Government of JERSEY

Eligibility criteria for renting social housing

Minister for Housing
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Contents

1. **Introduction** 3
2. **Scope of the eligibility criteria** 3
3. **Policy objectives** 3
4. **The Affordable Housing Gateway** 4
5. **Eligibility criteria** 4
6. **Supplementary eligibility criteria** 5
7. **Applicants aged 18 to 25** 7
8. **Social housing transfers** 7
9. **Banding** 8
10. **Emergency priority** 9
11. **Application process** 9
12. **Accommodation** 10
13. **Exceptions** 11
14. **Offers of accommodation** 11
15. **Changes in circumstances** 12
16. **Standards of behaviour** 13
17. **Right of appeal** 14

Appendix A – Social housing bands 15

Appendix B – Affordable Housing Gateway and social housing provider information 17

1. Introduction

1.1. This document sets out the eligibility criteria for accessing social housing in Jersey through the Affordable Housing Gateway ("the Gateway"). These criteria apply to:

- new applicants applying for social housing through the Gateway; and
- existing social housing tenants seeking a transfer to another property.

1.2. It explains who is eligible for social housing, how applications are assessed by the Gateway, and the way new applicants and existing tenants are prioritised on the waiting list.

1.3. The Minister for Housing ("the Minister") is responsible for setting the eligibility criteria. They are maintained by Strategic Housing and Regeneration within the Cabinet Office and implemented through the Gateway, part of the Housing Advice Service within Employment, Social Security and Housing.

1.4. The Minister reserves the right to update or amend any element of the eligibility criteria to ensure they remain responsive to changing housing needs, reflect demand and align with the supply of social housing.

2. Scope of the eligibility criteria

2.1. The eligibility criteria apply only to social housing allocated through the Affordable Housing Gateway by the social housing providers listed in Appendix B.

2.2. The eligibility criteria apply to:

- new applicants with *Entitled* residential status[1]; and
- existing social housing tenants seeking a transfer to another property.

2.3. For the avoidance of doubt, the criteria apply solely to determining access to the waiting list through the Gateway, which social housing providers use to allocate properties. They do not govern the allocation policies of individual social housing providers.

2.4. Assisted home ownership schemes fall outside the scope of these criteria. Their eligibility requirements are set out separately in the *Assisted purchase home ownership schemes eligibility criteria*[2].

3. Policy objectives

3.1. Social housing provides affordable, secure and good quality homes for Islanders. Fair and transparent access depends on clear eligibility criteria that prioritise households in greatest need. These criteria also support effective management of social housing stock and maintain public confidence in the allocation process.

3.2. The criteria have developed through key policy reviews and have been refined based on operational experience and identification of emerging housing needs. These reviews include:

- *Review of access to social housing in Jersey*[3] (April 2019);

[1] Under the Control of Housing and Work (Jersey) Law 2012: https://www.gov.je/Working/Contributions/RegistrationCards/pages/residentialstatus.aspx

[2] *Assisted purchase home ownership schemes eligibility criteria* (updated September 2024): https://www.gov.je/SiteCollection Documents/Home%20and%20community/ID%20Assisted%20Home%20Ownership%20Schemes%20Eligibility%20Criteria%20policy.pdf

[3] *Review of access to social housing in Jersey* (April 2019): https://www.gov.je/SiteCollectionDocuments/Travel%20and%20transport/R%20Review% 20Access%20Social%20Housing.pdf

- *Fair rents plan*[4] (December 2021); and
- *Roadmap for improving access to social housing in Jersey*[5] (July 2023).

The most recent update, *Roadmap for improving access to social housing in Jersey – policy addendum*[6] (December 2025), effective January 2026, widens eligibility and strengthens how access is managed and communicated through the Gateway.

3.3. The objectives of the criteria are to:

(a) Ensure access to secure, affordable and good quality homes for Islanders who cannot reasonably secure accommodation in the private market.

(b) Provide timely and effective support for households experiencing an immediate housing crisis, including homelessness or the risk of homelessness.

(c) Provide a safety net for households disadvantaged by health, social or welfare circumstances.

(d) Widen housing options by offering access to secure, affordable and good quality homes for Islanders seeking alternatives to the private market.

3.4. The criteria are designed to maintain transparent, consistent and fair procedures for determining access to social housing, ensuring that applicants understand how decisions are made. They also enable social housing providers to allocate properties fairly by ensuring that the Gateway waiting list accurately reflects applicants who have been assessed according to their housing need, giving priority to those in greatest need and who have waited the longest.

4. The Affordable Housing Gateway

4.1. The Affordable Housing Gateway serves as the single access point for social housing in Jersey. Its key responsibilities include:

- Determining whether new applicants qualify for social housing and whether existing tenants are eligible for a transfer to another property (see *Section 5 – Eligibility criteria*).
- Placing eligible applicants into bands that define both the level and priority of need (see *section 9 – Banding*).
- Managing the Gateway waiting list, which is shared with all social housing providers for allocating properties (see *Section 14 – Offers of accommodation*).

4.2. The Gateway applies the eligibility criteria in a consistent manner, ensuring that applicants in similar circumstances are treated fairly, equitably and transparently.

5. Eligibility criteria

5.1. An applicant is eligible to join the Affordable Housing Gateway waiting list for social housing if they meet the following criteria:

[4] *Fair rents plan* (December 2021): https://www.gov.je/SiteCollectionDocuments/Planning%20and%20building/BP%20Fair%20Rents %20Plan.pdf

[5] *Roadmap for improving access to social housing in Jersey* (July 2023): https://www.gov.je/SiteCollectionDocuments/Government%20and%20 administration/Roadmap%20for%20improved%20access%20to%20social%20housing%20in%20Jersey%20July%202023.pdf

[6] *Roadmap for improving access to social housing in Jersey – policy addendum* (December 2025): https://www.gov.je/SiteCollectionDocuments/Government%20and%20administration/Roadmap%20for%20improving%20access%20to%20social%20housing%20-%20addendum.pdf

- Are 18 years of age or older.
- Hold *Entitled* residential status under the Control of Housing and Work (Jersey) Law 2012[7].
- Have been resident in Jersey for at least three months prior to the application date[8].
- Do not own a property in Jersey or anywhere else in the world.

5.2. Each application will be assessed by Gateway officers against the banding criteria and placed in an appropriate band (Bands 1 to 4) as outlined in Section 9.

6. Supplementary eligibility criteria

6.1. Meeting the eligibility criteria outlined above is subject to the following additional conditions, where applicable.

6.2. **Couples:** Couples in a long-term relationship who are not married or in a civil partnership may be asked to provide evidence confirming that the relationship is genuine and long-term.

6.3. **Non-residentially qualified partner:** If an applicant's partner does not hold *Entitled* residential status, they may only live in the property whilst they remain a partner of the Entitled tenant. If the partner becomes Entitled, they may apply to become a joint tenant.

6.4. **Pregnancy, fostering and adoption:** When an applicant is expecting a child, whether through birth, fostering or adoption, their application will be activated to reflect their changing needs:

(a) If an applicant is expecting a child that entitles them to an additional bedroom (see *Section 12 – Accommodation*), their application will become active in week 24 of the pregnancy. Applications submitted earlier than 24 weeks will be deferred until this point.

(b) If an applicant is fostering or adopting a child that entitles them to an additional bedroom (see *Section 12 – Accommodation*), their application will become active upon formal approval as a foster carer or to adopt[9]. Applications submitted earlier will be deferred until approval is granted.

(c) If the applicant cannot remain in their current accommodation until the due date or completion of the adoption or fostering process, they should notify the Gateway and provide supporting evidence from a medical professional or relevant agency.

(d) All allocations of social housing are subject to the availability of suitable properties. An offer of accommodation cannot be guaranteed before the arrival of a child.

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[7] The requirement for an applicant to hold Entitled residential status also applies to those who have been granted Entitled status on hardship grounds.

[8] The three months residency requirement does not apply to:

- Returning after domestic abuse: Applicants who have returned to Jersey after fleeing domestic abuse who provide supporting documentation from a police authority or domestic support agency.
- UK Armed Forces: Applicants who can demonstrate that they are serving members or former members (Veterans) of the UK Armed Forces. A Veteran is defined as anyone who has served at least one day in Her Majesty's Armed Forces (Regular or Reserve) or Merchant Mariners who have seen legal duty on legally defined military operations.
- Significant needs: Applicants who are experiencing serious financial hardship, serious health issues and/or a significant change to household circumstances.

[9] Information on fostering and adoption processes in Jersey is available at: https://www.gov.je/caring/children/fosteringandadoption/Pages/home.aspx

6.5. **Separated parents:** Applicants who have separated from their child's other parent may apply to accommodate themselves and their children if they meet the Gateway criteria. Children can only be included on the application where the applicant has overnight contact at least two nights per week, evidenced by a Court agreement or a signed letter from the other parent. The following conditions apply:

(a) The parent with majority responsibility (at least 50% of the time) will be entitled to a property with the number of bedrooms set out in Section 12.

(b) The parent with the minority responsibility will be entitled to one additional bedroom.

6.6. **Grandparents:** Grandparents who provide care for grandchildren with additional needs may request a transfer to a two-bedroom property. Requests will be considered on a case-by-case basis, supported by professional advice. The child must have a confirmed diagnosis from a medical professional or specialist and evidence provided that a second bedroom is required to support their care.

6.7. **Homelessness:** Applicants who are homeless or at risk of homelessness, including cases where eviction has been confirmed by a Court-issued Eviction Order[10], will be placed in Band 1 (see *Section 9 – Banding*). This prioritisation does not apply to applicants who:

(a) have made themselves deliberately homeless;
(b) are being evicted from existing accommodation because of unacceptable behaviour or serious rent arrears; or
(c) have a household income, savings or other capital assets that could reasonably be used to access alternative accommodation in the private sector.

Emergency accommodation is provided by organisations, including FREEDA, JAYF, The Shelter Trust and the Sanctuary Trust. Social housing providers do not offer emergency accommodation[11]. Applicants who are homeless or at risk of homelessness should contact the Gateway, as part of the Housing Advice Service, which can provide information, advice and assistance in accessing suitable support and accommodation.

6.8. **Tenancy history:** The Gateway may refuse an application if the applicant has previously had a tenancy terminated due to breaches of their obligations such as anti-social behaviour or significant rent arrears. If such information is not declared or identified during the initial assessment but later comes to light, for example, through a social housing provider, the application may be reassessed. Each case will be considered on its individual circumstances.

6.9. **Property ownership:** The Gateway will not normally accept applications from property owners. Applicants who believe they have exceptional circumstances should contact the Gateway team (see *section 13 – Exceptions*).

6.10. **Savings and other capital assets:** There is no maximum savings or other capital assets limit. Applicants with savings or capital assets above £80,000 will be placed in Band 4[12] (General Need) (see *Section 9 – Banding*). Applicants who believe they have exceptional circumstances warranting a higher band should contact the Gateway team (see *Section 13 – Exceptions*).

[10] This is distinct from the commencement of eviction process or the issuance of a notice to terminate a tenancy by a landlord, which are not grounds to be placed in Band 1.
[11] Information for anyone facing homelessness and the advice and support provided by the Housing Advice Service can be found at: https://www.gov.je/ Home/HousingAdviceService/pages/homelessinformation.aspx
[12] Applicants who applied before 31 January 2026 will applications position would be honoured in Band 3 even if their income exceeds £80,000. Applications submitted after this date will be placed in Band 4.

7. Applicants aged 18 to 25

7.1. Taking on a tenancy is an important step, particularly for applicants aged under 25 who may be living independently for the first time. The eligibility criteria are designed to ensure fair access to social housing and promote tenancy sustainability success by confirming that applicants are ready and able to manage the responsibilities involved.

7.2. Applicants must demonstrate that they can sustainably fund their tenancy through income or other resources[13]. Applicants must demonstrate regular, stable employment with sufficient income to meet the costs of a tenancy (Gateway can provide a verbal indication of what this is likely to be) and/or provide confirmation from Income Support that they are eligible for financial assistance. Individual financial circumstances will be considered on a case by case basis where an applicant provides evidence that their personal situation enables them to reasonably afford the rent.

7.3. The Affordable Housing Gateway will discuss affordability with each applicant, explore the financial options available, and signpost to services that can help them prepare for and maintain a successful tenancy. Where the assessment indicates that a different housing option may better meet an applicant's needs at this stage, the Gateway will support them to access the most appropriate pathway.

7.4. As part of this support, the Gateway may refer applicants to organisations such as JAYF and the Shelter Trust's Strathmore 16-25 Project. These services form an established part of the young person's housing pathway and offer accommodation and practical support. When the individual is ready, they may be assisted to progress through the Partnership Pathway, managed by Andium Homes, and into long-term, secure social housing.

7.5. A Specialist Officer from the Gateway will arrange a one-to-one appointment with each applicant to review their application, confirm eligibility, and explain the responsibilities and expectations of holding a tenancy. This appointment is designed to help applicants feel informed and confident about taking on a social housing tenancy. As part of the process, applicants will be asked to demonstrate their readiness, for example, the ability to make regular rent payments, access essential household items such as furniture, carpeting and basic appliances, and meet all tenancy conditions.

8. Social housing transfers

8.1. Existing social housing tenants can apply to transfer to another property through the Affordable Housing Gateway if their circumstances change and their current home no longer meets their needs. Acceptable reasons for requesting a transfer include:

- The property is too large for their household.

[13] Where assistance from Income Support is required to access social housing, applicants must demonstrate a housing need in line with Income Support policies. Income Support can generally be claimed by someone under 25 for the following reasons:

(a) The applicant has responsibility for a child as a parent, guardian or other primary carer (e.g., an elder brother or sister).
(b) The applicant cannot reasonably live in their previous family home because:

- they have been referred by a social worker as needing to live away from the family home (e.g., someone leaving care or at risk of abuse); or
- their parents (or the person that had previously looked after them) are unable to help them; or
- they have been living independently for at least one year and can reasonably be expected to remain independent. They need to claim Income Support because of an unexpected change in circumstance (such illness, unexpected loss of a job etc.); or
- a manager at FREEDA, JAYF, Jersey Domestic Abuse Support (JDAS), Jersey Probation and After-Care Service, The Shelter Trust or similar organisation confirms they cannot return to their previous family home and have no other friends or relatives with whom they can stay.

- A medical condition makes the current property unsuitable, and it cannot be adapted, or a family member qualifies for an additional bedroom on medical grounds.

- Opposite gender children, where one of them is aged five or older, sharing a bedroom.

- Overcrowding, where children of the same gender with more than a five year age gap are sharing a bedroom.

8.2. Tenants who need to transfer because their landlord, Andium Homes or one of the Housing Trusts, requires their current property for refurbishment, redevelopment or disposal will be re-accommodated by their landlord in alternative social housing. Alternatively, they may join the Gateway waiting list should they wish to be considered by all social housing providers. In these circumstances, they will be prioritised in Band 1 of the waiting list[14] (see *Section 9 – Banding*).

9. Banding

9.1. The Affordable Housing Gateway places eligible applicants into one of four bands that categorise priority of need:

- Band 1: Urgent Need
- Band 2: Moderate Need
- Band 3: Low Need
- Band 4: General Need

The detailed criteria for each band are set out in Appendix A.

9.2. Bands 1, 2 and 3 are priority bands for applicants who demonstrate urgent or significant housing needs combined with limited financial resources. To be placed in one of these bands, applicants must have a gross annual household income that does not exceed the following maximum levels:

Number of dependent children	Maximum gross annual income	
	Single applicant	Joint applicant
None	£40,000	£54,000
1 child	£63,800	£71,000
2 children	£78,700	£85,800
3 or more children	£87,700	£94,800
Second parent/grandparent household (two-bedroom property)	£63,800	£71,000

Gross household income limits as of 22 April 2025[15]

9.3. Band 4 applies to applicants who are adequately housed with household incomes above the maximum levels shown above, and/or savings or other capital assets exceeding £80,000. This band ensures that access to social housing remains available to households seeking long-term affordability and housing stability, even if they do not qualify for Bands 1 to 3.

9.4. As Bands 1 to 3 are the highest priority bands, social housing providers are expected to consider all suitable applicants within these bands before moving to Band 4. Social housing providers ensure that potential suitable applicants in the priority bands are identified and considered prior to moving to allocating properties to applicants in Band 4.

[14] Banding priority may be reassessed if an applicant turns down an offer of accommodation assessed by the Gateway to be suitable for their needs.

[15] Gross household income limits are reviewed at least annually to ensure they remain aligned with housing affordability.

9.5. Each application will be assessed by Gateway officers against the banding criteria. In most cases, a single overriding factor determines the band allocated to an applicant. However, the Gateway may exercise discretion where multiple criteria apply in combination and warrant an applicant being placed in a higher band. Supporting documentation from relevant professionals will be required to place the applicant in an appropriate band, and decisions will be formally recorded.

9.6. Once an application has been assessed and placed into an appropriate band, it will be maintained on the waiting list in order of the original application date.

9.7. As an applicant's circumstances are subject to change, their level of housing need may also change. Applicants may be asked to provide updated evidence to confirm ongoing need. Reviews can be undertaken after six months on the waiting list. If evidence of continuing need is not provided, the applicant may be moved to a lower band.

10. Emergency priority

10.1. The Gateway Team Manager may exercise discretion to allocate *emergency priority* to an applicant based on exceptional individual circumstances. Emergency priority applies only where a combination of exceptional health, social, welfare, safety and urgency factors cannot be adequately met within the normal band prioritisation.

10.2. Emergency priority will only be considered for applicants whose circumstances meet the definition of 'roofless' or 'houseless' under the *Homelessness definition framework*[16], and where no suitable alternative accommodation is available. Decisions will be made solely for genuinely exceptional and justifiable reasons, supported by appropriate evidence.

10.3. The decision to allocate emergency priority is discretionary and will be assessed individually based on the information and evidence available to Gateway officers. Applicants granted emergency priority will receive one offer of accommodation. If an applicant unreasonably turns down this offer, their priority will be withdrawn. Emergency priority does not apply to applicants who have deliberately made themselves homeless.

10.4. All decisions to grant emergency priority will be reported to the Minister for Housing to ensure oversight and confirm that the decision falls within the scope of the eligibility criteria.

11. Application process

11.1. The Affordable Housing Gateway will request supporting documents from all applicants such as bank statements, marriage or birth certificates and declarations regarding rental history. Gateway officers may visit applicants at home or invite them to the office to discuss their application in detail.

11.2. If the application relates to a first tenancy or initial experience of living independently, the Gateway will arrange a one-to-one appointment with the applicant. During this meeting, Gateway officers will review the application in detail, confirm eligibility and provide guidance on responsibilities and expectations associated with holding a tenancy. This ensures that applicants are fully informed and prepared before being placed on the waiting list and offered a home.

[16] *Homelessness definition framework* (October 2022). Available at: https://www.gov.je/SiteCollectionDocuments/Home%20and%20community/ Homeless%20Definition.pdf

11.3. If an applicant has a medical condition requiring a specific type of property, the Gateway may request information from a medical professional or specialist or arrange for an assessment to be undertaken by Health and Care Jersey. Where appropriate, the Gateway may seek advice from Occupational Therapists, Children's Social Care Service, Jersey Police, Family Nursing and Home Care, or other professionals and relevant agencies.

11.4. The Gateway reserves the right to decline an application and refer applicants to alternative services, such as the Partnership Pathway managed by Andium Homes, where it determines that support from another agency would better meet their needs. Applicants will be provided with guidance on these alternative options.

11.5. If an application for social housing or a request to transfer is declined because it does not meet the eligibility criteria, the applicant will be informed of the decision and the reasons explained. Applicants may request a review of a decision (see *Section 17 – Right of appeal*). Every application is considered individually and exceptional or mitigating circumstances will be taken into account upon request.

11.6. Existing social housing tenants seeking a transfer to another property are considered alongside new applicants on the Gateway waiting list. Tenants should review their current tenancy agreement to understand their obligations regarding the condition in which they are expected to leave their current property before transferring homes. A tenant must ensure their rent account is clear of any arrears for at least six months before a transfer can be approved.

11.7. Only the immediate family of an applicant will be included as part of the household when applying through the Gateway. Immediate family includes the main applicant, their spouse or partner and their children.

11.8. If an applicant lives with someone who would not normally be defined as immediate family (e.g., for care or support reasons), they should submit their application and then discuss their circumstances with Gateway officers. Where a health need exists for the applicant to live with someone not in their immediate family, supporting evidence from a medical professional or specialist will be required.

12. Accommodation

12.1. During the assessment process, Gateway officers will discuss the size of property an applicant is eligible for. Ordinarily:

(a) Single applicants and couples will be assessed as needing a studio/bedsit or one-bedroom property[17].

(b) Families will be offered a home that best meets their needs, and in the case of separated families, in accordance with the supplementary eligibility criteria outlined in Section 6 of the eligibility criteria.

12.2. It is not generally possible to allow a separate bedroom for each child. An appropriate level of sharing is expected as follows:

(a) One bedroom for the parent(s).

(b) No more than two children are expected to share one bedroom, regardless of age or gender.

[17] Income Support will only pay a bedsit rate in some cases. Please refer to Income Support rules for housing component.

(c) Two children of the same gender, with no more than a five year age gap, are expected to share a bedroom unless a medical condition prevents them from sharing a bedroom. Written evidence from a medical professional or specialist will be required.

(d) Children of different genders, where the elder child is aged five or older, qualify for separate bedrooms.

(e) Additional bedrooms may be allocated for medical reasons, supported by written evidence from a medical professional or specialist.

12.3. Applicants who believe their circumstances fall outside these criteria should raise this with Gateway officers during the assessment process. Supporting information from relevant professionals will be required where appropriate.

12.4. Properties allocated are generally let unfurnished, without carpets, curtains, white goods etc. Applicants should consider these potential costs when budgeting for their move. In some cases, assistance is available through an Income Support loan, repayable on an affordable weekly basis. Applicants who believe they will require this assistance should confirm their eligibility with Income Support before accepting an offer of accommodation to avoid financial difficulties.

13. Exceptions

13.1. It is recognised that some applicants may not strictly meet the eligibility criteria but demonstrate a genuine need to access social housing, transfer to another property or be placed in a higher band. Where an Affordable Housing Gateway officer believes exceptional circumstances exist, the application may proceed outside the standard criteria, subject to confirmation by the Minister for Housing or a senior officer acting under delegated authority.

13.2. Examples of possible exceptions include applicants whose household income exceeds the maximum gross income limits and who would normally be placed in Band 4, but who may be considered for placement in a higher band (Bands 1 to 3) where they:

- Incur significant childcare costs for children under school age.
- Provide a letter from their employer confirming their income will be reduced below the applicable income limit upon returning from parental leave.

13.3. Exceptional decisions will be kept to a minimum to uphold fairness and consistency for all applicants. The Minister will review all exceptional decisions taken outside the eligibility criteria and consider whether updates or amendments to the criteria are required as part of the annual review.

14. Offers of accommodation

14.1. Once an applicant has been accepted onto the Affordable Housing Gateway waiting list and assigned a Gateway number, they will be considered by Andium Homes and the Housing Trusts when allocating vacant properties. Applicants will be contacted directly by a social housing provider when a property that best meets their needs becomes available.

14.2. There are five social housing providers in Jersey that allocate properties through the Gateway (see Appendix B). Each provider has its own allocation policies:

- The largest provider, Andium Homes, works closely with the Housing Advice Service and Gateway to assist those in urgent need. Otherwise, Andium allocates properties in priority order to applicants in the highest band who have waited the longest and 'best fit' the property. Andium will contact applicants directly when a property becomes available that meets their needs.

- The other social housing providers are the Housing Trusts. They operate independently of government, manage their own housing stock and apply their own allocation policies. The Trusts use a 'best fit' model: when a property becomes available, their representatives access the waiting list to identify the applicant whose needs best match the property and who is deemed to be in greatest need.

14.3. Applicants should not turn down a property assessed by the Gateway as appropriate for their needs without good reason. If the Gateway does not consider the reason to be justifiable, the applicant may be removed from the waiting list or moved to a lower band. This rule also applies to existing social housing tenants seeking a transfer to another property.

14.4. Applicants should make every effort to maintain their current accommodation until they have secured a home through a social housing provider. For example:

- If an existing lease is about to expire, an applicant should ask the landlord if an extension is possible.

- If an applicant is facing eviction, they should inform their landlord and the Court that they are registered for social housing and request a delay in the eviction process.

For advice on tenants' rights and protections, applicants can contact Citizens Advice Jersey[18]:

- Telephone: 01534 724942
- Email: advice@cab.org.je

14.5. Under the social housing rent policy, rents are set up to 80% of market equivalent value for each property. If an applicant cannot afford the rent, they should contact Employment, Social Security and Housing to check eligibility for Income Support for the size/type of property they are registered for. This advice should be sought before accepting an offer to prevent financial difficulties or rent arrears.

15. Changes in circumstances

15.1. Applicants and existing tenants must notify the Affordable Housing Gateway immediately of any significant changes to their circumstances. Examples include:

- Change of address
- Significant change in medical condition
- Threat of homelessness
- Increase or decrease (actual or anticipated) in household size
- Change in relationship or marital status
- Increase in income beyond the gross household income limits (see *Section 9 – Banding*)
- Support from an agency that could make the applicant eligible for social housing through the Partnership Pathway
- Acquisition or inheritance of property
- Substantial increase in savings (see *Section 6.10. – Supplementary eligibility criteria*)

[18] Citizens Advice Jersey: https://www.citizensadvice.je/

- Addition of new pets

15.2. Applicants must provide supporting evidence for any reassessment. The band allocated to an application and, as a result, the waiting time may change depending on their circumstances:

- If an applicant moves into a higher band, the application date will be the date on which the applicant first notified the Gateway (or submitted evidence) of the change.

- If an applicant moves into a lower band, the application date will revert to the original date of their Gateway application.

15.3. Applications are generally reviewed by the Gateway annually. An update form will be sent to applicants to capture any change in circumstances.

15.4. Failure to notify the Gateway of a significant change in circumstances may result in the cancellation of the application.

15.5. Some of the above criteria may also apply to existing social housing tenants seeking a transfer to another property. Tenants should notify the Gateway and provide evidence as required. The Gateway will assess what is appropriate on a case-by-case basis.

16. Standards of behaviour

16.1. Applicants who deliberately provide false information, or withhold information that could materially affect their application, may have their application cancelled or removed from the Affordable Housing Gateway waiting list.

16.2. Social housing providers and their tenants have a right to expect certain standards of behaviour. The Gateway and providers will consider any evidence of unacceptable behaviour by an applicant or household member(s) that indicates they may not be able to comply with tenancy obligations. This could result in the removal of the applicant from the waiting list.

16.3. For existing tenants, social housing providers have the right not to offer a new tenancy on the grounds of unacceptable behaviour.

16.4. Unacceptable behaviour applies to both current and former tenancies, regardless of the landlord, when the behaviour occurred or the type of tenancy held. Examples include but are not limited to:

- Causing deliberate damage to a property.

- Causing anti-social behaviour such as nuisance to neighbours, discriminatory behaviour, harassment, violence or intimidation towards the community or housing staff.

- Providing false information to the Gateway or social housing providers or contriving personal circumstances to improve banding.

- Serious or unresolved rent arrears.

- Eviction from hostel or temporary accommodation.

16.5. Applicants disqualified from social housing on behavioural grounds, or former tenants whose leases were not renewed, will not be allowed to reapply to the Gateway for a minimum of 12

months. In exceptional circumstances, Gateway officers may exercise discretion, subject to approval by a senior officer acting under delegated authority from the Minister for Housing or, in rare cases, by the Minister.

16.6. Acceptance onto the waiting list does not guarantee the offer of a home from a social housing provider. Social housing providers will undertake their own assessment of risk and determine, on that basis, whether or not to offer a tenancy.

16.7. During the disqualification period, applicants or former tenants must demonstrate that they are able to conduct themselves responsibly. For serious rent arrears (from any type of tenancy), the individual must enter into an agreed repayment plan and adhere to it for at least six months.

17. Right of appeal

17.1. Applicants and existing social housing tenants have the right to request a review of any decision made under these eligibility criteria that they do not agree with[19]. Examples include:

- Rejection of an application for social housing or a request to transfer on grounds of not meeting eligibility criteria.
- Allocation by the Affordable Housing Gateway to a band that the applicant considers inappropriate.
- Cancellation of an application for any reason, including those set out in Sections 15 and 16.
- Circumstances where an applicant believes that an exception should be considered (see *Section 13 – Exceptions*).

17.2. A review must be requested within 28 days of the Gateway's decision and must include the reason for the review.

17.3. Requests should be submitted in writing to the Gateway. Contact details are provided in Appendix B. All requests will be reviewed by a more senior officer within Employment, Social Security and Housing. Where a decision falls outside Gateway criteria, it will be considered by an officer acting under delegated authority from the Minister for Housing, or by the Minister.

[19] The Gateway appeals process does not apply to social housing providers who each have their own review procedures concerning allocation decisions.

Appendix A – Social housing bands

Social housing bands		
Band	**Priority**	**Types of applicant**
1 – Urgent	**Highest**	Applicants with an immediate and high priority need, including: **(a) Homeless or at risk of homelessness** • Rough sleeping. • Living in non-permanent accommodation or about to face these circumstances. • Of no fixed address with no choice but to rely on the goodwill of others for somewhere to live. • Sofa surfing – frequently having to change address. This is distinct from living with friends or relatives. • No right to stay in current accommodation – e.g. staying with friends or family. ▪ Staying in hostel or shelter type accommodation. ▪ Under eviction notice (Court Order in place) through no fault of the applicant. • Living in tied accommodation linked to employment, where that employment has come to an end. **(b) Urgent medical need** • Unable to live in or return to current accommodation due to an urgent medical condition(s). Written confirmation from appropriate health professional required. **(c) Forced to live apart from family because current accommodation unsuitable**. **(d) Present accommodation subject to serious overcrowding**. **(e) Either serving or former members of the UK Armed Forces**. **(f) Social housing transfers**: • Existing tenant elects to downsize to address under-occupation and better meet housing needs. • Existing social housing tenant required to transfer imminently because the property is required for

		significant repair work, refurbishment, redevelopment or disposal. **(g) Social and welfare needs** • Safeguarding concerns (e.g., domestic abuse) or other risks to personal safety supported by evidence from appropriate authorities. • Requiring multi-agency support. This referral process falls within the Partnership Pathway Housing Band, which is managed by Andium Homes. Applicants in this band are classed as Band 1 on the Gateway.
2 – Moderate	**Medium**	Applicants with moderate housing needs, including: **(a) Moderate overcrowding** – e.g., opposite gender children sharing a room if there is an age gap of five or more years, or more than two children sharing one bedroom. **(b) Poor housing standards in current accommodation**. **(c) Current accommodation unsuitable for ongoing medical condition or disability need**, supported by confirmation from appropriate health professional.
3 – Low	**Lower**	Applicants who are adequately housed but unable to afford rent without financial assistance.
4 – General	**Lowest**	Applicants with household incomes above the maximum gross annual income limits and/or savings or other capital assets exceeding £80,000. This band ensures access to social housing for households seeking long-term affordability and housing stability, even if they do not have a priority need that would place them in Bands 1 to 3.

Appendix B – Affordable Housing Gateway and social housing provider information

You can contact the Affordable Housing Gateway and the social housing providers at the following addresses:

Affordable Housing Gateway	
Phone number	01534 444444 (option 5)
Address	Employment, Social Security and Housing Union Street St. Helier, JE2 3DN
Email	s.housinggateway@gov.je
Website	https://www.gov.je/Home/RentingBuying/ApplicationAllocation/Pages/HowToApply.aspx

Andium Homes Limited	
Phone number	01534 500700
Address	33-35 Don Street St. Helier, JE2 4QT
Website	www.andiumhomes.je

Christians Together in Jersey Housing Trust (CTJ)	
Phone number	01534 880880
Address	Maillard & Co 31-33 New Street St. Helier, JE2 3RA
Website	www.ctjhousingtrust.org.je

F.B. Cottages Housing Trust / Clos de Paradis Housing Trust	
Phone number	01534 880880
Address	Maillard & Co 31-33 New Street St. Helier, JE2 3RA
Website	N/A

Jersey Homes Trust	
Phone number	01534 750200
Address	Brunel Chambers Devonshire Place St. Helier Jersey, JE2 3RD
Website	www.jerseyhomestrust.org.je

Les Vaux Housing Trust	
Phone number	01534 880880
Address	Maillard & Co 31-33 New Street St. Helier, JE2 3RA
Website	www.lesvauxhousingtrust.org.je