Selwood Housing

Lettings policy review



September 2026

8 customers joined our focus group

17 recommendations were raised by customers

Manager's summary

Customers identified several ways we can make the policy clearer, more accessible and easier to understand.

In response, we are creating a shorter customer summary and glossary, improving information about appeals, clarifying key terms and adding clearer references to supporting information.

We reviewed all recommendations carefully, including seeking legal advice where appropriate. The decision was made that six recommendations will not be taken forward and the existing wording or approach will remain.

If you would like to find out more about this customer focus group, please email:
makeadifference@selwoodhousing.com

You said...

1. The policy is substantial and may be difficult for some customers to read or understand.
2. Use ‘everyone deserves access to a safe, suitable and affordable home’ more widely as a clear statement of Selwood Housing’s purpose.
3. Explain the appeals process more clearly.
4. Explain what ‘suitable checks’ means.
5. Add a glossary for housing terms such as household composition, decant, CORE, Band 1 and PTI.
6. Make opportunities to appeal after a refusal clearer.
7. Reference the relevant appendix at the point where appendix information is mentioned.
8. Create a one-page fact sheet or frequently asked questions document.
9. Include the Pets Policy in the list of signposted policies.
10. Correct inconsistent font sizes in the Roles and Responsibilities and Customer Promise sections.
11. Explain more clearly how the policy uses the terms ‘customer’, ‘tenant’ and ‘applicant’.

We did...

1. We are creating a shorter, accessible summary of the Lettings Policy for customers.
2. We are raising this with Communications and the Board for possible use in the three-year plan, website and customer communications.
3. We are improving the explanation of appeals. Where appropriate, appeal letters may also explain why the original decision-maker was consulted, giving applicants greater transparency and reassurance.
4. We agreed the phrase is unclear and will expand it in the policy.
5. We are creating a glossary with clearer definitions.
6. We are clarifying the wording about appeal rights.
7. We are reviewing the policy and will add appendix references where needed.
8. This will be included in the shorter customer summary being developed.
9. The Pets Policy is currently under review and will be added once that review is complete.
10. We will make the formatting consistent.
11. We agreed and will add these definitions to the glossary.