

APPENDIX FOUR

Acceptable reasons for a registered provider to refuse to offer a property to an applicant

Registered providers may refuse to accept an applicant nominated by Wiltshire Council. This can occur when even an applicant has been nominated for a property.

The circumstances when this could apply are, but not limited to:

- An applicant has bid for another property and accepted that property
- An application appears to be false or misleading and further investigation is required
- An applicant has support needs and does not have a support plan in place
- An applicant has displayed threatening, violent or otherwise unreasonable behaviour, such as towards a member of staff or neighbouring tenant in the last 12 months
- Where there is evidence that an applicant might endanger the health, safety or well being of a community because of a history of violent or abusive behaviour against particular individuals in the area.
- Where an applicant is unable to provide evidence of access to sufficient funds to enable them to pay the rent and associated living expenses for the property.
- An applicant is unsuitable for the property because of a recent tenancy management issue in the property.
- An applicant has bid for a property that does not meet their immediate needs, e.g an adapted property where the applicant does not need the adaptations provided or their needs that cannot be met without making considerable and unreasonable or inappropriate adaptations to the property.
- Where support or adaptations are provided which are not needed by the applicant or members of their household
- The property is subject to a local authority s106 agreement and the applicant does not meet the required criteria
- The provider is unable to make contact with the applicant either by phone, email or letter over a period of 3 working days
- An applicant has pets which are not permitted in the property, in line with the providers pet policies.
- An applicant is under 18 years of age and has failed to provide an appropriate guarantor
- The reference obtained from a previous landlord is not satisfactory
- Where a property has become unavailable since the advertisement was placed.

A registered provider will comply with the Equality Act 2010 and evidence their reason for refusing an applicant for a property