



Stevenage
BOROUGH COUNCIL

Local Lettings Policy

Sensitive Lets

A Sensitive Let allocation is when special considerations are given to ensure that the letting doesn't lead to future management considerations and supports a positive outcome for the applicant and the community.

This often involves managing who can bid on or be allocated a particular property due to factors like previous anti-social behaviour, vulnerability of potential tenants, or the risk of the new resident impacting other residents.

The following examples for sensitive lets are included but not limited to:

- **Previous management issues:**
If a property or area has a history of anti-social behaviour, harassment, or other issues, a sensitive let may be used to prevent similar problems from recurring.
- **Vulnerability of the applicant:**
If a potential tenant is vulnerable (e.g., due to age, disability, or mental health), a sensitive let may ensure they are matched with a suitable property and support system.
- **Risk to other residents:**
In some cases, a sensitive let may be used to prevent a new resident from being placed in a location that could potentially pose a risk to their neighbours or the community.
- **Specific needs:**
Some applicants may require specific property characteristics (e.g., ground floor access) due to medical or welfare needs, and sensitive lets can help ensure the applicant is matched with an appropriate property.

Choice-based lettings will be the standard method for property allocation, with direct lets permitted only as exceptions in specific, justified circumstances. Stevenage Borough Council reserves the right to allocate properties as they deem appropriate to any applicants in a way that makes best use of stock.