

AFA Bitesize: Banding and Allocations

22nd April 2026

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Aims of Today

- To improve understanding about how Wandsworth Council Allocation Scheme works
- To increase knowledge of how to challenge points allocations/banding when waiting for council housing.
- To gain more understanding of options with regards to clients facing Homelessness, wanting to Transfer social housing and permanent housing options

Agenda

13:30	Introductions and Aims of the session
13:45	Understanding how allocations work
14:45	Understanding how to challenge allocations, and other options for clients
15:45	Questions and sharing experiences

Introductions

- Name and Organisation
- What are the issues you experience in your community?



Disclaimer

Although Citizens Advice Wandsworth trains volunteers to identify local residents in need of advice and refer residents to local services, no liability attaches to Citizens Advice for any assistance or service offered by other organisations.

Equally as voluntary attendees, we are not training you to be advisers. The additional training helps us to better understand guest's needs and refer them on to the right places for support, advice and further help.

How to contact CAW



Call AdviceLine free number 0808 278 7833
Mon-Fri 10am-4pm



Fill in online enquiry form
<https://cawandsworth.org/contact-us/>



Visit Battersea or Roehampton office.
Only if not possible to call/use the form



Via one of our projects (Crisis)
<https://cawandsworth.org/crisis-project-referral-form/>

Wandsworth Allocations Scheme



Wandsworth

Key Points

- Wandsworth offers a "one offer" policy, not a Bidding system
- Wandsworth manages allocation of Council Housing and Housing Association Housing. People cannot normally approach their Housing Association directly.
- An applicant will be placed into 1 of 8 different queues (waiting lists)
- Priority within these *queues* depends on Banding (Band A highest – Band D lowest) - I.e circumstances
- Priority within the *Bands* depends on time waiting – I.e how long you have been registered for social housing

Who can apply for social housing?

- ✓ Eligible for social housing (not ineligible due to immigration status)
- ✓ 18 years and over
- ✓ Reasonable Preference
 - Homeless
 - People who are owed a duty by any local housing authority
 - Insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
 - Medical or welfare grounds
 - Failure to move to particular locality would cause hardship



Who cannot apply / Non qualifying people

- People who do not fall within one of the reasonable preference categories (unless it is in the council's interest to provide them with accommodation)
- People who have refused any offer or nomination of suitable accommodation in the last 2 years
- People with no recognised housing need
- People claiming welfare benefits or obtaining housing via fraud/misleading information
- People who have lost housing through Anti-social behaviour, rent arrears, perpetrators of abuse – council discretion



Who will get higher priority ?

- People whose current housing has a serious negative impact on their health
- People who are living in severely overcrowded housing
- Other priority groups as defined in the Allocation Policy.



Who will get higher priority ?

Band	Description of housing circumstances falling within band
A	Accepted homeless families with or expecting a child in bed and breakfast (unless matched to a private rented sector offer)
	Urgent cases where a homeless duty has been accepted under prevention of homeless duties (s195) or relief of homeless (s189b) (unless matched to a private rented sector offer)
	Urgent cases where a homeless duty has been accepted under prevention of homeless duties (s195) or relief of homeless (s189b) (unless matched to a private rented sector offer) and accepted onto the older persons queue
	All assessed qualifying cases with 300 points or more
	Cases awarded priority rehousing status
	Management transfer and essential repair cases accepted onto the council's interest queue
	Management transfer and essential repair cases accepted onto the older persons housing queue
	Under-occupying social housing tenants where two or more bedrooms would be released upon transfer
	Urgent cases approved by senior management
	Cases needing adapted housing due to physical disability where there is an urgent need to relocate

Who will get lower priority?

- Homeownership
- High income/savings
- Social tenants who have the ability to apply for a transfer to their landlord and have not done so
- Those who have not been resident in Wandsworth for minimum of 3 consecutive years before their application

Domestic Violence

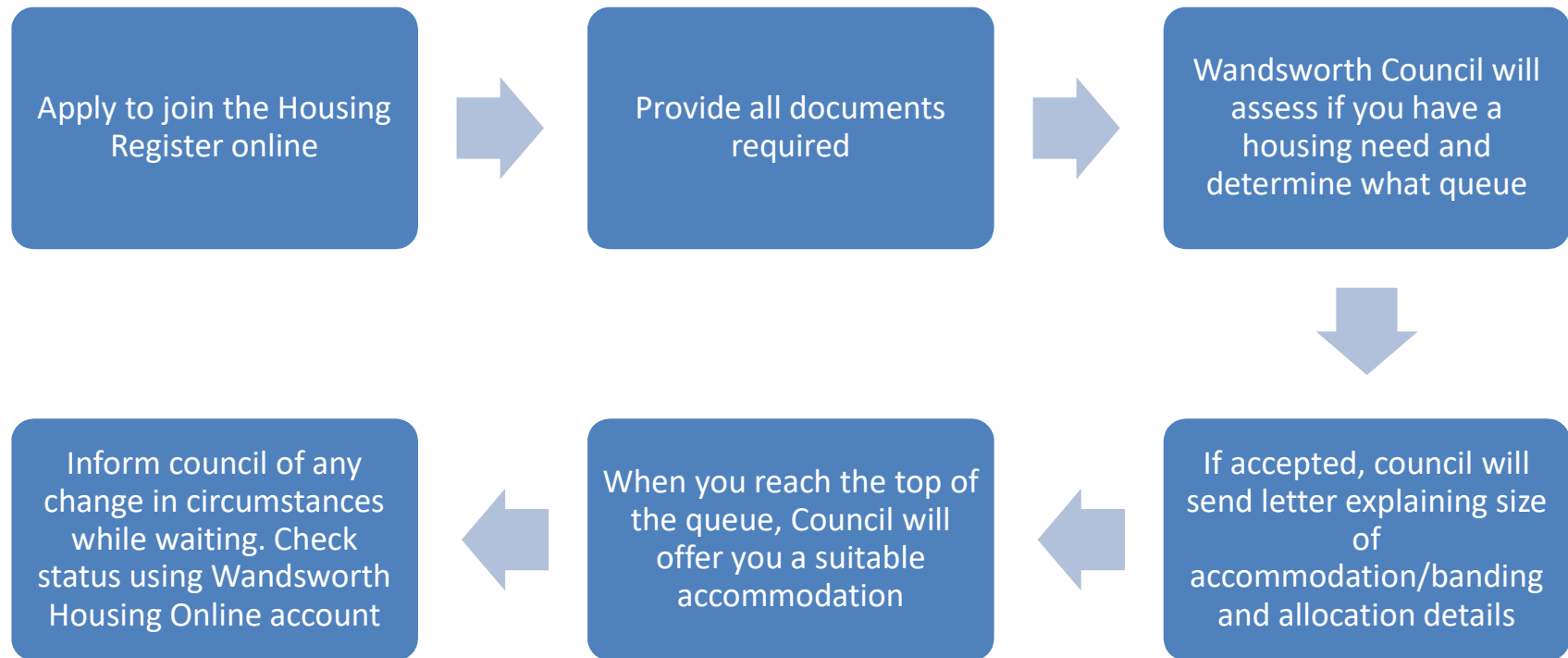
- If applying as homeless, residency criteria requirements within this scheme will not apply – no need for local connection
- Priority Rehousing Status if "escaping serious antisocial behaviour or domestic violence"
- Extra concessions for those with ineligible immigration status who are fleeing DV- seek advice!

How is housing allocated

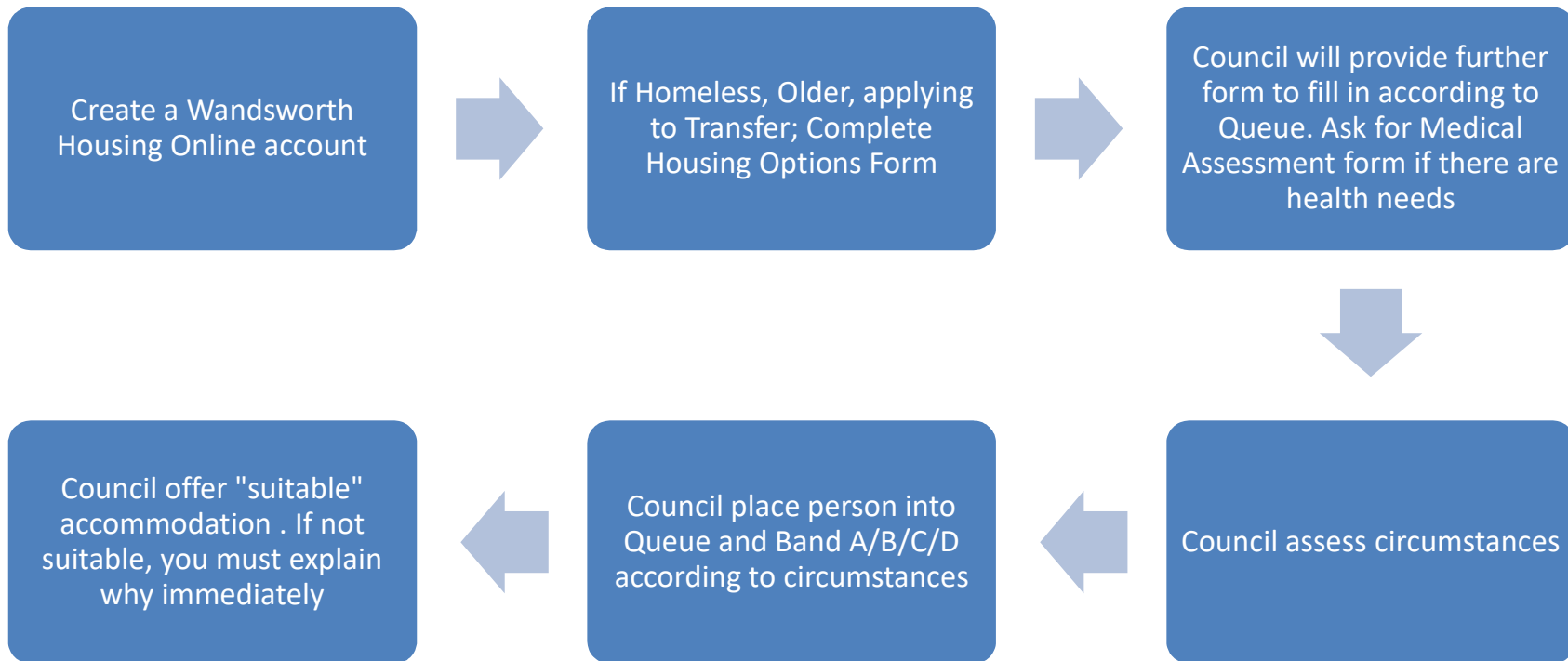
- Each year the council decides on how to distribute its housing stock between the access queues
- Within the access queues, properties will be allocated to the applicant in the highest band who has been registered in that band for the longest period (subject to suitability considerations).

To ensure that the scheme provides flexibility for urgent housing needs, officers have the discretion to vary the spread of allocations between the access queues, allowing the council to use the resources available as efficiently as possible.

Application process 1



Application process 2



The Access Queues

**HOME
LESS
QUEUE**

**GENERAL
NEEDS
QUEUE**

**SHELTERED
HOUSING
QUEUE**

**TRANSFER
QUEUE**

**SUPPORTED
QUEUE**

**SOCIAL
CARE
QUEUE**

**PHYSICAL
DISABILIT
Y QUEUE**

**COUNCIL
INTEREST
QUEUE**

Homeless Queue

Apply as Homeless > Prevention or Relief Duty > **Private Sector offer = Not placed on Queue**

Apply as Homeless > Prevention or Relief Duty > **Urgent need identified/ Vulnerability/No resolution > Main Housing Duty = Placed on Queue**

No points allocations

Homeless Queue

Band	
A	Cases awarded priority rehousing status
	Urgent cases approved by senior management
	All accepted homeless families with or expecting a child in bed and breakfast (unless matched to a private rented sector offer)
	Urgent cases where a homeless duty has been accepted under prevention of homeless duties (s195) or relief of homeless (s189b) (unless matched to a private rented sector offer)
	Urgent cases where a homeless duty has been accepted under prevention of homeless duties (s195) or relief of homeless (s189b) (unless matched to a private rented sector offer) and accepted to the older persons queue
B	All other accepted homeless cases in temporary accommodation provided by the council or referring accommodation (unless matched to a private rented sector offer)

General Needs Queue

- Points based allocation
- Homeless but not under a council duty, not an existing council tenant, currently displaced (through demolition eg) , HM Forces (not homeless), New Generation Scheme, Housing Into Work scheme, under-occupancy,

Sheltered Housing Queue

- Points based allocation
- 55+ years old
- Partners/carers can be on application
- Homeless applicants under the prevention/relief duty, requiring urgent offer of older person housing will require authorisation by senior officer and placed into Band A

Council Tenant Transfer Queue

- Points based allocation
- Open to existing Wandsworth Council tenants
- Applicants accepted for a management transfer, decant, essential repair or under occupier transfers will be assessed within the council's interest queue.



Points		
Overcrowding	For one bedroom lacking	50
	For two bedrooms lacking	150
	For three or more bedrooms lacking	200
Statutory Overcrowding	Additional overcrowding points for households statutorily overcrowded	20
Unsanitary	Lacking a living room, kitchen, bathroom/WC	30
Sharing	Sharing a living room, kitchen or bathroom/internal WC with persons outside of your household.	15
Unsatisfactory Housing	Two or more children having to share bedroom with a parent or parents	25
	Exception to the above points: single persons assessed as requiring a self-contained studio flat	
Medical Need	Diagnosed ill health or disability, but not of significance to current or future housing needs	0
	Diagnosed ill health or disability, with minor relevance to current or future housing needs	25
	Diagnosed ill health or disability, with moderate relevance to current or future housing needs	75
	Diagnosed ill health or disability, with major relevance to current or future housing needs	150
	The above points award will be made in respect of the person in the household whose ill health has the greatest relevance to current or future housing needs. Five additional points may be added for each additional person within the household affected by diagnosed ill health or disability which is relevant to current or future housing needs	
Tenure	Households who are homeless, including rough sleepers, within the meaning of Part VII of the Housing Act 1996 (as amended) excluding cases accepted within the 'Homeless Queue'	25
Hardship	Households with an established need to move to a particular locality within the borough where failure to meet that need would cause hardship (to themselves or others)	10
Back Boiler	Additional points for overcrowded households who use the living room for sleeping purposes and a back boiler is located in this living room	25
Working Households	Households awarded points under any of the criteria above with at least one household member who is 16 years old or over and working 24 hours or more per week in paid employment	50

Points

- Band A - 300 points or more
- Band B - 150 to 299 points
- Band C - 50 to 149 points
- Band D - 1 to 49 points

Medical Assessment

Applicants who indicate in their application that they consider their (or a member of their households) health or disability is seriously aggravated by their current housing conditions should provide as much information as possible on their medical needs to ensure a correct assessment. Applications involving a health-related issue will be assessed by the council with advice from either the applicant's doctor and/or the council's medical advisor(s) as appropriate. The criteria for awarding medical points within the scheme will be applied. Where further information is required, officers of the council may make further enquiries into the issue, subject to the applicant's consent. Applicants will then be advised of the medical priority awarded in accordance with the scheme.

Receiving an Offer

- All applicants will be given an opportunity to view the property prior to the acceptance of a tenancy.
- All applicants will normally receive only one offer of accommodation which the council considers suitable to meet their assessed needs



Refusing an offer

- Generally, where an applicant in any queue other than the Homeless Queue refuses a suitable offer, the application will be **cancelled**. Furthermore, for a period of **two years** following an applicant's refusal of suitable accommodation **the applicant will not qualify to be (or remain) registered on the council's housing queues, unless there has been a material change in their circumstances** so as to make the earlier offer clearly unreasonable in the light of their changed circumstances.
- Applicants will not qualify for social housing if they have refused suitable accommodation within the last 2 years and there has been no material change in their circumstances

General needs/ Council tenant transfer/ Older persons housing queues

B	All accepted homelessness cases in temporary accommodation provided by the council or in referring accommodation (unless matched to a private rented sector offer)
	All other assessed qualifying cases with 150-299 points
	Cases accepted onto the supported and/or social care housing queues
	Sheltered housing support need transfer
	Under-occupying social housing tenants affected by the social sector size criteria where one bedroom would be released upon transfer
	Under-occupying social housing tenants on the older persons queue where one bedroom would be released upon transfer
	All other cases needing adapted housing due to physical disability
	All assessed qualifying households accepted under either the New Generation Scheme, the Housing into Work Scheme or the Armed Forces Scheme and ready to be made an offer of accommodation
	Qualifying households where an offer of accommodation would prevent a statutory homeless duty
	Cases moving under agreed housing mobility schemes including Housingmoves and pan London domestic violence reciprocal protocol

Challenging points allocated



Wandsworth

Asking for a Review

- A person can request a review of the council's decision about:
 - whether they are eligible for an allocation of accommodation
 - whether they are a qualifying person
 - What priority/banding the council have given
- Usually this must be requested within **21 days** of receiving the decision. If requesting late, explain the reason why. Check the letter for review deadlines
- **Evidence! Evidence! Evidence!** Obtain detailed supporting evidence GP, medical expert, occupational therapist etc
- Reviews team email: reviewsandappeals@richmondandwandsworth.gov.uk.
- Wandsworth Council :0208 871 6000 and ask for the reviews team.

If a person's circumstances change

- Inform the council if circumstances change that affects housing application. Eg New baby/medical issue
- Email the allocated Housing officer directly **and** the Housing Register team housingregisterapplications@richmondandwandsworth.gov.uk
- Include the following information:
 - Your full name
 - Your housing application reference number (found at the top of your registration letter)
 - Your date of birth
 - Your current address
 - Your contact details.
- Explain how the circumstances have changed , provide any supporting documentation , include 'change of circumstances' in the subject line of email.

It can take several weeks for the Housing Register team to respond because of the large number of emails they get

Other Housing Options



Wandsworth

Housing Options - Homelessness

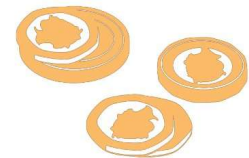
Private Rented Accommodation

If in Priority Need + Homeless in 28 days + eligible for public funds, council may help with Rent in Advance and Deposit (see [here](#))

- <https://www.openrent.co.uk/>
- <https://www.spareroom.co.uk/>
- <https://www.gumtree.com/>
- <https://www.rightmove.co.uk/>

Private Lettings Team via the Council

<https://www.wandsworth.gov.uk/financial-assistance-to-pay-the-rent-or-deposit>



Housing Options – Social Housing Transfer

Mutual Exchange

<https://www.houseexchange.org.uk/>

<https://www.homeswapper.co.uk/>



Housing Options – Downsizing

Wandsworth Council Downsizing team if in Council accommodaiton:

<https://www.wandsworth.gov.uk/downsize-your-council-home>



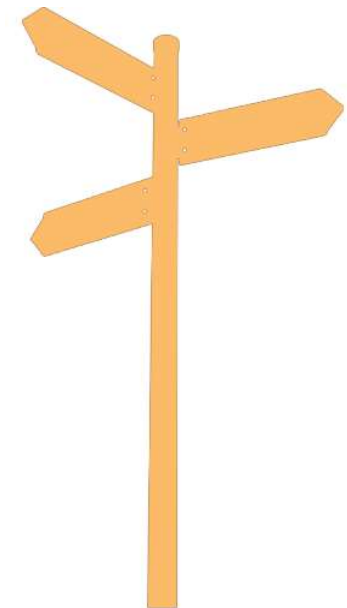
Housing Options – Moving Out of Borough

- Out of Borough scheme: financial incentive up to £5000 to council/housing association tenants deciding to move outside of Wandsworth
- [Homefinder UK](#) is a free scheme to help social housing tenants move from one part of the UK to another,
- [Seaside and Country Homes](#) scheme offers the chance to move to the countryside or one of the coastal regions of southern England.
- [Housing Moves](#) is a Mayor of London scheme supporting victims/survivors of domestic abuse and former rough sleepers to move home within London
- Revive specialises in relocating domestic abuse survivors to permanent social housing in a new and safe environment in a different part of the country.

Housing Advice

citizens
advice

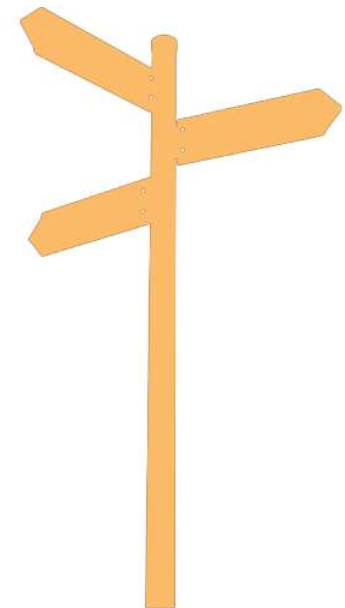
- <https://www.citizensadvice.org.uk/housing/applying-for-council-housing-or-a-housing-association-home/challenging-the-councils-decision-about-your-housing-application/>
- <https://www.citizensadvice.org.uk/housing/applying-for-council-housing-or-a-housing-association-home/getting-a-council-home/>
- <https://www.citizensadvice.org.uk/housing/applying-for-council-housing-or-a-housing-association-home/refusing-an-unsuitable-council-home/>



Housing Advice



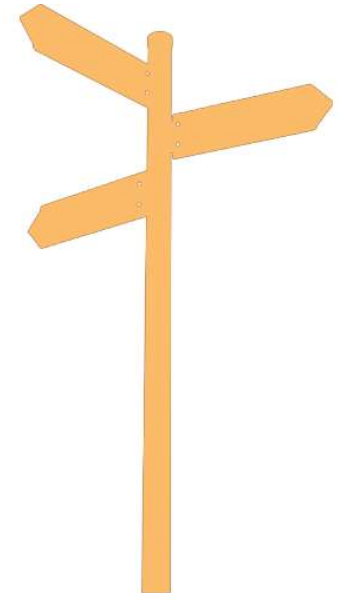
- [https://england.shelter.org.uk/housing_advice/council_housing_association/how to apply for council housing](https://england.shelter.org.uk/housing_advice/council_housing_association/how_to_apply_for_council_housing)
- [https://england.shelter.org.uk/housing_advice/council_housing_association/how to move up the waiting list](https://england.shelter.org.uk/housing_advice/council_housing_association/how_to_move_up_the_waiting_list)
- [https://england.shelter.org.uk/housing_advice/council_housing_association/apply for a larger home overcrowded housing](https://england.shelter.org.uk/housing_advice/council_housing_association/apply_for_a_larger_home_overcrowded_housing)
- [https://england.shelter.org.uk/housing_advice/council_housing_association/challenge a council waiting list decision](https://england.shelter.org.uk/housing_advice/council_housing_association/challenge_a_council_waiting_list_decision)



Housing Advice



- <https://www.wandsworth.gov.uk/housing/housing-register/apply-for-housing-register/>
- <https://www.wandsworth.gov.uk/housing/council-tenants-and-leaseholders/council-tenants/council-tenant-rehousing-options/apply-for-a-housing-transfer/>
- <https://www.wandsworth.gov.uk/housing/homelessness-and-temporary-accommodation/preventing-homelessness/our-homelessness-duties/homelessness-application-process/>
- <https://www.wandsworth.gov.uk/housing/sheltered-housing-and-independent-living/sheltered-housing/apply-for-sheltered-housing/>



Any Questions?



Thank You

