

# GLASGOW WEST HOUSING ASSOCIATION

## POLICY

### HOUSING ALLOCATIONS

#### 1.0 INTRODUCTION

- 1.1 Glasgow West Housing Association (GWHA) is a charitable housing association that aims to provide a high standard of affordable housing to rent for those in housing need.
- 1.2 The Association's housing stock consists primarily of two, three and four apartment properties which are either rehabilitated or new build tenemental flats. In addition to the needs of existing tenants and applicants, demographic trends and local circumstances will also be considered in determining future housing provision.

#### 2.0 PERFORMANCE STANDARDS

- 2.1 This policy complies with the Performance Standards effective from 1st April 2002:

##### **GS2.1 Equal Opportunities**

We embrace diversity, promote equal opportunities for all and eliminate unlawful discrimination in all areas of our work.

##### **GS3.2 Complaints and Appeals**

We deal fairly and effectively with anyone wanting to appeal against, or complain about, any of our decisions or activities. We make it clear that they can complain about us to the relevant Ombudsman.

##### **AS1.1 Access to Housing**

We ensure that people have fair and open access to our and assessment process. We work with others to maximise and simplify access routes into our housing.

Date Implemented:	Oct 1998
Date of 1st Review:	Apr 1999
Date of 2 <sup>nd</sup> Review:	Jan/Aug 2001
Date of 3 <sup>rd</sup> Review:	Mar 2002
Date of Next Review:	May 2004

ET17/04/02

**AS1.2 Lettings**

We let houses in a way that gives reasonable preference to those in greatest housing need; makes best use of available stock; maximises choice; and helps to sustain communities.

**AS1.5 Void Management**

We monitor demand for our houses and maximise the use of available housing, keeping empty properties and spaces in our shared accommodation to a minimum. We make sure our properties are of an appropriate lettable standard.

**AS4.2 Partnership Working**

We co-operate with other organisations, and within our own organisation, to ensure that the needs of homeless people are met quickly and appropriately.

**AS4.4 Prevention**

We help to prevent homelessness arising in the first place, and its recurrence when it has occurred.

**AS4.10 Accommodation provision**

We comply with requests from local authorities for accommodation for homeless people, unless we have good reasons for not doing so. We make sure we treat homeless people fairly in terms of the quality of housing and location we offer them.

**3.0 LEGISLATION**

3.1 In the development of the Association's Housing Allocations Policy, the relevant requirements of the undernoted legislation have been considered and fulfilled:

- a) Housing (Scotland) Act 1987
- b) Housing (Scotland) Act 2001
- c) Housing Associations Act 1985 (Section 15)
- d) Race Relations Act 1976
- e) Matrimonial Homes (Family Protection)(Scotland) Act 1981
- f) Sex Discrimination Act 1975
- g) Disability Discrimination Act 1995
- h) Data Protection Act 1998

### **3.2 Section 15**

3.2.1 Under Section 15 of the Housing Associations Act 1985 (as amended), Committee Members, Officers and Employees of the Association cannot put themselves in a position where their duties and personal interests conflict, or may conflict, and they must not benefit in any way from their connections with the Association, except in ways that Section 15 allows.

3.2.2 GWHA has considered the terms of Section 15 and the relevant Scottish Homes Guidance and will:

- a) ask all Applicants for rehousing to indicate whether they are related to a Committee Member, Officer or Employee of the Association
- b) present a report to Committee prior to an allocation being made.

### **3.3 Good Practice**

This policy takes account of good practice in allocations as recommended by the Chartered Institute of Housing, Scottish Federation of Housing Associations and other relevant research agencies.

### **4.0 GWHA AIMS**

4.1 The Housing Allocations Policy meets the following "Aims" as identified in the Association's Internal Management Plan 2002/03.

- No. 3** To demonstrate commitment to equal opportunities in all areas of the Association's activities.
- No. 4** To adopt best practice in all activities and provide a quality service.
- No. 6** To ensure the Association's resources are optimised and used efficiently to deliver the objectives.

### **5.0 POLICY AIMS**

5.1 To allocate the Association's scarce housing resource to those in housing need

5.2 To contribute towards the provision of housing for people with a range of differing needs, with reasonable preference given to homeless people, those living in poor quality and/or overcrowded housing and people with severe medical conditions that could be alleviated by rehousing.

- 5.3 To prepare a Housing Needs Analysis and to adopt a strategy to address, as far as possible, the identified needs of the communities in which the Association operates and the needs of the wider population.
- 5.4 Where practical, to assist the local authority and other local agencies in their housing obligations.
- 5.5 To meet the changing needs of existing tenants thereby creating housing opportunities for others in housing need.
- 5.6 To make best use of the housing stock to achieve and maintain a balanced and stable community that encompasses a range of life and employment experiences and of ages and types of household.

## **6.0 EQUAL OPPORTUNITIES**

### **6.1 General**

- 6.1.1 In pursuing its policy aims the Association will strive to ensure equality of opportunity in the implementation of the Housing Allocations Policy and will not discriminate against any individual on the grounds of race, colour, religion, gender, sexual orientation, disability or age.
- 6.1.2 In line with this commitment, the Association will:
  - a. record and monitor information from all sources of housing applicant to identify trends, and where appropriate, redress imbalances.
  - b. ensure that more than one member of staff is involved in the process of tenant selection and allocation.
- 6.1.3 Positive steps may be required to meet the targets established in each of the undernoted categories, however, all Applicants must still demonstrate housing need as defined by the Association's Housing Allocations Policy.

### **6.2 Ethnic Profiles**

- 6.2.1 From research carried out in 1997, a mismatch was identified in terms of the number of ethnic minority tenants living within the Association's housing stock in comparison to the ethnic profile for the areas in which the Association operates.
- 6.2.2 The Association established targets that aim to address this imbalance within a period of 10 years. The targets are as detailed in Appendix One.

### **6.3 Household Profiles**

- 6.3.1 The Resident Survey carried out in 2001 identified a mismatch (in comparison to Glasgow City) in terms of the number of households consisting of couples with children.
- 6.3.2 Targets, as outlined in Appendix One(A), have been established to address this mismatch within a period of 3 years.

### **6.4 Housing Applicant Profiles**

- 6.4.1 The Housing List Analysis has, for the past two years, identified that very few Applicants over the age of 55 are successfully accessing the Association's Housing List and accommodation.
- 6.4.2 To ensure the effective allocation of amenity properties (which account for around 10% of the Association's housing stock), an "Amenity" Housing List will be maintained.

## **7.0 ACCESS MECHANISMS**

### **General**

The Association will allocate its accommodation via one of the following six categories:

- a) Project/Development Priority (Section 7.1)
- b) Housing List (Section 7.2)
- c) Local Authority Nominations (Section 7.3)
- d) Internal Transfers (Section 7.4)
- e) Referrals (Section 7.5)
- f) HOMES Nominations (Section 8.0)

Allocations will be made in accordance with the quotas noted in Appendix Two. The quotas will be reviewed annually to take account of prevailing housing needs and future projections. The Housing Needs Analysis and the policy outcomes will inform the policy review, quotas and targets.

The onus will always rest with the Applicant to notify the Association of any change in circumstances.

### **7.1 Project/Development Priority**

- 7.1.1 In the first instance, those affected by the Association's immediate development programme (i.e. those who have been temporarily decanted) will have priority in terms of rehousing. Thereafter, tenants of future

development projects will be given priority to reflect the stage in the development programme.

- 7.1.2 Once the needs of the current projects have been met, recourse will be made to GCC Nominations, Housing List Applicants, Transfer Applicants and Referrals in accordance with the quotas adopted.

## **7.2 Housing List**

- 7.2.1 Continuous opportunity is available for Applicants to apply for and be assessed for rehousing.
- 7.2.2 Points thresholds, which are reviewed annually, have been established to reflect the turnover and the demand for the various types of housing. Current points thresholds are as noted at Appendix Three. Applicants who meet the points thresholds will be admitted to the “active” housing lists.
- 7.2.3 Applications will be returned to Applicants who do not meet the points thresholds, however, general details of the Application (e.g. name/address/date of birth/points award) will be held on an “inactive” housing list.

## **7.3 Local Authority Nominations**

- 7.3.1 The Association accepts that it has an important role to play in assisting the Local Authority in discharging its housing obligations.
- 7.3.2 The Association will enter into an annual Nomination Arrangement with GCC that will be subject to GCC meeting the specific criteria laid down by the Association. The Nominations Arrangement will be expected to complement the Association’s aim of achieving a balanced community.
- 7.3.3 Nominations will be requested for 25% of available properties (net of development priority and internal transfers) and the Association will endeavour to achieve 25% allocations from nominations.
- 7.3.4 Allocations will be made to Nominees where housing need is demonstrated and providing the Nominee falls within any of the undernoted categories:
- a) HPU/Hostel Dwellers
  - b) People leaving care establishments
  - c) Couples with Children
  - d) People over the age of 55
- 7.3.5 All other Nominees must compete with the Applicants on GWHA’s Housing and Internal Transfer Lists.

## **7.4 Internal Transfers**

- 7.4.1 When selecting applicants for accommodation, cognisance will be taken of their current and future housing needs. The Association will endeavour to meet such needs within the constraints of the stock available and the demand for that stock.
- 7.4.2 Applications from existing tenants for a transfer to alternative accommodation will be accepted only where there has been a change in circumstances since the commencement of the tenancy and/or where there is housing need that is recognised by the Association's Housing Allocations Policy.
- 7.4.3 Transfer applications will be assessed on the same basis of housing need as other applicants. The Association recognises, however, that existing tenants will have difficulty in competing with external applicants and, in terms of housing need points, may never be priority. To ensure that existing tenants (who fall within the Association's definition of housing need) do have opportunities to move to more appropriate housing, the Association will aim to allocate a proportion of its annual lets to existing GHA tenants.
- 7.4.4 Transfer applications will not be accepted solely on the grounds of preference.
- 7.4.5 Transfer applications will be expected to comply with the Access Criteria outlined at Section 9.0.

### **Homelessness Arising from within GWA Stock**

- 7.4.5 In specific instances and stock permitting, the Association will aim to avoid homelessness arising from amongst its existing households (e.g. domestic violence cases). GWA residents accepted under this category will be pointed as "homeless".

Where the resident in question was party to a GWA joint tenancy or has established occupancy rights, the Applicant will be regarded as an Internal Transfer Applicant. Where the Applicant is not a joint tenant and has not established occupancy rights, the Application will be held on the Housing List.

In all instances, housing advice and assistance will be offered to all GWA residents (or family members) faced with impending homelessness.

## **7.5 Referrals**

- 7.5.1 From its Housing Needs Analysis, GWA will identify and prioritise the particular needs both within its direct area of operation and within the wider

population and will work in partnership with other agencies to support these needs. 5% of mainstream accommodation will be allocated each year via such agencies.

- 7.5.2 If necessary, the Association will seek referrals from organisations such as Margaret Blackwood Housing Association, the Disabled Persons Housing Service, the Social Work Department, etc., in respect of vacant wheelchair accommodation.

## **8.0 EXTERNAL TRANSFERS/EXCHANGES**

### **8.1 Mutual Exchanges**

- 8.1.1 Tenancy exchanges by mutual agreement of GWHA tenants and tenants of other housing associations and local authorities will be considered by GWHA.
- 8.1.2 Exchanges will not generally be permitted where:
- a. the GWHA property is within the Association's immediate development programme (i.e. either on site or due to go on site within a year).
  - b. the Association has reasonable justification that the mutual exchange request results from a financial inducement being offered to one (or both) parties.
- 8.1.3 Permission to exchange will generally be granted where it is demonstrated that:
- a. both parties would benefit from the exchange
  - b. overcrowding would not occur (account may be taken of the constraints on the Association's housing stock and of the household requirements).
  - c. underoccupancy would not occur (account may be taken of medical/social factors presented).
  - d. the tenancy record of the incoming tenant is satisfactory.
  - f. there is compliance with the "Access Criteria" outlined at Section 9.0.
  - e. both parties must intend to permanently reside at the new accommodation. (Further applications to exchange or transfer will not be accepted unless there is a substantial change in the tenant's circumstances.)

## **8.2 H.O.M.E.S.**

GWHA recognise that there will be instances whereby existing tenants will request assistance in securing accommodation outwith the Association's area of operation.

In recognition of this, and to maximise the opportunities for those tenants to be rehoused, the Association will positively promote and publicise both the HOMESWAP and HOMES MOBILITY schemes operated through H.O.M.E.S. (Housing Organisations Mobility Exchange Services).

### **8.2.1 HOMES Mobility**

GWHA will support nominations to other landlords where a Tenant requires to move:

- a. to take up employment beyond reasonable daily travelling distance,
- b. to receive/give support,
- c. social reasons (e.g. domestic violence, harassment, victimisation).

The Association will consider similar nominations from other landlords.

5% of allocations per annum will be made via the HOMES MOBILITY Scheme.

In considering HOMES Mobility nominations, cognisance will be taken of the following factors:

childcare arrangements  
transport systems available  
hours of work  
the applicant's mobility

(This list is not exhaustive).

### **8.2.2 Homeswap**

GWHA will promote the HOMESWAP Scheme (the national exchange scheme) in addition to the mutual exchange system operated within the Association's office.

## **9.0 ACCESS CRITERIA**

### **9.1 Eligibility**

- 9.1.1 Applications will be accepted from all people aged 16 and over. Amenity Applicants must be at least 55 years old and/or suffering a medical ailment that affects their housing requirements.
- 9.1.2 Shared Ownership Applicants must meet the criteria specified within the Shared Ownership Policy.

### **9.2 Access Restrictions**

- 9.2.1 In the undernoted circumstances, GWAHA will restrict access to its housing. In all cases, the Applicant will be notified of the reason for the decision and of the right of appeal.

#### Support Requirements

Where the Association consider that a risk assessment is necessary or that the Applicant requires a structured programme of support in order to sustain an independent tenancy and/or to minimise potential risk to other members of the community, relevant action will be taken to address these issues.

The Association might not accept a Housing Application Form or make an offer of rehousing in instances where a risk assessment is refused and/or where support is refused or is unavailable.

#### Arrears

The existence of arrears will not in itself debar an allocation being made, however, where arrears exist, the Association will establish, what, if any, arrangements exist between the Applicant and the current Landlord.

An offer of accommodation may not be made to the Applicant unless it is demonstrated that a repayment arrangement has been adhered to for a reasonable period of time (i.e. a minimum of 3 months) or it can be clearly shown by the Applicant that there are exceptional circumstances.

No account will be taken of:

- a) any outstanding liability attributable to a house of which the Applicant is not the tenant.
- b) arrears accrued by the Applicant that amount to less than one month's rent.
- c) debts that are not tenancy related debts.

## Breach of Tenancy/Occupancy Obligations

Where an Applicant's occupancy of a property has been ended for a serious breach of the occupancy obligations (e.g. serious anti-social behaviour), access to GWAH's Housing List will not be permitted for a period of 3 years.

This restriction will not apply where the Applicant is able to demonstrate that, through the involvement of other parties, the issue has been resolved or ongoing support mechanisms have been put in place.

## Conduct

The Association will at all times endeavour to provide the highest quality information and advice to Housing Applicants.

In the event that a Housing Applicant is verbally or physically abusive to a Committee Member, Officer or Employee of the Association, the Association may consider excluding or cancelling the Application for Rehousing.

## 9.3 Confirmation of Circumstances

The Association reserves the right to request confirmation of any information in respect of an application for rehousing and to suspend/reject Applications where a satisfactory response has not been provided.

Prior to an offer of housing being made, tenancy references will generally be sought for Applicants with a current (or previous) social tenancy.

## 9.4 False Information

9.4.1 Where an Applicant is found to have benefited by withholding relevant information or from providing false or misleading information:

- a. an Application for Rehousing will be immediately withdrawn and the Applicant suspended from reapplying for a period of 6 months.
- b. an Offer of Accommodation will be immediately withdrawn and the Applicant suspended from reapplying for a period of 6 months.

9.4.2 In instances where a Tenancy has been signed, the Association will consider the instigation of legal proceedings for recovery of the Tenancy. The Tenant will not be reconsidered by GWAH for rehousing for a period of three years.

## **9.5 Cancellation of Applications**

- 9.5.1 Housing Applications will be cancelled for a period of six months in the undernoted circumstances. In all cases, the Applicant will be notified of the reason for cancellation of the Application and will be advised of the right of appeal:
- a. where the Applicant has received and refused a second reasonable offer of accommodation. A reasonable offer is one that meets the Applicant's housing needs as detailed in the Housing Application Form,
  - b. where the Applicant has failed to respond to at least three items of correspondence about the Housing List from the Association,
- 9.5.2 If the Applicant wishes to reapply at the end of the cancellation period, a new Application must be submitted for assessment.
- 9.3.3 The Tenant Services Manager is authorised to cancel Housing Applications. The PMSC will receive an annual report outlining the number of cases cancelled and the reasons for the cancellation.

## **10.0 OCCUPANCY CRITERIA**

### **10.1 General**

- 10.1.1 When selecting applicants for accommodation, cognisance will be taken of their current and future housing needs. The Association will endeavour to meet such needs within the constraints of the stock available and the demand for that stock.
- 10.1.2 Generally accommodation will be allocated in accordance with the undernoted:
- 1 livingroom for each household
  - 1 bedroom for the Tenant (and partner)
  - (+) 1 single bedroom for each child over 8 years of different gender
  - (+) 1 double bedroom for each pair of children of the same gender up to 14 years
  - (+) 1 single bedroom for each remaining member of the household

- 10.1.3 Depending on the circumstances of a case (e.g. custody arrangements), Applicants may hold a Housing Application on more than one List (e.g. 3 apt and 4 apt).
- 10.2 There will be a maximum of two children per double bedroom unless the bedroom is more than 13m<sup>2</sup>.
- 10.3 A confirmed pregnancy will be taken into account in the measurement of occupancy requirements.
- 10.4 In the event the Association receive Applications from two or more individuals from the same household, unless the housing circumstances are different and the Applications can be separated in terms of points, the oldest of the Applicants will be considered first for rehousing. If an offer of housing is accepted, all other applications will be reassessed to take account of the change in household circumstances.
- 10.5 In situations where a person has left the family home for reasons of employment (e.g. armed forces or similar) he/she will be regarded as part of the household, unless he/she holds a permanent tenancy elsewhere. In the case of separating couples, the household member who has left the family home would not be considered as part of a new Housing Application unless there is a specific reason for that person having to remove from the original family home.

## **10.6 Custody/Access Arrangements**

- 10.6.1 GWAHA will, within the constraints of its stock, aim to meet the housing requirements of applicants with access to children from a previous relationship.
- 10.6.2 In such instances, the housing requirements will be assessed as follows:
- a. where an applicant/tenant has informal/occasional access to children (irrelevant of age/sex), only one extra bedroom will be offered.
  - b. where an Applicant has full custody or equal custody, the accommodation requirements will be assessed in accordance with Section 10.1.2.

## **11.0 POINTS SYSTEM**

- 11.1 A Points System (Appendix Four) has been adopted as a means of readily identifying those in most housing need and introducing a system for rationing scarce resources amongst those who need it most.
- 11.2 Within the Points System the Association will endeavour to take account of the needs of other residents and the community and will therefore adopt a sensitive approach in the allocation of its accommodation.

- 11.3 Where a particular property type/building/area is identified as requiring a sensitive let, the housing allocation must be authorised in advance by the Tenant Services Manager and approved by the Director. Properties currently considered to fall within this definition are as identified in Appendix Five.

Specific procedures will outline how sensitivity will be applied in such circumstances.

- 11.4 Points thresholds are set by the Association and are reviewed on an annual basis to take account of the availability of housing stock and the demand for that stock.
- 11.5 In the case of equal points being achieved by more than one applicant, the Association may grant priority in the following order:
- a) to the Applicant who has been longer in housing need.
  - b) to the Applicant who has a local connection (e.g. residency/employment) with the area in which the property is available

## **12.0 PRIORITY FOR SPECIAL CASES**

- 12.1 It is recognised that in exceptional circumstances, cases may still arise whereby the Points System cannot adequately deal with the situation and the H.O.M.E.S. Mobility Scheme is not appropriate.
- 12.2 In such cases the Property Management Sub-Committee may consider granting priority to the applicant taking regard of their particular needs and the urgency of the situation.

## **13.0 MANAGEMENT PROCEDURES**

### **13.1 Assessment of Application**

- 13.1.1 GWHA will, in the first instance, request that a Housing Application Form (Appendix Six) and an Equal Opportunities Form (Appendix Seven) is completed by all Applicants.
- 13.1.2 Applications will be posted only where the Applicant is elderly, infirm or disabled or where the Applicant is unable to visit the office during opening hours or lives outwith the Association's area of operation (i.e. postcodes G3, G12 or G20). Where Applications are posted, a pre-paid envelope will be enclosed.

- 13.1.3 Applications will be distributed to Agencies that have agreed to carry out statistical monitoring on behalf of the Association and which have been approved by the Association.
- 13.1.4 Accurately completed Applications will be assessed in accordance with the policy criteria and the Applicant will be notified of the outcome within a maximum of 3 weeks.
- 13.1.5 If an Application is not accepted to the “active” Housing List, the Applicant will be notified of the reason and of the right of appeal. The Applicant will receive the Housing Information Leaflets “Access” (Appendix Eight) and “Local Housing Agencies” (Appendix Nine) and will be advised to reapply only if there is a material change in circumstances.
- 13.1.6 Appointments will be available on Thursdays each week for Applicants who require assistance in the completion of the Housing Application Form or if information or advice is required by Applicants regarding the Housing List or alternative rehousing options. A flexible approach will be implemented by the Association in respect of the appointment timetable.

## **13.2 Offers of Accommodation**

- 13.2.1 Before an offer of accommodation is made, and in order to verify the information provided on the Housing Application Form, the top two applicants (in terms of points) will be visited at their existing accommodation. The applicant will generally be given a maximum 48 hours’ notice of the Association’s intention to carry out a house visit.
- 13.2.2 If the applicant is at home, a Housing Assessment Form (Appendix Ten) will be completed with them and the Applicant will be asked to sign and date the form. Where a joint application is made, both applicants will be required to sign the form. The House Visits Information Leaflet (Appendix Eleven) will be left with the Applicant.
- 13.2.3 If the applicant is not at home another letter will be sent advising that a second visit will be carried out within 48 hours. If this appointment is not kept and the Association does not receive any contact from the Applicant, the Application will be cancelled.
- 13.2.4 Where it is not geographically possible to carry out a home visit, a statement from another local agency should be obtained (i.e. Local Authority, Scottish Homes, Housing Association).
- 13.2.5 This is of particular significance when considering homeless applications where in the case of an NFA Applicant (i.e. No Fixed Abode) it may be necessary to receive confirmation of such from Shelter, DSS, etc.

**NOTE** Further detailed information in respect of the Management Procedures is contained within the Association’s Policy/Procedures Manuals.

## **14.0 PROCEDURES FOR DECISION TAKING AND APPEALS**

- 14.1 Straightforward cases falling within policy guidelines will be dealt with by the Association's staff.
- 14.2 If any applicant has a grievance arising from their application or decisions in the allocations process, there are rights of appeal as set out in the Complaints Policy.

## **15.0 PERFORMANCE TARGETS**

<b>Detail</b>	<b>Target</b>
Advise Applicant on outcome of Housing Application Form	3 weeks
Allocations in accordance with quotas	100%

## **16.0 REPORTS**

- 16.1 Committee will receive reports as follows:

<b>Detail</b>	<b>Frequency</b>
Performance Targets	6 monthly
Equal Opportunities Monitoring	6 monthly
Cancelled Applications/Appeals	Annually
Policy Outcomes	Annually

## **17.0 REVIEW AND DELEGATED AUTHORITY**

- 17.1 This Policy will be reviewed annually.
- 17.2 The Management Committee delegate authority to the Property Management Sub-Committee to:
- monitor and review this Policy and to make recommendations in this respect to the Management Committee,
  - consider special cases and issues of clarification and, where appropriate, incorporate a category within the policy to reflect that decision.

17.3 The Property Management Sub-Committee delegate authority to the Director and Staff to implement this Policy and establish internal procedures for its delivery.

04/170402  
misc/hap02

**GLASGOW WEST HOUSING ASSOCIATION**  
**HOUSING ALLOCATIONS POLICY - POINT SYSTEM**

**1.0 MEDICAL FACTORS**

**1.1 General**

- 1.1.1 Medical Priority will be awarded only where an applicant's condition would benefit from a move to alternative accommodation.
- 1.1.2 Where more than one member of the Applicant's household has a medical condition that would benefit from rehousing, the member most in need will receive full points and subsequent members of the household will receive half of the relevant points.
- 1.1.3 Details of all medical cases must be supported by the Applicant's doctor prior to an allocation being confirmed.
- 1.1.4 Where the medical situation relates to mobility, points will be awarded only where the Applicant accepts a move to a lower level and/or a more suitable property.
- 1.1.5 Points will not be awarded for asthma.
- 1.1.6 Points will be awarded for stress/depression/anxiety, only where the case meets the criteria outlined at Category 'C', subsection (b). A maximum 5 points will be awarded in such instances unless the case is deemed to be exceptional (Section 10.0).

**1.2 Medical Category**

**1.2.1 CATEGORY 'A' - Ground level only **45 POINTS****

Restricted to the following circumstances:

- a. Where the Applicant is severely disabled and/or housebound due to a medical condition and where present accommodation cannot be adapted to meet the Applicant's requirements.
- b. Where the Applicant is terminally ill and requires suitable alternative accommodation as a matter of urgency and where present accommodation cannot be adapted to meet the Applicant's requirements.

**1.2.2 CATEGORY 'B' - Ground/First Floor only** **25 POINTS**

Restricted to the following circumstances:

- a. Where the Applicant's mobility is severely restricted due to the location or internal layout of existing property. Where adaptations to existing property are not possible and rehousing would alleviate the situation.
- b. Where the Applicant's health is, or is likely to be, significantly affected by current housing and where rehousing is required to prevent a currently serious illness becoming terminal.

**1.2.3 CATEGORY 'C'** **5 POINTS**

Restricted to the following circumstances

- a. Where the illness is not as specific as in Category 'A' or 'B' but has an impact on the Applicant's mobility or ability to enjoy their home.
- b. Mental ill health which is clearly being exacerbated by present living conditions and where move is supported by a relevant agency.

**2.0 CONDITION OF PROPERTY**

Only one set of points per household may be allocated under this Section.

Condition of Property points will be awarded only if the Applicant is the property householder.

**2.1 Lacking Amenities**

Lacking (or unable to make use of):

- a. Internal w/c **10 POINTS**
- b. Washing Facilities  
(i.e. no bath or shower) **5 POINTS**
- c. Piped Hot Water in  
bathroom and/or kitchen **3 POINTS**
- d. Separate Kitchen **2 POINTS**
- e. External Clothes Drying Facilities **1 POINT**

**2.2 Disrepair**

Points may be awarded in only one of the following categories. Also, only one set of points per household may be allocated.

Reference to two rooms is to be disregarded in the case of bedsits/1apt accommodation.

### **2.2.1 CATEGORY - A -**

To ensure housing needs are balanced with the development requirements, GWAHA tenants affected by the development programme will be awarded points to reflect the stage at which decanting would be required:

- **decanting within one year** **70 POINTS**
- **decanting within two years** **50 POINTS**
- **decanting within three years** **30 POINTS**

### **2.2.2 CATEGORY - B - 15 POINTS**

Restricted to the following circumstances

**a) Property subject of a EHD Closing Order and declared unfit for human habitation.**

**b) Severe dampness/direct water penetration**

(i.e. visible evidence of rising or penetrating dampness (mould growth or water stains) in at least two rooms in property)

**c) Severe rodent and/or insect infestation**

(i.e. where the infestation is noted by Staff and/or where confirmation is received that the property has been treated by the EHD for severe infestation at least once in the previous 12 months).

### **2.2.3 CATEGORY - C - 10 POINTS**

Restricted to the following circumstances:

**a. Substantial dampness/condensation .**

(i.e. inadequate heating/ventilation resulting in visible evidence of dampness and/or severe condensation in at least two rooms in property).

## **2.2.4 CATEGORY - D -**

**5 POINTS**

### **a. Inadequate heating**

(i.e. a property which does not have a fixed form of heating in at least two rooms will be deemed to be inadequately heated. Fixed forms of heating include gas fires, solid fuel fires, fixed electrical appliances and radiators).

### **b. Difficult to heat**

(i.e. factors which would show a house is very difficult to heat include single-glazed metal framed windows, poor insulation qualities, electric under-floor heating system, noticeable draughts around door and window openings.

**NOTE** GWHA recognises the existence of fuel poverty and will allocate points under Category D where an Applicant is able to demonstrate that more than 10% of total household income (excluding housing benefit) is attributed to heating bills.

## **3.0 SHARING AMENITIES**

### **3.1 General**

3.1.1 This Section will normally apply to people living care of, people living in shared accommodation or hostels, people living with another household or couples who are in the process of separating. Points are awarded to the Applicant only.

3.1.2 Amenities for the purposes of this section are kitchen, bathroom and livingroom. A maximum of 15 points is available.

3.1.3 For the purposes of this Policy, family members are deemed to be parents, grand-parents and siblings.

3.1.4 Couples in the process of separating will be pointed under category c) or d).

## Per Amenity Shared

- |   |                 |
|---|-----------------|
| a. Applicants household consists of adults over 16 sharing with family members        | <b>2 POINTS</b> |
| b. Applicants household consists of children under 16 sharing with family members     | <b>3 POINTS</b> |
| c. Applicants household consists of adults over 16 sharing with non-family members    | <b>4 POINTS</b> |
| d. Applicants household consists of children under 16 sharing with non-family members | <b>5 POINTS</b> |

### **4.0 TENURE SECURITY**

#### **4.1 General**

- 4.1.1 Applicants living at a “care of” address will be accepted where adequate proof of address is provided. All Applicants will be advised that they can apply to the Local Authority for rehousing.
- 4.1.2 Applications from owner occupiers will be accepted where there is a housing need that is recognised by this policy.
- 4.1.3 Unless there are extenuating circumstances, Owner Occupiers will be required to sell existing accommodation if an offer is accepted from the Association. Similarly, Applicants who hold tenancies with another landlord will be required to relinquish tenancy rights.
- 4.1.3 Points may be awarded in only one of the following categories.

#### **4.2 Homeless**

- 4.2.1 The Association will regard as "homeless" any Applicant whose circumstances are as follows:
- a. roofless
  - b. houseless
  - c. insecure accommodation
  - d. intolerable housing conditions
  - e. unreasonable to occupy

Examples of cases that would fall within the above definitions are detailed in the Association’s Housing Information leaflet “Homelessness”.

- 4.2.2 If an Applicant meets the above criteria and also falls within one of the undernoted categories, the Applicant will be regarded as homeless "in priority need".
- a. Applicants with dependent children where the intention is for the children to reside with the Applicant.
  - b. Applicants who are homeless as a result of an emergency such as flood, fire or any other disaster.
  - c. Applicants (or any person expected to reside with the Applicant) who are vulnerable as a result of old age, mental illness, handicap, physical disability or any other special reason (for example, domestic violence, young homeless at risk from exploitation).
  - d. Situations where the Applicant or someone expected to reside with the Applicant is pregnant.

4.2.3 Tenure points will be awarded as follows:

**Homeless "in priority need" 20 POINTS**

**Non-priority Homeless 25 POINTS**

NOTE A higher level of points are awarded to non-priority homeless applicants as these applicants are not currently covered by the Homeless Persons Act.

**4.3 Threatened with Homelessness 25 POINTS**

Where an Applicant is in receipt of a valid Notice to Quit and/or is due to be made homeless within 3 months.

**NOTE: If an applicant is due to be made homeless within 28 days, he/she will be assessed under category 4.2.**

**4.4 Rented Housing 0 POINTS**

No points will be awarded for Tenure Security to any Applicant who holds a Tenancy with a Local Authority, Scottish Homes, Housing Association or Housing Co-op (unless the Applicant qualifies under sections 4.2 or 4.3).

**4.5 Short Assured Tenancy/Lodger/  
Seeking Independent Living 10 POINTS**

## 5.0 OVERCROWDING

Overcrowding points will be awarded only if the Applicant is the property householder.

### 5.1 General

For each essential additional:

Double Bedroom required **5 POINTS**

Single Bedroom required **3 POINTS**

5.2 Additional overcrowding points will be awarded where the Applicant fulfils the undernoted criteria. Points are awarded to the Applicant only:

	<b>GWHA Resident*</b>	<b>Non-GWHA Resident</b>
a. Where a parent has been sharing a bedroom with his/her child for a period of more than 2 years.	<b>5 POINTS</b>	<b>4 POINTS</b>
b. Where children of different sexes over the age of 8 are sharing a bedroom and there is an age gap of at least 5 years between the children.	<b>3 POINTS</b>	<b>2 POINTS</b>

5.3 A GWHA Resident is not necessarily a Tenant of the Association.

## 6.0 UNDEROCCUPATION

6.1 To encourage Applicants who are currently underoccupying their accommodation to consider moving to smaller accommodation, points will be awarded as follows:

GWHA Tenants **4 POINTS**  
(per additional bedroom)

OTHERS **1 POINT**  
(per additional bedroom)

## 7.0 HOUSEHOLD FORMATION

7.1 Points will be awarded where an Applicant wishes to reside with partner/family but is unable to do so because both of the existing properties are unsuitable.

Both Applications will be assessed and the one with highest points accepted.

a. Where both are GWHHA Tenants **25 POINTS**

b. Where only one is a GWHHA Tenant but both hold a Tenancy of a property rented from a H/A, L/A, Co-op or Scottish Homes. **15 POINTS**

## **8.0 BEDSIT ACCOMMODATION**

### **8.1 General**

8.1.1 Applicants who reside in bedsit accommodation will be awarded points on the basis of overcrowding and in accordance with Section 5.0.

8.1.2 On each anniversary of the Housing Application (and to reflect the time in housing need), Applicants will be entitled to additional points as follows

**5 POINTS**

### **8.2 GWHHA Tenants**

8.2.1 Additional points will be awarded to GWHHA Tenants as follows:

**5 POINTS**

8.2.2 GWHHA tenants who have lived in bedsit accommodation for a minimum of one year (and who have registered an Application to Transfer) will also be given first priority in the allocation of a vacant 2 apartment within the building in which they are currently resident.

## **9.0 SUPPORT**

9.1 Where an Applicant requires to move to (or remain within) the Association's area of operation to receive/give support to someone who already lives within the Association's area of operation (Hillhead/Partick, Anderston, Kelvingrove, Burnbank)

- significant support to maintain independent living **10 POINTS**

- medical/specialist support only available within the Association's area **5 POINTS**

All requests for support points must be substantiated.

## **10.0 EXCEPTIONAL CIRCUMSTANCES**

- 10.1 Points may be awarded at the discretion of the Tenant Services Manager Officer where there are circumstances that are not accounted for within the policy guidelines. All points awards must be ratified by the Director and reported to Committee for information.
- 10.2 The level of points awarded will be dependent on the circumstances of each individual case and, in certain circumstances, evidence will be required from a relevant agency.
- 10.3 Points awarded under this category will be in addition to housing need points.
- 10.3.1 Examples of such cases include victimisation/harassment **max 30 POINTS**
- 10.3.2 Where the victimisation/harassment is to the extent that life may be in danger **max 60 POINTS**

**HOUSING ALLOCATIONS POLICY  
ALLOCATIONS PROJECTED LETS/QUOTAS FOR 2002/03**

The following quotas will apply once the needs of the Association's development programme have been met.

**NEW LETS**

	<b>1/2 APTS</b>	<b>3 APTS</b>	<b>4 APTS</b>	<b>TOTAL</b>
<b>Forecast</b>				<b>0</b>

**RELETS**

	<b>1/2 APTS</b>	<b>3 APTS</b>	<b>4 APTS</b>	<b>TOTAL</b>
<b>Forecast</b>	<b>20</b>	<b>10</b>	<b>1</b>	<b>31</b>
(-) Internal Transfers	3 (15%)	3 (30%)	1 (100%)	7 (22%)
<b>Net</b>	<b>17</b>	<b>7</b>	<b>0</b>	<b>24</b>
GCC Nominations	4 (24%)	2 (29%)	-	6 (25%)
Housing List	11(65%)	5 (71%)		16 (67%)
Referrals	1 ( 5%)	-		1 ( 4%)
HOMES	1 (6%)			- 1 (4%)

**HOUSING ALLOCATIONS POLICY**

**POINTS THRESHOLDS 2002/03**

The undernoted points thresholds take into account the demand for the Association's housing stock and the turnover in that stock.

<b>APARTMENT SIZE</b>	<b>POINTS THRESHOLD</b>
1/2	
3	
4/5	

04/020702

## HOUSING ALLOCATIONS POLICY

### SENSITIVE LETS

Taking into account housing mix and circumstances of existing households (and in accordance with the Association's aim of achieving a balanced community), sensitive lets will apply in respect of the undernoted:

- a) densely populated buildings
- b) flats/buildings which, due to their position in the development, might exacerbate an Applicant's vulnerability.
- c) buildings where there is a recorded history of anti-social behaviour as a result of a current (or recent) tenant's conduct/vulnerability.

In the event a void property falls within one of the above categories (and the intention is not to allocate to the person in greatest housing need (in terms of points)) prior approval is required by the Director.

Evidence must be provided to support the decision to by-pass Applicants with greater housing need points.

In all cases, the allocation must be to an Applicant who has been accepted to the Association's Housing/Internal Transfer Lists.

The Director must approve all allocations and the PMSC will receive reports twice per year outlining the number of allocations within the category of "sensitive let".