

T3 Residential Limited

Allocations and Lettings Policy

1 Introduction

- 1.1. T3 Residential Limited (“**T3 Residential**”) is committed to providing a range of affordable homes to provide a home to those in housing need and co-operate with our local authority partners to fulfil their duty to meet identified local housing need.

2 Legal and Regulatory Responsibilities (not exhaustive)

- 2.1 This policy is aligned with the following legislative and regulatory requirements:
- Regulator of Social Housing’s Tenancy Standard;
 - Equality Act 2010;
 - Localism Act 2011; and
 - Renters Right Act 2025.

3 Policy aims

- 3.1 The Allocations and Lettings Policy describes our approach to allocating and letting homes to tenants. It sets out:
- The aims of our approach to allocations and lettings;
 - Who we will and will not house;
 - Routes by which people can apply for a home;
 - Routes by which existing tenants can move to a new affordable rented home; and
 - How tenancies will be granted and managed.
- 3.2 We will ensure that all our homes are let in a fair and transparent manner.

4 Discounted Market Rent Homes

- 4.1 Our discounted market rent (“DMR”) properties are above social rent levels but below 80% of the relevant market rent.
- 4.2 Our homes will be allocated through nominations from the relevant local authority.
- 4.3 All applicants must earn no more than the Greater London Authority (“**GLA**”) income threshold for access to affordable housing.
- 4.4 Our primary partner is the London Borough of Southwark who operates an Intermediate Housing List. Residents can join the housing list to receive information about properties that become available and express an interest in any property that is advertised. There is no lengthy separate application process.
- 4.5 We will allocate available properties in line with the priority bands and eligibility set out in the relevant local authority policy, unless other restrictions apply as agreed with the local authority.
- 4.6 We will complete checks in line with our Verification Policy and confirm that the applicant is within the GLA income threshold for affordable housing and that they are able to afford the home they are applying for.
- 4.7 Tenure and Tenancies

- 4.8 DMR residents will be granted a three year assured shorthold tenancy. We are aware of the pending changes as introduced under the Renters' Rights Act 2025. This policy will be reviewed and updated once the changes under the legislation and timelines for implementation have been finalised.
- 4.9 Tenancy Sign Up
- 4.10 On signing the tenancy agreement and receiving the keys to the property, all new tenants will be provided with a copy of:
- The tenancy agreement;
 - Gas and electrical safety check certificates;
 - Tenants handbook (including estate management guide and contacts);
 - Relevant fire safety information (for example the fire safety notice for their flat development);
 - Contact details for T3 Residential and our agents; and
 - EPC for the property.
 - How to Rent guide
- 5 **London Living Rent**
- 5.1 London Living Rent properties offer tenants the opportunity to save for a deposit whilst paying an affordable rent, and (outside of Build to Rent schemes) to purchase their home (including on a shared ownership basis) within ten years. The amount of rent to be paid will depend on the location of the property in London. The Mayor publishes benchmark London Living Rent levels for every neighbourhood in the capital, updated annually. These are based on a third of average local household incomes and adjusted for the number of bedrooms in each home. In most boroughs this will be a significant discount to the market level rent.
- 5.2 Eligibility
- 5.3 To be eligible for a London Living Rent property, applicants must:
- Live or work in London;
 - Have a formal tenancy (for example, in the private rented sector) or live in an informal arrangement with family or friends as a result of struggling with housing costs;
 - Have a maximum household income of £67,000;
 - Not own any other residential home; and
 - Be unable to currently buy a home (including through shared ownership) in your local area.
- 5.4 London Living Rent properties will be advertised through GLA's Homes for Londoners property search tool.
- 5.5 Households should apply for the specific property they wish to rent, by using the form available on our website. Property viewings will be arranged for potential applicants by us or our agent.
- 5.6 Where there is more than one applicant, they will be prioritised by the criteria in the relevant s106 agreement, through use of the local intermediate rent waiting lists where there is one available, by using a priority group identified by the local borough or on a first come first served basis as a last resort.
- 5.7 We will complete checks in line with our Verification Policy and confirm that the applicant is eligible under the criteria for the London Living Rent as set by the GLA.
- 5.8 If a joint application is made both applicants must become joint tenants i.e. be named on the tenancy agreement.

5.9 There is no restriction on the number of applications a household can make for T3 Residential properties.

5.10 Tenure and Tenancies

5.11 London Living Rent residents will be granted an assured shorthold tenancy for a minimum of three years. We are aware of the pending changes as introduced under the Renters' Rights Act 2025. This policy will be reviewed and updated once the changes under the legislation and timelines for implementation have been finalised.

5.12 Tenancy Sign Up

5.13 On signing the tenancy agreement and receiving the keys to the property, all new tenants will be provided with a copy of:

- The tenancy agreement;
- Gas and electrical safety check certificates;
- Tenants handbook (including estate management guide and contacts);
- Relevant fire safety information (for example the fire safety notice for their block of flats);
- Contact details for T3 Residential and our agents; and
- EPC for the property.
- How to Rent Guide

6 **Social Rented Properties**

6.1 Our social rent properties are defined as homes where the rent is set in line with a formula set by the government which takes account of local income levels, and property values.

6.2 Our social rented homes will be allocated through nominations from the relevant local authority. We will offer tenancies in line with the prioritisation determined by the local authority allocations scheme.

6.3 We will complete checks in line with our Verification Policy.

6.4 Tenure and Tenancies

6.5 New tenants of our social rent homes will be offered starter tenancy for a period of twelve months, which may be extended for a further six months if the tenancy has not been conducted satisfactorily and has not been ended. Once the tenancy has been conducted satisfactorily for twelve months (or as extended) it will usually convert to a full assured lifetime tenancy.

6.6 Tenants moving to one of our homes, who has an existing assured lifetime tenancy with us or another registered provider, will be offered a periodic assured tenancy with us.

6.7 We are aware of the pending changes as introduced under the Renters' Rights Act 2025. This policy will be reviewed and updated once the changes under the legislation and timelines for implementation have been finalised.

6.8 Tenancy Sign Up

6.9 On signing the tenancy agreement and receiving the keys to the property, all new tenants will be provided with a copy of:

- The tenancy agreement;
- Gas and electrical safety check certificates;
- Tenants' handbook (including estate management guide and contacts);
- Relevant fire safety information (for example the fire safety notice for their block of flats);

- Contact details for T3 Residential and our agents; and
- EPC for the property.

7 **Decants and Management Moves**

- 7.1 Where necessary, we may allocate our social rented or discounted market rent homes where we identify an urgent need to move a tenant and their household due to emergency works where there is a risk to health or to be able to carry our major work, or for disposal or regeneration as outlined in our Decant Policy.

8 **Adaptations**

- 8.1 Where it is identified that a Discounted Market Rent or Social Rent property that is due to become vacant has been adapted, we will work with the relevant local authority to identify a tenant who requires the adaptation facilities offered within the property. If we have an existing tenant who they, or a member of their household, requires the facilities, we may consider offering a management move if the property is suitable and in the right location.

9 **Persons by Whom Decisions are Made**

- 9.1 Decisions under the Allocations and Lettings Policy, and any discretion shown in the policy as belonging to the board, may be taken by officers of T3 Residential or other organisations who have been given the appropriate delegated authority by the board.

10 **Appeals**

- 10.1 If an applicant wishes to appeal an allocation decision, including a decision not to grant a tenancy, they should put their appeal in writing within five working days of being notified of the decision. This will then be reviewed by the appropriate manager and a response provided within ten working days.
- 10.2 Where the appeal is related to their nomination, or lack of nomination, for a property, the applicant should refer to the relevant local authority's appeals process within their allocations policy.
- 10.3 This does not affect an applicant's, or their representative's right, to raise a complaint in line with the Complaints Policy.

11 **Policy Review**

- 11.1 The board is responsible for ensuring this policy is kept up to date, implemented within the organisation and monitored and evaluated.
- 11.2 The policy will be reviewed when the details and timeline for the changes under the Renters' Rights Act 2025 are confirmed and an implementation date is confirmed and every two years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation or regulation. This process ensures the policy continues to be appropriate, adequate and effective.

12 **Background Documents**

- 12.1 This policy should be read in accordance with the following policy documents:
- Equality, Diversity and Inclusion Policy;
 - Complaints Policy;
 - Verification Policy;
 - Decant Policy; and

- Aids and Adaptations Policy.

December 2025

Current version	Data approved	Date for Review	Document Owner	Date change log updated
1.0	December 2025	December 2026	Linnzie Wallace	n/a