

NEIGHBOURHOOD LETTINGS PLAN

NEIGHBOURHOOD: Riverside

LOCAL AUTHORITY: Liverpool

Stock Profile:	Neighbourhood Stock Profile general needs 298 HOP properties 0 supported properties 6 LA Stock Profile general needs 5372 HOP properties 456 Supported properties 535
CBL/Noms Agreement	Summary: 50% nominations agreement with Choice Based Lettings (25% through CBL & 25% Direct match nomination) - Property Pool Plus. All new builds first let must be via Property Pool Plus. Costs: £17,280.00 Admin duties and arrangements for these: Lettings and Admin Specialists are responsible for management of applications on this system and banding requests. Lettings and Administration Team Leaders sit on the panel and review Stage 1 & Stage 2 Appeals. System used: CIVICA Policy (link): PPP POLICY AND NOMINATION AGREEMENTS 2026 Agreement (link): PPP POLICY AND NOMINATION AGREEMENTS 2026
Current Lettings Approach	<i>E.g. in line with Onward Policy – list where we are taking a different approach</i> In line with Onward Policy - all allocations to go via CBL, all bands unless a sensitive let is approved or the allocating specialist feels that a different banding would be beneficial. Rightmove, Gumtree and the Onward Homes website can also be utilised.

Special Projects	<i>Details of special projects e.g. RSAP / Housing First / Afghan Refugee Project / Care Leavers (CLAG) / Crisis / Aben / High Rises Preston</i> RSAP, Housing First – working in collaboration with Liverpool City Council to rehouse street homeless people. Liverpool City Council will accept the property and be liable for the rent until their client is ready to move in to the property. The tenant is provided with support from LCC to maintain their tenancy and LCC is point of contact for all tenancy related issues.
Section 106	<i>Details of scheme and agreement</i> NA
Local Letting Plans	<i>Specific agreements with LA to carry out lettings in a different manor – need list of schemes and arrangements in place. These can only be included where we have specific agreements with the LA</i> <i>Links to any documents</i> NA

Key Challenges / Demand Issues																					
Council Tax	<i>Arrangement for council tax on empty properties</i> Council tax bill request sent over to Liverpool City Council if a void passes 6 months in work or is strategic. 6 months charity exemption applies. Once a Property is relet, Onward Homes confirm this with Liverpool City Council, confirming new tenant details.																				
Performance 2023/2024	<table> <tr> <td>Number of lets</td><td>22</td></tr> <tr> <td>Number of terminations</td><td>14</td></tr> <tr> <td>Void re-let times (GN)</td><td>64.6</td></tr> <tr> <td>Void re-let times (HOP)</td><td>0</td></tr> <tr> <td>Void Relet Time (Supp)</td><td>0</td></tr> <tr> <td>TIM 2 - (GN)</td><td>7.0</td></tr> <tr> <td>TIM 2 - (HOP)</td><td>0</td></tr> <tr> <td>Void loss as % of rent due (general and HOP)</td><td>1.30%</td></tr> <tr> <td>Terminations within 12 months</td><td>0</td></tr> <tr> <td>Terminations within 18 months</td><td>0</td></tr> </table>	Number of lets	22	Number of terminations	14	Void re-let times (GN)	64.6	Void re-let times (HOP)	0	Void Relet Time (Supp)	0	TIM 2 - (GN)	7.0	TIM 2 - (HOP)	0	Void loss as % of rent due (general and HOP)	1.30%	Terminations within 12 months	0	Terminations within 18 months	0
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Void Enhancements	<i>Specific arrangements outside of the normal offer</i> Paint Packs, Carpets, White goods & E Vouchers have been used as incentives.
Key Local Authority Contacts	<i>Name, email and contact number</i> Housing Lead (strategic) Karen Locke Email Address: karen.locke@liverpool.gov.uk Housing Options (operations) Therese Sanders Email Address: Therese.sanders@liverpool.gov.uk CBL (strategic lead) Graham Parry Email Address: graham.parry@liverpool.gov.uk CBL (operations lead) Leanne Reilly Email Address: Leanne.reilly@liverpool.gov.uk

NDM sign off: Gareth Ellis NDM

Review date: 14/04/26

Sign off HoNS:

