Lewisham Housing Services

DRAFT Traveller Pitch Allocation Policy

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1. Purpose and context

1.1 Local authorities have a legal duty under Section 8 of the Housing Act 1985, as amended by Section 124 of the Housing and Planning Act 2016, to consider the needs of 'people residing in or resorting to their district with respect to the provision of sites on which caravans can be stationed'.

1.2 In 2015, Lewisham Council commissioned a Gypsy and Traveller Accommodation Assessment, which identified a need for six pitches in the borough up to 2031. Pool Court in Catford provides seven pitches for Traveller households, helping to meet this identified need for culturally appropriate accommodation in the borough.

1.3 Since then, planning policy has evolved. The Draft London Plan, published in July 2026, expects all London boroughs to adopt Gypsy and Traveller pitch targets and sets a 10-year target of 12 pitches for Lewisham for the period to 2036-37.

1.4 This Traveller Pitch Allocation Policy sets out a fair, transparent and consistent approach to allocating these pitches.

1.5 The primary purpose of the pitches is to provide culturally appropriate accommodation for households from a Traveller background. As the number of applicants may exceed the number of available pitches, this Policy sets out who is eligible to apply and how eligible applicants will be prioritised.

1.6 The primary consideration when allocating pitches is an applicant's need for culturally appropriate Traveller accommodation. Where applicants are eligible, their housing circumstances, including homelessness, medical and welfare needs, and connection to

Lewisham, will be considered through the priority banding system to determine their relative priority for a pitch.

1.7 This Traveller Pitch Allocation Policy is distinct from the council's wider arrangements for meeting general and urgent housing needs. Eligible applicants who are homeless or require urgent housing assistance but are not from a Traveller background, will be supported through the council's homelessness duties and Housing Allocation Policy, as appropriate. The purpose of this Policy is specifically to determine access and priority for the limited supply of culturally appropriate Traveller pitches.

1.8 The objectives of this Policy are to:

- ensure pitches are allocated fairly, transparently and consistently;
- ensure that the specific need for culturally appropriate Traveller accommodation is central to allocation decisions;
- provide a clear framework for allocating pitches when they become available; and
- support a safe and sustainable Traveller community in Lewisham.

2. Definitions

2.1 **Gypsy and Traveller**[1]: For the purposes of this Policy, this means persons of nomadic habit of life whatever their race or origin, including such persons who on the grounds only of their own or their family's or dependents' educational or health needs or old age have ceased to travel temporarily and permanently, but excluding members of an organised group of travelling showpeople or circus people travelling together as such. Throughout this Policy, the terms "Traveller" and "from a Traveller background" are used inclusively to refer to people from the different travelling communities covered by this definition.

2.2 **Gypsy and Traveller site**: For the purposes of this Policy, this refers to land that is used for the stationing of caravans occupied by Traveller households to be used as their main residence. A site is made of up several individual pitches. Lewisham currently has one such site- Pool Court in Catford.

2.3 **Pitch**: For the purposes of this Policy, a pitch is a designated area within a Gypsy and Traveller site (defined above) that is allocated to a household for the stationing of caravan/caravans. A pitch includes associated facilities provided for the household, including a utility block containing kitchen, shower and bathroom facilities, and waste facilities such as bin storage.

2.4 **Nomadic way of life**: For the purposes of this Policy this refers to a lifestyle characterised by travelling or moving between different locations as part of a cultural tradition of nomadism or caravan living.

[1] As defined by gov in: Planning policy for traveller sites - GOV.UK

2.5 **Culturally unsuitable accommodation**: For the purposes of this Policy, this refers to accommodation that does not enable a Traveller household to maintain and practice a cultural and/or nomadic way of life. This includes living in conventional bricks-and-mortar housing that may be having a significant impact on their cultural identity and ability to maintain a traditional way of life.

3. Overview

3.1. This Policy outlines how Lewisham Council allocates pitches to households from a Traveller background. It sets out who can apply for a pitch, who may be ineligible or disqualified from applying, and how applications will be assessed and prioritised. The policy aims to ensure that pitches are allocated fairly, consistently and transparently.

3.2. Individuals wishing to apply for a pitch must complete an application form and provide the information and evidence requested by the council. Applications will be assessed against the eligibility and qualification criteria set out in this policy.

3.3. To be eligible to apply for a pitch, an applicant must:

- from a Traveller background and meet the definition of Gypsy and Traveller set out in this Policy at 2.1;
- Be aged 16 or over (although applicants aged 16 or 17 will not be offered a pitch until they are 18);
- Not be subject to any immigration restrictions that would make them ineligible to apply for a pitch.

3.4. This Policy will create a Waiting List for pitches with allocations based on the priority banding principles outlined in section 6.

3.5. Eligible applicants will be placed into one of three priority bands based on the urgency of their housing need. The three bands are:

- Band 1 - High Priority:
- Band 2 - Medium Priority
- Band 3 - Low Priority

3.6. When a pitch becomes available, it will normally be offered to the applicant with the highest priority.

3.7. When we use the terms ‘we’, ‘our’ and ‘us’ in this Policy we are referring to Lewisham Council.

4. Applying for a pitch

Who can apply for a pitch?

4.1. Applications for a Lewisham Council pitch will only be considered if you are:

- from a Traveller background and meet the definition of Gypsy and Traveller set

out in this Policy at 2.1 (this may be evidenced through self-identification)
- aged sixteen or over. However, if you are aged 16 or 17, you can apply for a pitch, but you will not be offered one until you are 18 years old.

Ineligible because of immigration status

4.2. You will be ineligible to apply for a pitch if you are subject to immigration control and do not have permission to be in the UK, or if your immigration status does not allow you to benefit from government help.

4.3. The Government says that in general we cannot allocate housing to persons who need leave to enter or remain in the UK – and this applies to all persons except British citizens and persons with a right to reside in the UK under European law.

Eligibility exemption – Evacuated British Nationals

4.4. In line with emergency statutory regulations effective from 18 July 2025, Lewisham Council treats British nationals and otherwise eligible persons evacuated from countries or territories affected by a recognised crisis or conflict as exempt from the Habitual Residence Test (HRT).

4.5. This exemption applies where:
- You were evacuated from a country where the UK Government advised nationals to leave or arranged evacuation, and
- The application for assistance is submitted within 6 months of the official advice to leave or evacuation date.

4.6. Eligible evacuees must still meet all other qualification and eligibility criteria, unless otherwise exempt.

Disqualification criteria

4.7. We have identified certain groups of applicants to whom we will not normally allocate housing. Such applicants are either disqualified from being on the Waiting List or are disqualified from receiving an offer (although they are allowed to be on the Waiting List). We believe this is a fair approach, given the limited number of pitches in the borough and the need to ensure that the council can allocate them fairly.

4.8. The council considers that the factors set out in the grounds for disqualification below will ordinarily outweigh any priority to which an applicant is entitled.

4.9. We will disqualify applications for two years where false information has been supplied in connection with the application.

4.10. The effect of being disqualified from the Waiting List is that your application will be cancelled. If the reason for your disqualification is permanent, or the circumstances that

led to your disqualification have not changed, you will remain disqualified and cannot reapply.

4.11. Where you are disqualified for a specified period, you may reapply once that period has ended, provided the reason for the disqualification no longer applies or you can evidence a relevant change in your circumstances. If you reapply, this will be treated as a new application, and your application date will be the date on which you reapply.

4.12. If you are disqualified but another person in your household qualifies, they may be able to join the Waiting List. The council may grant a joint licence agreement to you and that other household member, but we would normally allocate joint licence agreements only to the applicant and their spouse or civil partner.

4.13. Further details on disqualification from receiving an offer are provided below from section 4.14 onwards.

If you can meet your own accommodation needs

4.14. You may be disqualified from the Waiting List if you or a member of your household have access to suitable and lawful culturally appropriate accommodation (such as a privately owned or rented pitch) that you can afford or if you own a house (or a plot of land that can be used for your caravan).

4.15. If you meet the criteria listed above in 4.14, you may apply for a pitch if your circumstances are about to change and you may no longer be able to afford living on a pitch privately.

4.16. We will also disqualify your application for a period of six months from the date of our decision if we are satisfied that you, or a member of your household has deliberately foregone income or disposed of savings, properties or other assets for the purpose of pursuing an application for a pitch.

Disqualification from an offer for rent arrears

4.17. It is a policy of the council to reduce the amount of rent arrears owed by council occupants and tenants of our Partner Landlords. If you or a member of your household owes the council or one of our Partner Landlords either current or former tenant rent arrears, you can apply to join the Waiting List, but the rent account balance must be zero before any offer of a pitch will be made.

4.18. The council's view is that the rent arrears will generally outweigh any priority for rehousing you may have. You will not be able to receive offers while you are in rent arrears, unless an offer is allowed on an exceptional basis.

4.19. If you feel your rent account is incorrect or your level of arrears has changed, you should contact your landlord to review this, and you will need to submit clear evidence to satisfy us as to the correct level of arrears. No offer of a pitch will be held or made

whilst you complete your enquiries.

Unacceptable behaviour

4.20. If you or any member of your household has been guilty of behaviour within the last two years serious enough for a local authority or Housing Association landlord to have obtained a possession order, you will normally be disqualified from the Waiting List.

4.21. Your behaviour or the behaviour of a member of your household must have been sufficiently serious for us to consider that you are unsuitable to be allocated a pitch. Examples of the types of behaviours the council deems unacceptable include:

- Having been previously evicted due to anti-social behaviour
- Threat of, or actual violence, against anyone
- Perpetrators of domestic violence
- History of serious deterioration of property, whether owned by the council, a housing association of a private landlord, resulting from the actions of yourself or your household.

4.22. If you have a demoted tenancy with the council, because your secure tenancy has been ended due to you, or a member of your household, causing anti-social behaviour, you will not normally qualify. However, in either case you can seek to persuade the council that in the particular circumstances of your case you are suitable to apply for rehousing despite the unacceptable behaviour. You can re-join the Waiting List following a demotion order when your secure tenancy is reinstated. However, your application date will be the date you reapply.

Reinstatement in exceptional cases

4.23. In exceptional cases, the council will reinstate a disqualified application despite the existence of one or more grounds of disqualification or make an offer to an applicant disqualified from receiving an offer despite the existence of rent arrears.

4.24. In order to be reinstated, an applicant must apply in writing using the contact details provided in 7.43. The Head of Housing Needs and Refugee Services will decide whether to reinstate your application or allow an offer to be made. They will only do so where they are satisfied that exceptional circumstances justify this.

4.25. The effect of a decision to reinstate a disqualified application on the grounds of exceptional hardship will be that the application is treated as having been made on the date it was originally made, not the date on which it was reinstated.

Incomplete housing applications

4.26. If an application is not completed within 16 weeks of initial entry it will be deleted from the Waiting List and applicants will need to submit a new application.

What happens if you are ineligible or disqualified from the Waiting List?

4.27. If we decide that you are not eligible or disqualified from the Waiting List, we will tell you why. You can ask us to review this decision. How we carry out a review of a decision is detailed below in section 7.30 onwards.

5. Who can be included on your application?

5.2. We normally refer to the other persons included on an application as your "household".

5.3. For all applicants, you can include within your household only members of your immediate family who are normally resident with you, or who would normally live with you but cannot do so because your accommodation is not suitable for them, and other people who have a welfare need to live with you.

5.4. We will take the size of your household into consideration when we allocate pitches.

5.5. Immediate family means the main applicant, their spouse, civil partner or long-term partner (including same sex partners), and their children, except where those children are living with a partner (whether married or not) or have their own children. It does not include your or your partner's: parents, grandparents, brothers, sisters, aunts, uncles, grandchildren, nieces or nephews, cousins, friends or lodgers.

5.6. Other people who have a welfare need to live with you means people who we do not include within our definition of "immediate family" but who need to live with you in order to give or to receive care or support from you or a member of your immediate family.

5.7. People who live with you and fit into one of the above categories, but who are ineligible (because they are subject to immigration control) means people who are part of your household but are ineligible for an allocation. They may be considered as part of your household in terms of determining the size of your household and the appropriateness of a pitch allocation but cannot be granted a pitch licence agreement. One or more members of your household cannot be assessed as having priority under this Policy if they do not first meet the eligibility criteria outlined section 4. If they do not meet the outlined eligibility criteria, any priority criteria they might meet will not be considered when determining the overall priority of your household.

What happens to other people currently living with me?

5.8. You can continue to allow other people to live with you, if you choose to do so, unless by doing so you are making your home statutorily overcrowded or are breaking the terms of your licence agreement or another legal duty. However, we will not take those people into account when assessing an application. This may mean that your home is overcrowded, but we do not assess you as being overcrowded under the terms of our policy.

Family Members who are currently living elsewhere

5.9. If you are applying to include family members or other persons who are living abroad,

we will not include those living abroad in your household. They will not be considered for inclusion within your household until they have arrived in the UK.

5.10. If you are applying to be reunited with family members living elsewhere in the UK (anywhere outside of Lewisham), we will consider including them within your household in accordance with the above criteria. You should also consider applying to be rehoused where they live, especially if the demand for housing is lower there.

5.11. If you share the residence or care of children with someone else (for example, under a shared residence order or contact order), we will only include the children as part of your household if you are the main care provider. We will decide who the main care provider in the first instance is by looking at who is paid child benefit or tax credits and who the children stay with for the most nights each week. If this information is inconclusive, we will consider the wider circumstances of the case. Only one parent can qualify as the main care provider for a child.

6. Priority bands

6.2. If you are eligible and your application is not disqualified, you may make an application for a pitch.

6.3. Your application will be assessed according to the information and evidence provided and you will be placed into a Priority Band.

6.4. One of more members of your household cannot be assessed as having priority under this Policy if they do not first meet the eligibility criteria outlined section 4. If they do not meet the outlined eligibility criteria, any priority criteria they might meet will not be considered when determining the overall priority of your household.

Summary of priority bands

6.5. The below provides an overview of the Priority Bands and the rehousing reasons within each band.

6.6. The higher the Band, the quicker an applicant can expect to be offered a pitch to move into. In general, we can only offer pitches to those in the greatest need. This means that some applicants have more priority than others.

6.7. Band 1: High Priority

You belong to the Traveller community and you meet one or more of the below criteria:

- Are statutory homeless and/or living in temporary accommodation that is culturally unsuitable[2]

[2] For the purposes of this policy, this refers to accommodation that does not enable a household from a Traveller background to maintain and practice a cultural and/or nomadic way of life. This includes living in conventional bricks-and-mortar housing that may be having a significant impact on their cultural identity and ability to maintain a traditional way of life.

- Have a serious medical condition and/or serious welfare challenges, as defined in the table below.
- Have a strong connection to Lewisham, including having close family and/or caring needs in the borough.
- Are overcrowded on existing Lewisham Traveller pitches

Priority reason	**Detail**
Statutory homeless and/or living in temporary accommodation that is culturally unsuitable	• You are currently homeless in line with Part VII of the Housing Act 1996, as amended and want to move to a pitch as your offer of accommodation in discharge of the homeless duty.
Serious medical condition related to living in culturally unsuitable accommodation	• You have a high medical priority as recommended by the council's Medical Advisors. The Medical Advisors will only recommend High Priority where they are satisfied that you or another member of your household has an urgent need for rehousing because: o You/they have a medical condition or disability which is assessed as affecting your/their health or well-being very severely; and o because of (or in combination with) that medical condition or disability, your/their present housing circumstances are having a substantial effect on your/their health or well-being.
Serious welfare challenges related to living in culturally unsuitable accommodation	• You need to move due to domestic abuse/ actual violence or threats of violence/ extreme harassment / intimidation / hate crime. This may include where a move is necessary to protect a witness to criminal acts. • You are living in unsatisfactory housing (including mobile homes) lacking basic facilities, without access to a kitchen, bathroom, or hot and cold-water supplies. • Your property in disrepair or unfit for occupation and is subject to a Prohibition Order
Have a strong connection to	• You have exceptional circumstances

Lewisham, including having close family and/or caring needs in the borough	where the health care is unique to a specific health service in Lewisham and cannot be provided elsewhere, including in the area where you currently live. • You need to move to give or receive support to an existing pitch resident or family member living in Lewisham.
Overcrowded on existing Lewisham pitches	• You are an existing resident of a Lewisham provided pitch and are statutory overcrowded.

6.8. Band 2: Medium Priority

You belong to the Traveller community and you meet one or more of the below criteria:

- Are living in stable, but culturally unsuitable housing, which is having a negative impact on you or your household's welfare
- Have a medical need in Lewisham
- Have a connection to Lewisham through school or work

Priority reason	**Detail**
Are living in stable, but culturally unsuitable housing, which is having a negative impact on you or your household's welfare	• You are living in insanitary housing, or your accommodation is in disrepair, but the conditions do not posing an immediate or serious risk to health. • You, or someone in your household, have moderate welfare needs (such as threat of violence, harassment, etc) including a combination of needs, and the need to move accommodation is supported by social services, the police or other such organisation.
Have a medical need in Lewisham	• You have a medical priority as recommended by the council's Medical Advisors. The Medical Advisors will only recommend medical priority where they are satisfied that you or another member of your household has a need for rehousing because you/they have a medical condition or disability which is assessed as seriously affecting your/their health or well-being.
Have a connection to Lewisham through school or work	• You or a member of your household works

	in Lewisham. • One or more children in your household attend school in Lewisham.

6.9. Band 3: Low Priority

You belong to the Traveller community and you meet one or more of the below criteria:

- Are living in housing that is stable, still culturally unsuitable but with no immediate vulnerability or urgent needs
- Have no connection to Lewisham

Priority reason	Detail
Are living in housing that is stable, still culturally unsuitable but with no immediate vulnerability or urgent needs	• You have no urgent housing need
Have no connection to Lewisham	• You have never lived in Lewisham and have no close relatives who have lived here for the past 5 years.

7. How the Policy is applied

How can you apply to join the Waiting List?

7.2. To join the Waiting List, you must go through the application process set out below. This is to ensure that we have the necessary information to determine your eligibility, assess your application status, prioritise your housing needs, and maintain a consistent evaluation for all applicants.

7.3. You can complete the application by:

- Completing an online at XXXX
- Sending a completed application form by post to:

  London Borough of Lewisham,
  Laurence House,
  1 Catford Road,
  SE6 4RU
- By phone at 0808 178 0939

7.4. If you are an existing tenant in a home owned and managed by Lewisham Council or a tenant of one of the social providers in the Lewisham FindYourHome Partnership you will need to fill out an online transfer form. You can find this on our website at Lewisham FindYourHome – Login.

7.5. More information on the type of evidence we require is outlined on the application form.

We may ask you for evidence when you register or at any point after your application has been registered. We will check whether the information and evidence we have is up to date before any offer of a pitch is able to proceed. As outlined in section 4.2. applicants will be able to self-identify as being from the Gypsy and Traveller community.

7.6. You must answer the questions on the form fully and ensure that you provide any evidence requested.

7.7. If you need to live with people outside of your immediate family to give or receive care or support, you must explain in your application why it is necessary for you to do so. We will seek evidence of the need for care or support, such as being in receipt of a carer's allowance. If there is a need for you to live with someone, we can ask the Medical Advisors to assess this.

7.8. You may be asked to complete a Medical Form if your application gives rise to medical issues.

Telling the truth

7.9. You must tell the truth. It is an offence to obtain, or attempt to obtain, a pitch by deception. Section 171 of the Housing Act 1996 makes it an offence to knowingly withhold information that we reasonably require to assess your application, or knowingly or recklessly to provide false information in connection your application. We will take appropriate action against anyone who gains a pitch through knowingly providing false information. This may mean you lose your pitch.

7.10. If you provide false information and we discover this before you have obtained a pitch, we will cancel your application, disqualify you from the Waiting List for a period of 2 years, and you may be liable to prosecution.

Use of the information you supply

7.11. Please see the following relevant privacy notices to see how the information you supply in line with your application may be used/shared:

- Lewisham Council – Privacy statement
- Lewisham Council – Housing and Refugee Service (Allocations and Lettings)
- Lewisham Council – Privacy notice – Housing and Refugee Service (Housing Options Centre)

Processing your application

7.12. There are two stages to verifying your housing application:

- **1st stage**: We will begin processing your application once we have received all the required information. After we've assessed your application, we'll tell you which Priority Band you're in and confirm your Priority Date. Your Priority Date is the date the council confirms you meet the eligibility and statutory criteria for housing. This will also depend on you providing all necessary

documents and the council completing any required assessments or checks.
    - If your circumstances change, or you provide new information, this may result in a change to your Band or Priority Date.
- **2nd stage**: Before you can receive any offer of a pitch, you'll need to provide additional evidence to support your housing application (this stage only applies to applications made under Part VI of the Housing Act 1996). It's your responsibility to ensure that the required information and evidence is provided in full and within a reasonable timeframe (usually 3 working days if requested at offer stage).

7.13. Failure to provide the requested information and evidence in time may result in you not receiving an offer of a pitch, or any offer that has been made being withdrawn. Your application will remain suspended until you provide us with the information and evidence that we have requested.

7.14. If you have requested priority on medical grounds, your initial priority may be amended later, depending on the outcome of the assessment or the decision of the appropriate officer.

7.15. If you do not agree with our decisions, you may ask for a review. The process for doing so is explained in section 7.30 below.

Keeping your application up to date

7.16. It is your responsibility to keep your housing application up to date if your circumstances change. For example, if you have a baby, a partner moves onto your pitch, someone who lived with you moves out of your pitch or you change your address, telephone or email address, you are required to inform the council about this and to provide supporting evidence.

7.17. You will need to review your application and re-register on the Waiting List every 3 years. We will send a reminder to your registered e-mail address to do this. If you do not review and re- register, this may result in you not receiving offers of pitches, or any offer that has been made being withdrawn. Your application will remain suspended until you provide us with the information and evidence that we have requested and if you fail to confirm that you still wish to proceed with your application, we will cancel it. If you wish to re-join the Waiting List, you will need to submit a new application, which will be reassessed. Any priority will be based on the date the new application is submitted.

7.18. You should check your spam and/or junk e-mail regularly in case any e-mail reminders are directed to these folders.

Medical assessments

7.19. If your case gives rise to medical issues, you will have to complete a medical form. You should complete a separate form for each person in your household who has a medical need. The Medical Advisor will consider the information on the form along with any

supporting documentation you provide, and may, if they think they need to, contact your GP, other doctors involved in your care, or other health, social care or educational professionals to obtain more information.

7.20. You should not ask your own doctor or other medical professionals or social workers to write to us. Our Medical Advisor will contact them if necessary and ask for the information relevant to your application. Our Medical Advisor will not normally see you or examine you.

7.21. If your case gives rise to medical issues and has been referred for consideration of High Priority, the recommendation of the Medical Advisor will be taken into account.

7.22. The Medical Advisor may recommend High or Medium Priority on medical grounds (see section 6 above for the criteria applied). A decision not to award Priority does not mean you do not have any medical needs, but that the council has assessed your case as not meeting the criteria set out in this policy.

7.23. If you are unhappy with the decision reached as a result of the Medical Advisor's recommendation you may ask for a review. The outcome of this second review will be final.

7.24. If you have additional medical information not considered in the original decision, or your condition changes, you should ask for a reassessment.

How do we decide which Band your application should go into?

7.25. We will assess the relevant circumstances of your case, and place you in the highest band possible, according to our Priority Band criteria outlined in section 6 above.

7.26. The Band you are placed in will reflect the highest priority that you or your household qualify for.

7.27. In exceptional circumstances, the Head of Housing Needs and Refugee Services may in the exercise of their discretion increase the priority awarded to your application based on the exceptional circumstances of your case. They may only do so where this would be in accordance with the objectives and spirit of the Allocation Policy. The Head of Housing Needs and Refugee Services' decision will be final.

How do we decide which application takes priority?

7.28. Where two or more households are awarded the same priority, the pitch will be offered to the households with the strongest connection to the historic Thurston Road Traveller site in Lewisham that closed in 2009. Priority will be awarded to households where the applicant, their partner/spouse and/or parent(s) previously lived on the site, followed by households that can evidence a historic connection to the Thurston Road site through a

close or extended family member who previously lived on the site[3].

7.29. In the absence of any connection to the historic Thurston Road site, where two or more households are awarded the same priority, then the pitch will be offered to the household that has spent the greatest amount of time on the waiting list.

What to do if you disagree with our decisions

7.30. If we make a decision about your housing application that you do not agree with, you can ask for a review within 21 days of the decision being notified to you. Your request should be in writing and should give us as much information as possible. You should write to: housingregisterappeals@lewisham.gov.uk.

7.31. If you need help in making a request, you can contact our officers or other advice centres, such as the Citizen Advice Bureau (0800 231 5453), the London Gypsies and Travellers (info@londongandt.org.uk or at 020 8533 2002), The Traveller Movement (info@travellermovement.org.uk or at 020 7607 2002), Friends, Families and Travellers (fft@gypsy-traveller.org or at 01273 234 777) and/or any other organisations who might be able to assist you in submitting your review.

7.32. We will give you a response as soon as possible and aim to reach a decision within 56 days of receiving your request. We will tell you how we made our decision. A decision will always be reviewed by someone who did not make that decision. We will tell you who has reviewed the decision.

Offer of a pitch

7.33. An offer of a pitch will be made verbally and confirmed in writing, and a viewing will be arranged for the successful applicant within 5 working days of the offer being made. If no response is received within 5 working days, the pitch viewing will then be offered to the next highest priority applicant on the waiting list.

7.34. After the pitch viewing if the offer of a pitch is accepted, a date to meet with a Lewisham Council officer will be arranged. This meeting will be to explain the responsibilities of each party in the Pitch Licence Agreement and will allow the successful applicant to ask any questions they may have. The applicant will then have 3 working days to accept the offer and sign the Pitch Licence Agreement.

7.35. If the offer of the pitch is refused, the pitch will be offered to the next highest priority applicant on the waiting list.

Pitch Licence Agreement

7.36. All successful applicants will be required to sign a Pitch Licence Agreement ahead of moving onto the site. This Licence Agreement is regulated by the Mobile Homes Act

[3] This may include, for example, a grandparent, sibling, aunt, uncle or other extended family member who previously lived on the Thurston Road site.

1983 and sets out the rules governing good conduct of sites, the payments that must be made and advises of breaches and how these will be handled.

7.37. This includes that the licence holder is responsible for the following (this is not an exhaustive list):

- Paying the rent, water rates and other charges connected to the pitch.
- Personally occupying the pitch and not assigning tenancy or allowing any other person into residential occupation or to sleep at the property without our express permission
- Not storing quantities of inflammable materials or gas on the premises, other than may be reasonably required for domestic use.

7.38. The Pitch Licence Agreement must be signed and agreed before moving on to the pitch. In accordance with the Mobile Homes Act 1983, a written statement of the terms applicable to the Pitch Licence Agreement will also be supplied at least 28 days before the agreement is entered into, unless the successful applicant agrees in writing to a shorter period.

7.39. Once a Pitch Licence Agreement is in place, any breaches to it will result in appropriate action being taken against the licence holder, including eviction. Breaches can include non-payment of rent or utilities, criminal activity and anti-social behaviour.

Who can you contact for advice, or to make a complaint?

7.40. If you require any additional support to make an application for any reason (for example if you are elderly, have a learning or other disability, or do not have the ability to read English) we can assist you through the application process.

7.41. We are committed to ensuring that applicants are able to access our services fairly and will consider requests for reasonable adjustments where needed. Examples may include providing information in large print, arranging interpretation or translation services, offering support to complete application forms or communicating in alternative formats to meet your needs.

7.42. If you require additional support or a reasonable adjustment to access the application process, please contact the Housing Register Assessment & Allocations Support Officer who can support you through the application process on 020 8314 7007 or FindYourHomeSupportOfficer@lewisham.gov.uk.

7.43. Further contact details for support can be found below:

Lewisham Council Housing Services:

- Telephone Advice & Applications: Call 0808 178 0939 (Monday to Friday, 9:00 am – 5:00 pm)
- Email: LewishamFindYourHomeApplications@lewisham.gov.uk

Lewisham Council Address:

London Borough of Lewisham,
Laurence House,
1 Catford Road,
SE6 4RU

8. Legislation and regulation

8.2. Relevant legislation and regulation includes, but is not limited to:

- Caravan Sites and Control of Development Act 1960
- The Human Rights Act 1998
- The Equalities Act 2010
- The Mobile Homes Act 2013
- Caravan Sites Act 1986
- Data Protection Act 2018
- The Housing Act 2004
- Housing and Regeneration Act 2008

9. Equality, diversity, and inclusion

9.2. Lewisham is home to people from a wide range of backgrounds, from many communities. This Policy contributes to our aspirations for making Lewisham a good place to live, work and learn for people of all communities.

9.3. **An Equality Analysis Assessment will be completed add details added to this section**

10. Communication and consultation

10.2. **TBC after resident and stakeholder consultation has concluded**

11. Related documents

11.2. Related documents which support and complement this policy include but are not limited to:

- Housing Allocation Policy
- Lewisham Local Plan

12. Reviewing this policy

12.2. Amendments to this policy not reflecting a major change of policy may be made by the Executive Director for Housing in consultation with the Director of Law and Corporate Governance. Such changes will be reported to Members annually.

Housing Services

DRAFT Traveller Pitch Allocation Policy

New Policy: Traveller Pitch Allocation Policy 2027	
Date approved:	**Effective date:**
Next review:	
Approved by:	
Policy owner: Director of Housing Strategy	