Housing Division
- d) For the purpose of shared lists the originating Housing authority i.e. the housing authority to whom the applicant has initially applied, is the first point of appeal.

Related policies and guidance:

Operational allocation policy

Fixed Term Tenancy Policy

Health, Welfare and Environmental Health points for public sector Housing Waiting Lists