



**ANGUS HOUSING**  
ASSOCIATION

# **ALLOCATIONS & TRANSFERS**

## **POLICIES & PROCEDURES**

**FIRST PRODUCED: 1995**  
**REVIEW DATE: 24 JULY 2002**  
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**MINOR REVIEW NOVEMBER 2006**

**Available free of charge on request from:-**  
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## **PART 1 – INTRODUCTION AND GENERAL INFORMATION**

### **a. ANGUS HOUSING ASSOCIATION LIMITED**

Angus Housing Association Limited is a Housing Association registered with Communities Scotland and the Financial Services Authority. We are also a Registered Charity and we do not trade for profit.

Our principal objective is to provide well managed and maintained social rented housing throughout the Angus and Dundee areas.

As the majority of our funding is received from public Agencies, principally Communities Scotland, the Association fully acknowledges and accepts the responsibility of ensuring that the houses we have available for renting are allocated to people with a genuine housing need.

In drawing up our Allocations and Transfers Policies, the Association has also given due weight to maintaining well balanced communities within the settlements in which we operate.

As part of an initiative by the Scottish Executive we are also working with both Angus Council and Dundee City Council on the development of Common Housing Registers.

### **b. THE HOUSING STOCK AVAILABLE**

As at October 2006, the Association owned over 1500 houses of various designs and sizes spread throughout Angus and Dundee. In future we hope to continue to increase our stock of properties within our area of operation.

### **c. POLICY FORMULATION**

In formulating our Policy, the Association has taken due account of the Guidance issued by the Scottish Federation of Housing Associations in their document Raising Standards in Housing Chapter 1 (Allocations) and also Performance Standards for Social Landlords and Homelessness Functions (Activity Standards 1: Housing Management ) produced by COSLA, Communities Scotland and the Scottish Federation of Housing Associations.

### **d. METHOD OF ASSESSMENT AND ALLOCATION**

The Association is of the opinion that a Group and Points System is the best way for us to allocate our houses because it can be applied in a flexible but fair way. The use of points provides a fair way in which to assess the individual needs of Applicants and distributing the allocations over a range of groups means that houses are available to applicants with a varied range of housing needs.

The Association undertakes to assess all Applications we receive for our housing. If we are unable to match a persons needs, or stated preferences, to

a suitable property then the application will be cancelled and the applicant informed to reapply if their circumstances change. Applicants in such circumstances will also be advised of other Registered Social Landlords who may be able to assist them.

The means by which the assessment of Applications will be made is through the points system. The method of allocating points will be regularly reviewed. If an application falls within one or more Group then it will be placed in whichever Group most benefits the applicant. A full copy of the Allocations Policy and Procedures is available on request from our offices.

**e. APPLICATIONS TO OTHER HOUSING AGENCIES**

As the Association is a small Organisation with a limited stock of houses for which there is a considerable demand, we actively encourage applicants to put their names on the waiting lists of other Housing Associations and the local Councils. Even if the circumstances of an Applicant merit a high priority, we cannot guarantee a house will become available within a reasonable timescale.

In particular, we would advise homeless applicants who are in need of emergency housing or a quick allocation of permanent housing that the Association cannot guarantee to have the resources to assist them and that they should apply to the local Council under terms of the Homeless Persons Legislation. Further information on these alternative options is included in our Information Pack for Applicants.

**f. CONFIDENTIALITY OF INFORMATION PROVIDED**

The confidentiality of information provided by applicants will be respected at all times. Information on allocations reported to the Housing Management Sub Committee will be protected by the coding of Applications. The names, addresses and other details of the Applicants personal circumstances will only be known to Staff. Any information given by an Applicant which is stored on computer will be done in accordance with the terms of the Data Protection Act. The Association is registered with the Data Protection Register.

**g. ENQUIRIES**

To ensure fairness to all applicants, all enquiries regarding the progress of Applications will be dealt with by the Staff of the Association. Any enquiries to Councillors, Members of Parliament or a Member of the Committee of Management will also be referred to the Staff in the first instance.

**h. RECEIPT OF APPLICATIONS**

All applications will be acknowledged and assessed and all applicants will be informed in writing about the number of points they have been awarded. Where an applicant is only likely to be considered for a Difficult to Let house, this information will be communicated to them when they are told how many points they have.

**i. EQUAL OPPORTUNITIES**

Allocations of houses are made irrespective of the Applicants' race, colour, ethnic or national origin, age, gender, sexual orientation, marital status, employment status or physical ability.

**j. COMPLAINTS**

Any Applicant who feels that their Application has been improperly assessed, may raise the matter through the Association's Complaints Policy. A Complaints Leaflet explaining the procedures to follow is available on request.

**k. POLICY REVIEW**

The Association undertakes to regularly review and update our Policies and Procedures for Allocations and Transfers to take account of their current operation and any changes in the Law. To complement the Policy and Procedures document, the Association also promotes its Allocation Policy by means of advertising, publicity and providing an Applicants Information Pack.

**PART 2 – ELIGIBILITY OF APPLICANTS – WHO QUALIFIES?**

**a. GENERAL**

(i) Applications are accepted from any person aged 16 or over.

(ii) Allocations made to persons who are close relatives of Staff or Committee Members must be specifically approved by the Committee of Management and made strictly in accordance with the terms of this policy. In order to ensure that this happens, applicants must state on their application form if they are related in any way to a staff or Committee Member of the Association.

Staff or Committee Members or their close relatives who are already tenants are eligible to apply for a transfer or an exchange.

A full list of the names of current staff and Committee Members will be available for inspection at our offices in order that Applicants can check this when completing application forms.

(iii) The Non-Priority Groups (13-18) have been set up to reflect the rights of all applicants to be admitted to the housing list. Once the circumstances of each application have been assessed in accordance with this policy, the applicant will be placed in one of the priority groups if it is determined that they have a priority housing need.

b. **OWNER OCCUPIERS**

Applications are accepted from owner occupiers.

c. **APPLICANTS WITH RENT ARREARS/OUTSTANDING DEBTS**

Applications will be accepted from people with rent arrears for either their current or previous tenancies. However, if there are outstanding debts amounting to more than one month's rent or the equivalent of one twelfth of any other tenancy related debt, the application will be placed in a non-priority Group until such time as the situation improves or is resolved or a repayment arrangement is in place and has been honoured for a minimum of three months.

All tenants applying for a Transfer or Mutual Exchange will have to ensure that their rent account is up to date and that all other charges due to the Association are paid in full. This includes lock-up garages and re-charges for repairs due to wilful damage or neglect. The transfer application will only become active after this condition is met.

d. **APPLICANTS GIVING FALSE INFORMATION**

If it is found that an applicant has deliberately given false information or has deliberately omitted important information from their application form, their application will be suspended for a period of two years. Anyone housed through an advantage gained by giving false information will be liable to legal proceedings to recover possession of the house. All decisions will be fully detailed, in writing, to the applicant.

e. **APPLICANTS WHO DELIBERATELY WORSEN THEIR CIRCUMSTANCES**

If it is found that an applicant has deliberately worsened their housing situation to increase their number of points, their application will be suspended for one year and when it is re-instated, will be considered on the basis of the original circumstances. All decisions will be fully detailed, in writing, to the applicant.

f. **APPLICANTS WITH ACCESS TO THEIR CHILDREN**

If an applicant requires accommodation of a larger size to enable access arrangements for their children, one extra bedroom may be allocated on condition that there are no eligible families on the Waiting List at that time who would qualify for the vacant property.

If there is no legal separation document in place, written evidence of access to children must be provided by each parent's solicitor confirming the

arrangement. This must be provided at the point of application to ensure an accurate assessment of the housing requirements can be made.

**g. APPLICANTS WITH MEDICAL REASONS FOR REHOUSING**

If an applicant has medical reasons which they feel should be taken into account in the assessment of their housing needs, they should complete Part 8 of the Application and a Consent to Medical Information form will be issued to complete and return.

If this information indicates a potential housing need, the Application will then be assessed by the Tayside Primary Care NHS Trust on behalf of the Association. Points will be awarded according to this assessment and the decision made will be deemed to be final.

**h. ENQUIRIES INTO APPLICATION DETAILS**

The Association reserves the right to make any enquiries we consider to be necessary to check the accuracy of information provided by applicants. Prior to any offer of housing being made, a home visit will be carried out to verify the applicant's details and circumstances. Tenancy Reference Checks will also be made with current and previous landlords to verify the accuracy of information provided. If there is no response to the Home Visit letter then the application will be cancelled. Applicants in this situation can re-apply without being penalised in any way.

Applicants will have the right of appeal on this matter through the Association's Complaints Policy should they feel aggrieved by the determination made by staff in assessing their application.

**i. OFFERS OF HOUSING**

All offers of housing will be made in writing and the applicant will be given three working days to arrange to view the house. Once this is completed a further two working days will be allowed, if required, to decide whether or not to accept. Failure to respond to an offer of housing will result in the application being cancelled. Applicants can re-apply at any time.

**j. REFUSAL OF HOUSES BY APPLICANTS**

With the exception of applicants with an outright Medical Priority, applicants who are offered and refuse three houses in succession without good reason will have their application suspended for 6 months. All refusals of housing will be made in writing by the applicant stating their reason for refusal. Failure to comply with this condition will lead to the application being cancelled.

## **PART 3 – PRINCIPLES OF THE SYSTEM – HOW IT WORKS**

### **a. GENERAL**

The Association operates a group plus points system. Applicants with the most points in each group are offered a suitable house as they become vacant. The Association will allocate each Group a proportion of vacancies which is commensurate with the number of Applicants in that Group. Over the course of a year, the Association will attempt to distribute allocations between groups on the basis of the percentage of applicants within the various Groups. This will, however, be dependent upon the type and size of houses which become available for letting and the willingness of applicants in each category to accept what is available.

Percentage allocation Targets will be reviewed each year on the basis of the analysis of the make-up of the priority Waiting List at 31 March reported to the Association's Housing Management Sub Committee

### **b. NOMINATION ARRANGEMENTS WITH LOCAL AUTHORITIES**

The Association has arrangements with the various Special Needs Groups which operate within each local authority to be nominated for housing with the Association. This does not prevent anyone from applying directly to the Association for accommodation.

The Association presently has four "Start Up" flats which are partially furnished and let on a temporary basis to young people leaving care. Where a nomination from the local authority is received for one of these properties then a Short Scottish Secure Tenancy will be applied.

### **c. CLASSIFICATION OF APPLICATIONS**

Applications are classified according to housing need, the type and size of accommodation required and the length of time an applicant has been on the list. Waiting time is only taken into account where two applicants have an identical number of points. In such circumstances, the applicant who has been on the list longest will be given the first offer of accommodation.

The various categories of housing need are as follows:-

#### **PRIORITY GROUPS**

#### **SHORT DESCRIPTION**

- |       |  |
|-------|--|
| 1.    | Transfer applications from existing Association tenants              |
| 2.    | Applicants living in overcrowded conditions                          |
| 3.    | Applicants under-occupying a large house (including Senior Citizens) |
| 4 (a) | Insecure or Temporary Accommodation                                  |

- 4 (b) Households Without Their Own Separate Home
- 5. Applicants with Medical Priority Points only
- 6. Applicants with an Outright Medical Priority (Direct Referral)
- 7. Applicants with Special Needs and Referred by Local Authorities (Direct Referral)
- 8. Applicants who are Statutorily Homeless (Direct Referral)
- 9. Applicants Requiring Independent Housing
- 10. Applicants Requiring Care and Support
- 11. Special Housing Circumstances
- 12. Sheltered Housing Applicants

**NON PRIORITY GROUPS**

- 13. Applications Requiring More Information
- 14. Suspended Transfer Applications
- 15. Adequately Housed Applicants
- 16. Applicants with Rent Arrears/Tenancy Related Debt
- 17. Applicants with Unsuitable References
- 18. Applications from Owner Occupiers

**d. DETAILED DESCRIPTION OF CATEGORIES**

**Priority Groups (1-12)**

**Group I – Transfer Applications from Existing Association Tenants**

Applications for transfers will only be accepted from tenants of the Association who have been resident in their present house for a minimum of one year and who can demonstrate in their application that they have a genuine unmet housing need or have occupied bedsit accommodation.

Existing tenants who are adequately housed in their present house and who want to move to a similar size of house must have held their existing tenancy for a minimum of two years before their application can be accepted on to the transfer list.

Applications will only be accepted from existing Association tenants who have conducted their tenancies in a satisfactory manner. Tenants must clear all outstanding accounts they have with the Association before being accepted on to the transfer list. Any serious breaches of the Tenancy Agreement for which it is necessary to take legal action will lead to an application being suspended for six months or until such time as the tenancy is being conducted in a satisfactory manner.

### **Group 2 – Applicants living in Overcrowded Conditions**

This Group will include all applicants from outwith the Association who are living in overcrowded conditions.

### **Group 3 – Applicants Under-Occupying a Large House**

This Group will include all applicants from outwith the Association who are living in houses which are too large for their present or future needs.

### **Group 4 (a) – Applicants Living in Insecure or Temporary Accommodation**

For the purpose of this Policy, this Group includes all households who, although they are not without shelter, are nevertheless without secure tenure of their home. Members of HM Forces are also included in this Group.

### **Group 4 (b) – Households Without Their Own Separate Home**

This Group includes all households in multiple occupancy and having to share kitchen/bathing facilities with other households.

### **Group 5 – Applicants with Medical Priority Points**

This Group will include applicants with only Medical Priority Points who do not otherwise qualify for inclusion in another Group.

### **Group 6 – Applicants with an outright Medical Priority for Rehousing**

This Group will only include applicants (including transfer applicants) considered to have an outright need for a specific size or type of housing due to an independently assessed medical problem. The number of applicants in this Group at any one time will be severely restricted due to the need to be able to make reasonably swift offers of houses.

### **Group 7 – Applicants with Special Needs and Referred by Local Authorities**

This Group will include all applicants requiring specially adapted housing, or housing linked to a Social Work Care Package. Referrals from the Special Needs Groups operating within the local authorities will be included in the Group. All applicants will be individually assessed by these specialist panels to determine the degree of housing need.

We will also try to pre-allocate all new housing specially adapted for wheelchair users at the development stage to allow us to design accommodation to suit individual needs in consultation with the applicant and other professionals.

#### **Group 8 – Applicants who are Statutorily Homeless**

This Group will consist only of applicants who are statutorily homeless and are referred to the Association by the Homeless Persons Officers of Angus Council and Dundee City Council.

#### **Group 9 – Applicants Requiring Independent Housing**

This Group includes applicants who do not have a tenancy, wish to form a separate household but are forced to share with another family or individual. This includes couples with or without children and single persons.

#### **Group 10 – Applicants Requiring Care and Support**

This Group will include applicants (including Senior Citizens) wishing to move in order to be close to relatives to give or receive support, and all other applicants who want to move for social reasons. It will also include applicants fleeing domestic violence or racial harassment.

#### **Group 11 – Applicants in Special Housing Circumstances**

This Group include applicants living in sub-standard accommodation, or mobile homes. It will also include applicants in employment who live in an area where there is a lack of public transport.

#### **Group 12 – Sheltered Housing Applicants**

This Group includes all applicants, aged 60 years or more, expressing an interest in sheltered housing accommodation.

#### **Non-Priority Groups (13-18)**

#### **Group 13 – Applications Requiring More Information**

All applications where further information is required in order to make an accurate assessment of housing need are included in this Group.

#### **Group 14 – Suspended Transfer Applications**

All applications from existing tenants where conditions of transfer are not met are held in this Group until such time as they qualify to be included in the priority Group.

#### **Group 15 – Adequately Housed Applicants**

This Group includes all applicants whose accommodation meets their needs but wish to move to a similar sized house.

#### **Group 16 – Applicants with Rent Arrears/Tenancy Related Debt**

Applicants who have rent arrears of more than one month and/or have an outstanding debt for other tenancy related charges exceeding one twelfth of the total amount will be included in this Group.

#### **Group 17 – Applicants with Unsuitable References**

This Group includes all applicants who have been assessed as having unsuitable references from previous landlords.

#### **Group 18 – Applications from Owner Occupiers**

Owner occupiers are included in this Group until such time as information is received to determine their priority housing need.

### **PART 4 – HOUSE SIZES AND TYPES ALLOCATED**

#### a. **HOUSE TYPES**

The Association will generally attempt to allocate houses of the type expressed as a preference given on the application form.

Houses with stairs of any kind will not, however, be allocated where a medical priority recommendation states that a ground floor house all on one level is required.

#### b. **GENERAL GUIDE TO HOUSE SIZE**

The following table is a general guide to the minimum size of houses which may be offered to applicants. The column headed house size/bedspaces lists all of the house sizes owned or being developed by the Association.

<b><u>Household Sizes</u></b>	<b><u>House Size/Bedspaces</u></b>
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Single Person (Under 25 yrs)	Bedsit 1 bedroomed 1 person flat or house 1 bedroomed 2 person flat or house
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Single Person (Over 25 yrs)	Bedsit 1 bedroomed 1 person flat or house 1 bedroomed 2 person flat or house 2 bedroomed 3 or 4 person flat or house
Couple (unlikely to have children)	1 bedroomed 2 person flat or house 2 bedroomed 3 or 4 person flat or house
Couple (likely to have children)	2 bedroomed 3 or 4 person flat or house
Three Persons	2 bedroomed 3 or 4 person flat or house
Four Persons	2 or 3 bedroomed 4 or 5 person or house
Five Persons	3 bedroomed 5 or 6 person flat or house
Six Persons	3 or 4 bedroomed 6 person flat or house
Seven Persons	4 bedroomed 7 person flat or house
Eight Persons	4 bedroomed 8 person flat or house
Nine Persons	5 bedroomed 9 or 10 person house

c **EXTENT OF SHARING OF BEDROOMS ALLOWED**

At the time of making an allocation, the Association will attempt to ensure that:-

- i. No adult member of the household over the age of sixteen is required to share with anyone other than their spouse or partner.
- ii. No children of opposite sex over the age of five are required to share a bedroom.

For the avoidance of doubt, the Association will in no circumstances whatsoever allocate a house which is too small for the household who have applied and no allocation will be made which means that children over the age of ten will be required to share a bedroom with a child of the opposite sex.

In instances where an application is received from a very large household, discretion may be sought from the Director to relax the rules which apply to the sharing of bedrooms to allow the family access to the active Waiting List.

iii. A double bedspace is specifically allocated to the head of a single parent household.

d **SINGLE PERSON HOUSING**

As the Association has many bedsit properties, where more than one applicant has the same number of points for a 1 bedroomed property, preference will be given to those aged 25 years or over.

e **EXCEPTIONAL CIRCUMSTANCES**

It is recognised that cases may arise which are not adequately covered by this section of the Allocations Policy and any Member of Staff or the Committee of Management may ask the Director to prepare a Report to the Housing Management Sub Committee for special consideration of such cases.

If the Association is unable to find a suitable applicant to occupy a house on the above basis, it may be offered to a smaller household.

f **DIFFICULT TO LET PROPERTIES**

The Association has a number of properties which are difficult to let. Properties which are categorised in this way are approved and updated annually by the Housing Management Sub-Committee. Where a property falls into this category, staff are remitted to let the property in any way necessary following refusal by two consecutive applicants or where there are no applicants on the list for the size, type and location of the property. Any other property which has been refused 5 times can also be let under the Difficult to Let procedures.

**PART 5 – THE POINTS SYSTEM – HOW THE POINTS ARE CALCULATED**

**PRIORITY GROUPS (1-12)**

**Group 1 – Transfer Applications from Existing Association Tenants**

a. **OVERCROWDING**

For every person in the house who exceeds the number of  
Persons the house is designed for:- **10 POINTS**

For every year the household has suffered from this level  
of overcrowding:- **1 POINT**

**PLUS:-**

For every adult over the age of 16 having to share a bedroom

with someone of the opposite sex other than their spouse or partner:- **4 POINTS**

For every adult over the age of 16 having to share a bedroom with someone of the same sex:- **3 POINTS**

For every child over the age of 10 having to share a bedroom with someone of the opposite sex:- **3 POINTS**

For every child between the ages of 5 and 10 having to share a bedroom with someone of the opposite sex:- **2 POINTS**

For every child over the age of 12 having to share a bedroom with someone of the same sex:- **1 POINT**

b. **UNDER OCCUPATION**

For every extra bedroom which is not required by the household:- **10 POINTS**

c. **ADEQUATELY HOUSED MOVING TO SIMILAR SIZE HOUSE**

For each year of tenancy up to a maximum of ten years:- **1 POINT**

No points will be given for years of tenancy when an application has had to be deferred due to outstanding debts or legal action due to anti-social behaviour.

d. **MEDICAL PRIORITY POINTS**

Transfer applicants with a Medical Priority can have additional points awarded (see table below) and added to the points included in Categories A, B and C above. Should an applicant only qualify for Medical Priority Points, their application will still remain active.

0 points	no medical priority
5 points	low medical priority
10 points	moderate priority
15 points	high medical priority
20 points	very high medical priority

The points awarded depend upon to the extent to which a medical problem can be resolved or improved by a change in the housing situation of the applicant.

### **Group 2 – Applicants Living in Overcrowded Conditions**

Overcrowding will be assessed and pointed in accordance with the system outlined in Group 1 above.

### **Group 3 – Applicants Under-Occupying a Large House**

Under occupation will be assessed and pointed in accordance with the system outlined in Group 1 above.

### **Group 4 (a)– Applicants with Insecure Tenancies**

Points will be awarded to applicants within this Group as follows:-

Households living in insecure accommodation and under threat of homelessness due to the end of a fixed term lease which has less than 2 calendar months to run. **25 POINTS**

Households living in tied accommodation and threatened with Homelessness **20 POINTS**

Households living in insecure accommodation and under threat of homelessness due to the end of a fixed term lease which has less than 1 year to run **20 POINTS**

Households living in insecure accommodation but under no immediate threat of homelessness **15 POINTS**

Households with at least one member serving in HM Forces, which have local connections with the Angus area and who upon completion of service wish to reside in Angus **15 POINTS**

Households with at least one member serving in HM Forces, who upon completion of service, wish to reside in Angus but who have no previous connection with the area. **5 POINTS**

### **Group 4 (b) – Household s Without Their Own Separate Home**

Households in lodgings, homeless persons accommodation or houses in multiple occupancy and sharing kitchen and/or bathing facilities with another household or households. **25 POINTS**

### **Group 5 – Applicants with Medical Priority Points**

Applicants wishing to apply for housing on medical grounds only will be included in this Group if points are awarded by the independent medical assessor appointed by the Association. As outlined in the table below, 5-20 points can be awarded, ranging from a low to a very high medical priority.

0 points	no medical priority
5 points	low medical priority
10 points	moderate priority
15 points	high medical priority
20 points	very high medical priority

The points awarded depend upon to the extent to which a medical problem can be resolved or improved by a change in the housing situation of the applicant.

Applicants in all other categories can also have up to 20 medical priority points added to their total if these are warranted. All applications are categorised and pointed prior to being sent for independent assessment and this information is also made available to the medical assessor to help with decision making.

**Group 6 – Applicants with an outright Medical Priority for Rehousing**

On occasion the independent medical assessor may identify an applicant with an emergency need for rehousing and categorise them as an outright medical priority.

Although such cases will be extremely limited, they will merit top priority for consideration and will be contacted immediately to advise of their housing prospects. If necessary, the Association will liaise with Angus Council, Dundee City Council and any other housing providers who may be able to assist with suitable accommodation.

**Group 7 – Applicants requiring Special Needs and Referred by Local Authorities**

All houses within this category will only be allocated after full consultation with other appropriate parties such as the Association’s appointed Medical Assessor, the Social Work Department and the local authorities, to ensure that those applicants in most need are being rehoused.

**Group 8 – Applicants who are Statutorily Homeless**

This Group will only include applicants who are statutorily homeless and are referred to the Association by the Homeless Persons Officer of the local authority via the Section 5 Protocol with the local authority. The houses allocated to applicants in this Group will be restricted to those identified as suitable.

**Group 9 – Applicants Requiring Independent Housing**

Points will be awarded to Applicants within this Group as follows:-

Couples with children and single parent families having to share with friends and relatives **20 POINTS**

Couples without children having to share with friends and relatives **15 POINTS**

Single persons aged 25 or over having to share with friends and relatives **10 POINTS**

Single persons under the age of 25 having to share with friends and relatives **5 POINTS**

### **Group 10 – Applicants Requiring Care and Support**

Points will be awarded to Applicants within this Group as follows:-

Applicants fleeing domestic violence or racial harassment **15 POINTS**

Senior Citizens (over the age of 55) wishing to move in order to be close to relatives to give or receive support. **10 POINTS**

All other Applicants wishing to move to the requested area for social reasons **5 POINTS**

### **Group 11 – Special Housing Circumstances**

Points will be awarded to Applicants within this Group As follows:-

Households living in caravans or accommodation with either no inside toilet, fixed bath or shower or running hot water. **25 POINTS**

Households where the head of household is in employment and where there is a lack of public transport in the area. **20 POINTS**

### **Group 12 – Sheltered Housing**

All applications for Sheltered Housing from Persons over 60 years are included in this group **1 POINT**

### **ADDITIONAL POINTS**

An additional **5 points** will be awarded for each member of the applicants household without suitable bedroom accommodation in recognition of the fact that overcrowding or a high degree of sharing intensifies the housing problem.

## **NON PRIORITY GROUPS (13-18)**

### **Group 13 – Applications Requiring More Information**

All applications where more information is required to complete assessment of housing need.

**1 POINT**

### **Group 14 – Suspended Transfer Applications**

Applications from existing tenants where there are outstanding charges due to the Association or the tenancy has not been conducted in a proper manner will be included in this Group.

**1 POINT**

### **Group 15 – Adequately Housed**

This Group includes all applicants who have sufficient bedspaces for each member of the household and have no other housing need.

**1 POINT**

### **Group 16 – Rent Arrears/Tenancy Related Debt**

All applicants who have rent arrears exceeding one month and/or tenancy related debt will be included in this Group.

**1 POINT**

### **Group 17 – Unsuitable References**

Where it is deemed that references are unsuitable applications will be placed in this Group.

**1 POINT**

### **Group 18 – Owner Occupiers**

Applications from owner occupiers will be included in this Group for initial assessment.

**1 POINT**

## **SPECIAL CASES**

**Up to five additional points** can be awarded in any Group where existing residence is in a serious state of disrepair. These points will be awarded at the discretion of the Association and will require an inspection of the problem. All discretionary points will be awarded subject to the approval of the Housing Management Sub Committee.

The Association recognises that very exceptional circumstances may occasionally prevail where an applicant may have a genuine housing

need which falls outwith the pointing method outlined above. In these circumstances, any Committee Member or Staff Member may ask the Director to prepare a Report for the Housing Management Sub Committee for special consideration either leading to the awarding of points to access the Waiting List or the allocation of a tenancy.

### **RACIAL HARASSMENT**

Applications received from households suffering racial harassment will be viewed as a separate priority in line with the Association's Policy on this subject.

## **PART 6 – MUTUAL EXCHANGES**

### a. **MUTUAL EXCHANGES**

Provided that the Association tenant has been resident in their house for at least six months, the Association will normally give approval to a mutual exchange on condition that:-

- I. Both tenants have had a clear rent account for a six month period prior to the exchange.
- II. Both tenancies have been conducted in a satisfactory manner.
- III. Neither of the moves will result in an Association house being overcrowded or under occupied.
- IV. The condition of the Association's property and state of decoration is of an acceptable standard.

All mutual exchange applications approved will also be subject to the condition that in the event of either of the parties concerned not taking up occupancy of the dwelling or not living there for a period of at least six months, the other party will be called upon to re-occupy the house from which they removed. Failure to comply with this condition will lead to legal action being taken to recover the possession of the house.

The Association will retain a Register of Mutual Exchange Applicants and list them by reference number in the Tenants Newsletter issued each quarter.

## **PART 7 – RIGHT TO INFORMATION / COMPLAINTS PROCEDURE**

### A. **RIGHT TO INFORMATION**

All applicants will be advised in writing of any decision taken or assessment made of their application. The number of points awarded will also be advised in writing and the applicant can contact the staff of the Association to have their points checked or to arrange an interview to discuss their application.

Applicants will also have the right to inspect their application forms or any other information they submit in support of their application.

B. **COMPLAINTS PROCEDURES**

Any applicant who feels aggrieved at the way in which their application is treated by the Association will have full access to the Association's Complaints and Appeals Procedures and subsequently to the Housing Association Ombudsman for Scotland.

**PART 8 – RENEWAL OF APPLICATIONS – HOW THE WAITING LIST IS KEPT UP TO DATE**

A. **CHANGES OF CIRCUMSTANCES**

For the avoidance of doubt, responsibility for notifying changes of address and other changes of circumstances are the responsibility of the applicant. Failure to notify changes which may materially affect the number of points the applicant is awarded may lead to the application being cancelled of the basis in the clause in part 2 governing False and Misleading Information.

B. **REVISION FORMS**

Every six months, all applicants will receive a revision form asking them if they want to keep their application active. Failure to return this form within the specified fourteen day period will lead to application being automatically cancelled unless special circumstances are proved (for example, an applicant away on holiday or in hospital when the Revision Form being issued).

C. **RENT ARREARS**

Where an application has been suspended because an applicant has rent arrears or a tenancy related debt, it will be cancelled as part of a six monthly revision if no effort has been made to clear the debts. It is the responsibility of the Applicant to advise the Association when the arrears have been cleared. For any level of debt, the Association expects applicants to have cleared arrears in full within an eighteen month period of their application date. Similar rules will apply to transfer applicants with any outstanding debts due to the Association.

D. **MORE INFORMATION REQUIRED**

If an application has been suspended because more information is required to complete assessment, then this will be cancelled if there has been no response within the stated 14 day period.

**November 2006**

