



Nottingham
City Council

Housing
Services

Housing Allocations Policy

Summary version

March 2026



This is a summary of Nottingham City Council's Housing Allocations Policy.

This summary tells you:

- Housing advice and support options available
- Who can join the housing register
- How to apply
- How we prioritise applicants
- How we advertise available properties
- How we offer available properties.

We manage applications and enquiries for social housing through Nottingham HomeLink, a 'one stop shop' to help Nottingham residents' access social housing in Nottingham.

Reference guide

RP	Registered Provider (Housing Association)
PRS	Private Rented Sector
Nottingham HomeLink	Partnership between local registered providers to advertise available properties.

A copy of the full Housing Allocations Policy is available at www.nottinghamcity.gov.uk/information-for-residents/housing/social-rented-housing/ or www.nottinghamhomelink.org.uk/policy-documents.



Advice and support available

Demand for social housing is very high and it's not always possible to offer a social housing home to everyone who needs one.

Nottingham HomeLink will offer you housing advice and support about the best and most suitable housing option for you. This will include looking at the availability of housing in the private rented sector using websites like [Rightmove](#) or [Zoopla](#) as there are more private rented sector homes across the city than council or housing association homes.

Shared ownership is also an option for many with more information available on our website at www.nottinghamhomelink.org.uk/looking-for-a-home.

Some people are not eligible to join the housing register. To find out if you qualify to join, you can complete a short questionnaire on the Nottingham HomeLink website at www.nottinghamhomelink.org.uk/looking-for-a-home. If the questionnaire suggests you may be eligible, you'll still need to complete a full application form before you can be accepted onto the housing register.

If you need to speak to a member of the team, you can complete a short contact form on the website at www.nottinghamhomelink.org.uk/contact, email homelink@nottinghamcity.gov.uk or you can call 0115 746 9977.

The Nottingham HomeLink team can arrange appointments to help anyone who needs support with their housing application – for example, people with learning disabilities, older people, or those with other vulnerabilities.

Why do we have a housing register?

We are required by law to set an allocations system that sets out how we prioritise applicants and let social housing in Nottingham.

Demand for social housing significantly outweighs the number of homes available, so we have to prioritise applicants.



Who can join the housing register?

To join the housing register, you must be eligible for social housing as set out within the law and:

- be 18 years of age or over
- lived in Nottingham city for three out of the last five years.

Exemptions to this rule will apply to:

- Armed Forces personnel
- Nottingham City Council Care Leavers
- Survivors of domestic abuse
- Homeless households (assessed by Housing Solutions).

I believe I am homeless now

If you believe you are going to become homeless, or are homeless, please go to the homelessness prevention webpage, which will be able to provide you with immediate advice and support at www.nottinghamcity.gov.uk/information-for-residents/housing/homelessness-prevention-and-advice and click on 'Homelessness – Can we help you'.

How to apply

To join the housing register, you'll first need to create a Housing Online account on the [Nottingham HomeLink website](http://www.nottinghamcity.gov.uk/information-for-residents/housing/homelessness-prevention-and-advice). Once your account has been created, you'll have the opportunity to apply to join the housing register, track the progress of your application and bid for homes.

To create an account and to complete your application online, go to <https://housingonline.ncchousing.org.uk>.

Once you've submitted your application, you will receive a notification e-mail confirming receipt of your application. The Nottingham HomeLink Team will verify your application and you will be notified whether your application is successful or not.

Successful applicants will receive confirmation of their application reference number and the band they qualify to join.

Unsuccessful applicants will be notified why their application was unsuccessful, other housing options available and your rights to request a review of our decision.

If you are not able to access the website, please contact the Nottingham HomeLink team on **0115 746 9977** for further support.

You will also not qualify if:

- you have savings of more than £16,000
- you're a single applicant with an income of more than £35,000
- you're joint applicants with a combined income of more than £60,000
- you're a homeowner or you have a financial interest in a property
- you display any behaviour as set out within the policy that makes you unsuitable to be a tenant.

How we prioritise applicants

When you apply for housing, we ask that you tell us about your current housing circumstances and other members of your household. This helps us to make sure we prioritise you according to your circumstances.

We will put you into one of four bands according to your current housing need. Bands are lettered A to D, and you will be notified which band you qualify for.

Band A

- Severe, harassment, threats of violence or serious risk of harm
- Medical and Disability grounds
- People in hospital ready for discharge – own home cannot be adapted
- Welfare Grounds
- Nottingham City Council young people leaving care
- Nottingham City Council approved adoptive or foster parents
- Permanent moves due to Regeneration / major works
- Insanitary and / or unsanitary housing conditions – serious cases
- Severe overcrowding
- Social housing tenants of Nottingham HomeLink partner landlords releasing high demand properties that are under occupied or where support is no longer required
- Occupants with no rights to statutory succession
- Tenants of other local authority and non-Nottingham HomeLink landlords
- Social housing tenants employed by a Nottingham HomeLink partner leaving tied accommodation.

Band B

- Homeless or household at risk of homelessness
- His Majesty Forces
- Social Housing tenants who need to move for management reasons
- Non-urgent welfare cases
- Hardship Cases
- Overcrowding – Lacking One Bedroom
- Families lodging or living in shared accommodation (with dependent children)
- Non-Gateway hostel accommodation
- Hostel residents needing to move on with support plan in place
- Insanitary and / or Unsatisfactory housing conditions
- Survivors of domestic abuse
- Nottingham City Rough Sleeper who are in regular contact with support services
- Young people leaving care.

Band C

- Singles / couples lodging or living in shared accommodation (without dependent children).

Band D

- Retirement Living accommodation.

How we advertise available properties

Properties are advertised on Housing Online, which can be accessed through the [Nottingham HomeLink website](#). Available property adverts are published every Friday at midday and closes the following Wednesday at 11.59pm. You will only be able to view available homes by logging into your online Housing Online account.

The type of property you could be eligible for

The type of property you are generally eligible for is listed in the table below:

Single person	<ul style="list-style-type: none">• Studio flat• One-bed flat
Couples	<ul style="list-style-type: none">• Studio flat• One-bed flat• Two-bed flat (adult sharers)
Families	<ul style="list-style-type: none">• One-bed flat with a study• Maisonette• Two / Three / Four / Five+ bed house



How we offer available properties

You tell us which properties you are interested in by 'bidding' for a property through your Housing Online account, or by contacting the Nottingham HomeLink team. Applicants will be shortlisted for accommodation according to the criteria set out in the advert. Criteria generally takes into account the applicant's priority band and the time waiting on the housing register.

Bidding for properties opens each Friday at midday and closes the following Wednesday at 11.59pm. If you have difficulty in accessing information on properties, you can contact the Nottingham HomeLink Team on **0115 746 9977**.

If you refuse two reasonable offers of accommodation that you have bid upon, or been directly offered, you will be taken off the Housing Register. If your bid for a property has been successful, we aim to contact successful applicants within 24 hours by email, letter or telephone.

If you have bid on a property and you've not heard from us after 48 hours of placing your bid, the chances are your bid has not been successful.

Withdrawing an offer of accommodation

We advertise properties when they are not empty to reduce the amount of time people have to wait to move in.

Occasionally, we may have to withdraw an offer made to you. This could happen where a tenant may tell us they have changed their mind and does not want to leave their home. If that happens we will have to withdraw the offer.

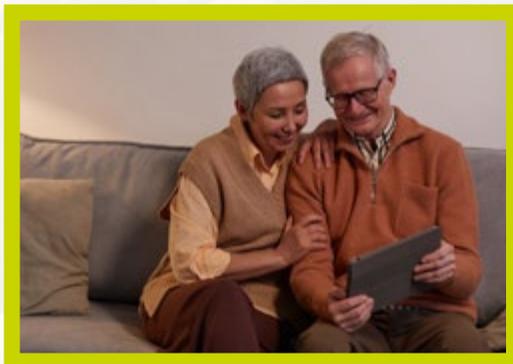
Refusing an offer of accommodation

Applicants who refuse two offers will be taken off the register. If an offer is refused by an applicant, the next person who bid for that property will then be offered the property.

Local lettings policies

Local lettings policies are used in certain areas of Nottingham City which may have particular issues such as crime and anti-social behaviour.

Local lettings policies help us to sensitively let our homes, making sure we create a balanced community for all. These policies can apply to existing social housing and will apply to newly built social housing.



Victoria Centre Flats

The Victoria Centre is subject to a local lettings policy, because of the location of the flats and sensitivities around its city centre location.

To qualify for the Victoria Centre, you must be either / or:

- employed
- in receipt of Disability Living Allowance / Personal Independence Payment
- in full-time higher education or training
- retired.

Equality and diversity

The Housing Allocations Policy will be reviewed within three years to make sure that it remains fit for purpose and is meeting the housing needs of Nottingham residents.

As part of the review, we will complete an Equality Impact Assessment to make sure we are not discriminating against any particular group, to identify any gaps, consider how we can mitigate any impact, and to promote equality of opportunity.



Contact

The Nottingham HomeLink team can be contacted on:

Telephone: **0115 746 9977**

E-mail: homelink@nottinghamcity.gov.uk

www.nottinghamhomelink.org.uk



Nottingham
City Council

Housing
Services