

Local Lettings Plan for Cheltenham Borough Council Housing Services

Flats 1 to 6 Mauds Elm House, Cheltenham, GL51 9YJ; (effective from July 2026).

Local Lettings Plan Summary:

This Local Lettings Plan relates to existing Cheltenham Borough Council (CBC) owned accommodation.

1 to 6 Mauds Elm House, Cheltenham, GL51 9YJ is made up of six self-contained one-bedroom flats, with shared internal and external communal areas.

This block is located in a high density area of the Council's housing stock in close proximity to CBC managed family homes and private homes on Swindon Road and Richards Road.

This block has been a site of persistent anti-social behaviour (ASB) for several years, which has negatively and significantly impacted upon the health and wellbeing of both existing tenants within the block, and those tenants living in adjoining properties.

Accordingly, the purpose of this Local Lettings Plan is to support current multiagency initiatives to support residents to recover from the persistent ASB that they have experienced, and to prevent any further issues when the property at which the ASB was centred is relet.

Due to the concentration of issues, this Local Lettings Plan will be applied to help stabilise and support community cohesion.

The Local Lettings Plan:

CBC Housing Services will use this Local Letting Plan to cover all lettings of Flats 1-6 Mauds Elm House in Cheltenham, for an initial twelve-month period (until July 2027).

This Local Lettings Plan will provide CBC Housing Services with greater control over lettings during this period, in order to build a sustainable community at this location where each resident has the maximum opportunity to thrive.

This Local Lettings Plan does not represent a long-term lettings strategy for these properties and has been designed to supplement other current multi-agency interventions to establish a strong and sustainable community at this location.

Exclusion Criteria:

CBC Housing Services reserves the right not to offer a tenancy at properties flats 1 to 6 Mauds Elm House, Cheltenham to a person where the applicant(s) and/or any other person attached to the application are:

- Persons for whom a Possession Order has been obtained relating to Anti Social Behaviour (ASB) or who has previously been evicted for ASB or who has been the subject of an Anti-Social Behaviour Injunction (ASBI) within the last 3 years.
- Persons with a history of ASB at a current or previous tenancy within the last 3 years. Each applicant will be considered on a case-by-case basis and will include the applicant(s) response or engagement with any informal ASB actions, such as Acceptable Behaviour Contracts (ABC's).
- Persons who have caused a deterioration of the condition of their current property, its garden or its fixtures and fittings due to hoarding, ill-treatment, waste, neglect or default. This will include any unauthorised alterations.
- Persons where there is clear evidence that their current circumstances present a serious and immediate risk to the sustainability of a tenancy or the safety of the community, and where:
 - appropriate support arrangements are not currently in place
 - reasonable opportunities to establish or re-engage with support have been offered but not taken up

**When applying the above exclusion criteria, CBC Housing Services will consider the individual circumstances of each applicant, for example where domestic abuse may have contributed to reports of anti-social behaviour or a deterioration of the condition of their current property. Decisions taken to bypass applicants will be reviewed by officers as part of the Local Lettings Plan Annual Review Process, as detailed below.*

The Lettings Process:

- The properties will be advertised using Homeseecker Plus, and the advert will include details of the local lettings criteria.

- When the bidding cycle has ended a list will be produced of all applicants who have bid on the properties. These applicants will be ranked by the Homeseeker Plus system according to housing need, and band waiting time.
- The highest placed applicant in housing need will be contacted and their application assessed in line with the criteria outlined in this Local Lettings Plan.
- If there is evidence that an applicant does not meet the Local Lettings Plan criteria the process will then move to the next ranking applicant. At the same time, we will inform the applicant of the reason(s) they have not been successful and of any steps that they need to take to prevent further bypasses. They will also be informed of their right of appeal.
- If the applicant meets the Lettings Plan criteria an affordability assessment will be carried out.
- If the property is deemed to be affordable for the applicant, then a visit will be made. The reason for the visit will be:-
 - 1) To identify any existing housing management issues
 - 2) To provide the applicant with helpful details about the property.
 - 3) To identify help for any potential support needsProviding all is acceptable, then a viewing of the property will be arranged with the Lettings Officer.

Annual Review Process:

This Local Lettings Plan will be subject to an annual review by Cheltenham Borough Council, the first being 9 months after the date the Lettings Plan is agreed (in April 2027), in consultation with key Officers including the Tenancy Services Manager, Empty Homes Team Leader(s), Housing Options Manager and the Housing Enabling Team to ensure it continues to fulfil the needs and criteria as initially intended and to decide if any extension or amendment is required based on factual evidence.

The Annual Lettings Plan Review will cover the following issues to determine whether extending or amending this Local Lettings Plan is appropriate:

- The number of bypasses made through the Local Lettings Plan (if any), including a review of the high-level circumstances justifying each bypass.
- Community cohesion or anti-social behaviour issues, supported by factual evidence.

- A review of the impact of this Local Lettings Plan on the ability of CBC's Housing Options Team to tackle homelessness and rough sleeping considering the Council's statutory responsibility under the Homelessness Reduction Act and other homelessness legislation.

In exceptional circumstances where the Local Lettings Plan is not functioning as initially intended, the Council may seek to hold an early review, (prior to the annual review) of the Local Lettings Plan.

The Local Lettings Plan will automatically expire on 31st July 2027 if an extension to the Local Lettings Plan, supported by factual evidence, is not agreed between CBC Officers during April 2027.