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**ALLOCATIONS POLICY - ADDITIONAL ASSESSMENT GUIDANCE**

To help you complete your Additional Assessment Form, please read the details below.

This form helps the Housing Needs Team assess whether or not any additional priority should be given to your application based on your housing situation, or those of a family member with whom you are to be rehoused. This must be affected by your current accommodation; if your need is not affected by your housing it is unlikely you will receive additional priority.

If your needs are of a medical nature you should complete a Medical Assessment Form.

If you believe that something in or around your home causes you difficulty you should complete an Additional Assessment form, providing full details. For example if you are:-

• At risk of or experiencing harassment

• At risk of or experiencing violence from inside or outside of the home.

These types of circumstance will be assessed by City of London staff for example, the Housing Needs Team or Social Services.

**Completing your Additional Assessment Form**

When completing this form, it is important to provide as much information as possible so that your circumstances can be fully assessed. If you have supporting documents please enclose copies with your form. The information you provide on the form and any supporting letters from others such as Estate Staff, Police and Community Organisations will enable the Housing Needs Team to fully assess your circumstances.

When making an assessment and making decisions about extra priority, City of London staff will look at your current living arrangements and the circumstances you detail on your form. They will consider how your living conditions are affecting you and your family and will determine how a change in your housing will make a difference.

Please bear in mind that although we may acknowledge a situation is difficult, if it is not directly impacted by your current accommodation, additional priority may not be awarded.

**Change in Circumstances**

The City of London reserves the right to remove additional priority pending reassessment should your circumstances change. For example, if you move home, we will send you a new Assessment form to complete, so your circumstances may be assessed in your new accommodation.

**Second request for Additional Assessment**

If you have been assessed and not awarded priority, or your circumstances have changed and you would like to be re-assessed, you will need to provide additional evidence to that which was previously provided. In this instance a new form should be requested and detailed information about what has changed in relation to the original claim should be provided.

**Appeals**

If a person wishes to appeal the decision made, the Housing Needs Team will ensure that the person understands the assessment procedure and on what basis the decision has been made, in order to ensure that any objection is not due to a misunderstanding of the nature of the assessment.

An appeal is a review of the existing information by a new advisor. A person may appeal against any of the Housing Needs Team’s decisions. It should be stressed that a re-assessment involves an assessment of the situation which includes new information,

If a person remains unhappy regarding the decision, they are asked to write to the Housing Needs Team describing why they are unhappy about the existing assessment and invited to submit any supporting information that they may have. The Housing Needs Manager will consider the appeal and endeavour to make a decision within four working weeks, subject to the information provided.

If the person remains unhappy with the decision, they may formally request that it is further reviewed, in which case it will be presented to the Head of Housing Management for review.

The applicant will be informed of the result of the appeal, and a copy will be kept on their housing file. This decision is final and no further appeal is available. However applicants may request reassessment in the light of new information at any time.

If a person has any concerns regarding the process, they may submit a complaint to the Housing Complaints team. By email at [housing.complaints@cityoflondon.gov.uk](mailto:housing.complaints@cityoflondon.gov.uk) or in writing at the address below.

Housing Needs Team

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3 Lauderdale Place,

Barbican,

London,

EC2Y 8EN

0207 332 1237 / 3452

hadvice@cityoflondon.gov.uk