

MARGARET BLACKWOOD HOUSING ASSOCIATION

ALLOCATIONS POLICY

1.0 POLICY STATEMENT

- 1.1 The Association aims to provide good quality, accessible and affordable housing to disabled¹ people and others, with support where needed. It seeks to meet diverse needs, and enable independent living, in inclusive communities where people want to live and remain.
- 1.2 The purpose of this policy is to set out the principles and standards that we aim to follow, and our approach to making best use of the available stock by allocating the right size and type of property to those most in need.
- 1.3 The Association will comply with relevant legislation and good practice guidance, in particular the Housing (Scotland) Act 2001, Communities Scotland Performance Standards AS1.1, AS1.2, AS1.4.7 and AS4.10, and SFHA's Raising Standards in Housing, Allocations, 2004. Appendix 3 lists relevant legislation, related SFHA guidance and related MBHA policies.

2.0 RESPONSIBILITY

- 2.1 Board members are responsible for setting, reviewing and monitoring the outcomes of the policy. The Quality Committee has delegated responsibility for monitoring policy implementation and performance.
- 2.2 Housing Management staff will be responsible for policy implementation and the development of clear and consistent procedures to support this.

3.0 PRINCIPLES AND SCOPE OF THE POLICY

- 3.1 The Association provides housing suitable for allocation to people with a range of housing needs, including disabled people and older people. We operate over a number of local authority areas in Scotland. A high proportion of the housing stock is purpose built and adapted property for physically disabled people. Some housing is linked with support provided by MBHA Support Services or other partner support providers.
- 3.2 The Association is redeveloping and remodelling some existing properties and services to improve the quality of housing and support. The allocations policy will play a part in achieving this successfully and smoothly.
- 3.3 This is the context for the overarching principles outlined here, governing our allocation of property.

¹ When we say 'disabled people' we mean people with physical impairments, learning difficulties, autistic spectrum disorders, mental ill health, sensory impairments, and any other long term or chronic conditions which result in housing need and disadvantage. We also include in this definition, families with a disabled household member.

- 3.4 We aim to offer open and equal access to our housing and to allocate property based only on housing need or housing and support needs. We aim to promote equal opportunities and welcome applications from all people regardless of sex or marital status, race, disability, age, sexual orientation, language, nationality or social origin, religious or political beliefs. We are committed to embracing and valuing diversity amongst the communities in which we work.
- 3.5 We aim to be fair, consistent, efficient and open in allocating properties to tenants, minimizing periods where property is empty. A points system is used as a way of objectively assessing housing need, recognising the needs of disabled people and the changing needs of tenants. It aims to reflect our philosophy of promoting independence and choice, innovative housing design and offering or enabling support, social or health care where this is needed.
- 3.6 We aim to encourage stable, sustainable communities where tenants enjoy living in their homes. We aim to achieve this by enabling applicants to choose where they live, while offering housing that is well matched to their needs and preferences. We will develop procedures which support this, aiming for a minimum of refusals of offers of housing and minimising periods where properties lie vacant.
- 3.7 We aim to provide good quality information and advice about taking a tenancy so that applicants can make an informed choice and participate in an accessible, straightforward allocations process.
- 3.8 We seek to work with other agencies to enable access to our housing, using formal and informal partnerships where appropriate. This may involve nominations agreements, participation in common housing registers, referral arrangements, management agreements and leases.
- 3.9 We aim to maintain a transparent audit trail of how and why an allocation was made. Our procedures will build in checks and balances to minimise the possibility of inconsistency or discrimination. Through annual reports of performance and activities, and involving stakeholders in periodic reviews of the policy, we aim to be accountable to applicants, tenants and partner agencies.
- 3.10 Staff will respect the confidentiality of personal information at all times. We will only discuss details of an application with third parties with the applicant's prior written consent. We aim to take up tenancy references with current and previous landlords where possible.
- 3.11 This policy relates to the allocation of all properties where a tenancy is offered. It does not apply to allocation of property under home ownership initiatives, leases or to occupancy agreements in registered care homes. These are subject to separate legal, contractual, funding and regulatory frameworks.

4.0 OPERATIONAL FRAMEWORK

4.1 Applying for a house

- 4.1.1 Any person aged 16 or over can make an application for housing at any time and is entitled to be admitted to the housing list.
- 4.1.2 We seek to work with other relevant agencies and groups to raise awareness of the Association and the types of housing it provides. We aim to encourage applications through widely available information, in a range of formats and key minority languages. We will ask applicants to provide gender, disability and ethnic origin details to help us with monitoring the effectiveness of the policy in achieving equal opportunities and taking action to improve this.
- 4.1.3 We aim to make it easy to apply, using a clear and accessible application form, which gathers sufficient information to make a fair assessment of housing needs, and support needs where appropriate. We aim to process applications quickly, keep applicants informed about progress and prospects of housing, and to signpost applicants to information about other housing options.
- 4.1.4 We aim to enable access to those on Council housing lists and in contact with social care, support or housing agencies in voluntary and statutory sectors by seeking nominations for a proportion of lets. In exceptional circumstances we may consider an application from a young person under the age of 16, where the Association is a partner with social work in planning for a young person leaving care.
- 4.1.5 A common housing register is a system where applicants fill in one form in order to apply to all the social landlords in the area. It is usually managed by the Council e.g. in Edinburgh it is called Edindex and the scheme is run by the Council. When the Association is a member of one of these systems it will not hold its own separate housing list. Instead we will automatically consider anyone who is registered with the Common Housing Register.

4.2 Housing lists

- 4.2.1 Completed and processed applications will be held within a single system. This aims to ensure that any applicant can be considered for any vacant property that matches their housing needs. The Association's house types and 'match' criteria are detailed at Appendix 1.
- 4.2.2 We aim to keep the housing list up to date with a minimum annual review of applications and using a simple renewal process. If applicants fail to renew their application, within 3 months and after reminder, then this may be cancelled and removed from the list.

4.3 Assessment of Housing Needs

- 4.3.1 The housing needs of each application will be assessed in accordance with a points system, detailed in Appendix 2.
- 4.3.2 The points system will consider housing needs under 6 main categories:
- homelessness
 - lack of permanent housing rights;
 - overcrowding or under-occupation;
 - unsatisfactory housing conditions;
 - disability, health and support;
 - social, economic and environmental factors.
- 4.3.3 We believe that everyone has the right to live their life free of harassment, violence and abuse, and recognise this a priority within the points system.
- 4.3.4 The high demand for particular property types and areas means that applicants with low priority may have little chance of rehousing. We aim to advise applicants of the likelihood of an offer of housing and provide them with information about other housing options where possible.
- 4.3.5 Where applicants have the same number of points, priority will be given to those in need for the longest period (generally calculated from information on the application form or from the date of application if this is not clear).
- 4.3.6 We will encourage applicants to keep the Association advised of any change in circumstances as this could affect their priority. If the Association has evidence that an applicant has intentionally changed their circumstances in order to obtain greater priority, additional points may be withheld and the application suspended.
- 4.3.7 If an allocation is made on the basis of contrived circumstances, false or misleading information the Association will consider this grounds for taking action to repossess the property.

4.4 Housing with support

- 4.4.1 The Association is committed to enabling disabled people to live full lives in ordinary housing and communities, with support where this is needed. Certain properties available for allocation are described as 'Housing with support'.
- 4.4.2 The Association's 'Housing with support' falls into two categories:
- Housing accompanied by low level housing support provided by MBHA and funded by Supporting People block contracts. Most of this housing is in blocks of flats (previously known as 'sheltered housing') and some is in close proximity to a registered care development.
 - Housing accompanied by housing support and, usually, other personal support or care. The support provider may be MBHA support services or another support provider. Some is in close proximity to an MBHA registered care development. Some of these properties (including some shared houses) are the subject of a management agreement with a support provider, enabling the provider or local

These properties are listed in Appendix 1.

4.4.3 Application forms will be completed and registered in the usual way. Applicants will be asked to indicate if they want to be considered for housing with support. If so, they will be asked to complete a short self - assessment form as part of their housing application. This aims to enable matching of those applicants who need housing support to housing that is linked to a Supporting People and/or Community Care contract. The final decision to offer a tenancy will rest with housing management.

4.4.4 We will aim to prioritise applications for housing with support from:

- people moving out of hospital or institutional care;
- disabled people moving on from residential schools or colleges;
- disabled people wishing to move to their own home from family or shared accommodation, in a planned way (so preventing future crisis intervention);
- people needing to move to improve or receive support with mental ill health;
- other situations agreed as a priority with the local authority.

4.5 Cancellation and suspension of applications

4.5.1 Applications will be cancelled where:

- The applicant has died
- The applicant has withdrawn their application
- The applicant has failed to renew their application when invited to do so.
- Where the applicant has been satisfactorily rehoused.

4.5.2 The Association will seek tenancy reports from current and previous landlords, where possible. Where an unsatisfactory report is obtained, we reserve the right to suspend the application. Refusal to give permission to contact a current or previous landlord may be considered grounds for suspending the application. However we will be sensitive to individual circumstances where an approach to a private landlord could jeopardise an existing tenancy.

4.5.3 The Association may suspend applications in defined circumstances where there is evidence to support the suspension:

- The applicant has debts relating to a current or previous tenancy in excess of one month's rent and an arrangement to clear the debt has not been adhered to for a period of at least 3 months.
- False or misleading information has been provided.
- There is clear evidence of serious anti-social behaviour related to a current or previous tenancy, or which would have been considered a serious tenancy breach if a tenancy had been in place, and that has taken place within the last two years.

- 4.5.4 Suspensions will be for a period of 3 – 12 months, and subject to review thereafter or at the request of the applicant. Applicants will be notified of suspension from the list, the reasons for this, and advised of their right to appeal against this action.
- 4.5.5 Where there is or has been an anti-social behaviour order issued, and there is evidence that the applicant is taking action to alter their behaviour the Association may consider granting a Short Scottish Secure Tenancy. This will be subject to the Association being satisfied that adequate support can be provided, either by the Association or other agency.

4.6 Nominations, protocols and other partnerships

4.6.1 Nominations Arrangements

We will seek to enter into Nomination Agreements with the Local Authorities in whose areas we operate, such that the local authority will be asked to nominate applicants from their housing lists to an agreed proportion of our vacant properties, usually 50%. In some situations a unique nominations arrangement may exist for allocations to new build developments, where this is part of the development agreement with the local authority or other partners.

4.6.2 Section 5 protocols

Housing associations have a duty to house homeless applicants referred by the local authority, unless there is good reason to refuse the request. We will seek protocols with local authorities governing the operation of this, emphasizing the needs of homeless households that include a disabled person.

4.6.3 Common Housing Registers and Mobility Schemes

We may take part in common housing registers, mobility and similar schemes where this makes economic sense and where we are satisfied that this will not undermine our other principles in relation to equality of access and fair assessment.

4.6.4 Nominations and referrals from support and advice agencies

To maximise access to our housing by disabled people and other groups at risk of exclusion, we may seek nominations or referral arrangements with DPHSs and local agencies e.g. those representing black and minority ethnic groups and refugees. We may develop nominations and management protocols with support providers enabling access to suitable housing.

4.6.5 National Accommodation Strategy for Sex Offenders/Multi-Agency Public Protection Agencies

Sex offenders and other offenders are entitled to apply for housing. We recognise the duty of RSLs to co-operate in the accommodation of registered sex offenders and aim to collaborate as required with statutory bodies in relation to risk assessment and management. Bearing in mind our responsibilities to tenants and aim of creating safe and sustainable communities that include disabled people, we will carry out our own detailed risk assessment in these cases. Where we assess that there is a threat to individuals and the community we reserve the right to suspend the application in line with section 4.4.

4.6.6 The Association will, as far as possible, apply the same approach to assessment of an applicant's housing needs and circumstances, and matching of applicant to property, in the case of nominations and direct applicants. This does not mean requiring applicants to provide duplicate information where a partner agency has already provided this information.

4.7 Allocations process and routes

4.7.1 When a vacancy arises, an offer of housing will normally be made to the applicant with the highest points, who is seeking property in that area and whose needs best match the size and type of the housing which is available.

4.7.2 Prior to an offer being made, a home visit will be carried out, where practicable, to verify the applicant's current housing circumstances and obtain any additional information. If this leads to a change in points awarded, the applicant will be advised of this.

4.7.3 We aim to enable applicants to make informed choices. We will provide good general information about our developments, properties, services, rent and other charges, including support charges, and housing benefits in advance of any offer being made. We aim to provide good accurate specific information when an offer is made.

4.7.4 In order to maintain a balance between types of lets, and increase access by those who tend to be at particular disadvantage in accessing suitable housing, we will set broad annual targets for quotas of allocations to be made through different routes e.g. nominations and transfers. We aim to review these annually in assessing the effectiveness of the points and quota schemes in meeting the policy aims and principles. Targets are included at Appendix 2.

4.7.5 Where a vacancy arises in property which is the subject of a management agreement with a support provider, the support provider will be asked to nominate one or more applicants. This will be based on their assessment of circumstances and confirmation of the availability of care or support funding. Housing management will make the final decision on allocation.

4.7.6 The Association wants to promote choice and will not penalise applicants where an offer of housing is refused. Where an applicant has refused three offers we will, together with the applicant, actively review their stated housing preferences and reserve the right to suspend their application during this review period.

4.8 Transfers

4.8.1 Any Association tenant may apply for a transfer, regardless of their length of tenancy. It is however unlikely that a recently housed tenant will have a housing need which attracts priority for rehousing. Transfer applications will be assessed and pointed in the same way as other applications.

4.8.2 We want existing tenants to remain with us and to be responsive to tenants' changing needs and aspirations. We recognise that disabled people can have great difficulty

finding suitable alternative accommodation if their circumstances change. Similarly we are acutely aware of the shortfalls in property suitable for people who use wheelchairs and for families and want to assist those who no longer require this to move in order to maximise use of this stock. We will set a broad annual target for allocations to transfer applicants, and give priority to:

- Applicants occupying wheelchair accessible property where there is no longer a wheelchair user in the household.
- Applicants occupying larger housing than they require
- Applicants needing larger housing to live with a partner, to accommodate a carer, or for an additional child.
- Applicants experiencing any form of serious harassment or abuse.
- Applicants needing to move location in order to take up or sustain employment.
- Applicants needing to move because of particular social or health factors, including family support and mental health issues.

4.8.3 In general, transfer applicants will:

- be subject to the same conditions of suspension and cancellation as any other application in relation to debts or anti-social behaviour
- not be considered where there is an ongoing tenancy related legal action
- prior to an offer, have their existing home inspected for confirmation that it the tenant has fulfilled their tenancy obligations in maintaining the property in a lettable condition.

4.9 Mutual Exchange and Mobility Schemes

4.9.1 Association tenants can apply for a mutual exchange with another Association tenant or with the tenant of another Registered Social Landlord.

4.9.2 Permission to exchange will normally be granted providing certain conditions are satisfied:

- Both applicants need to complete the Association's usual application form.
- The other landlord agrees to the exchange.
- The exchange partner satisfies the eligibility criteria for the size and type of housing they would move into.
- Both tenants have a satisfactory rent payment record, no outstanding arrears and there have been no material breaches of the respective tenancy conditions in the previous 2 years.
- The Association suffers no rent loss as a result of the exchange.

4.9.3 We aim to ensure that tenants are aware of Homeswapper or equivalent Mutual Exchange and Mobility Schemes which help people to move either locally or nationally, providing information through the Tenants newsletter and factsheets.

4.10 Local lettings plans

4.10.1 From time to time a local area or development may experience difficulties or plans that affect the wellbeing of the tenants and the community. Some examples are:

- an over concentration of households with similar particular needs;

- anti-social behaviour;
- low demand for the area or certain house types;
- major redevelopment or regeneration.

If the allocations policy is not helping, or is getting in the way of managing or improving the situation, the Association can decide on a different allocations policy just for this local area. Before it can do this it will have to set out very clearly:

- The changes or improvements it wants to achieve in the community (the objectives of the local lettings plan).
- How a local allocations policy will help this to happen.
- How long the local policy should be applied before it is reviewed.
- Detailed plans for involving tenants and communicating with them.

This local lettings plan will need to be approved by the Quality Committee. Where there is an urgent need to act, the Operations Director has delegated authority to approve a local lettings plan, subsequently reporting this to the Quality Committee.

4.11 Special circumstances and cases

- 4.11.1 The allocations policy seeks to meet the greatest housing need. In some cases support or intensive housing management may be needed to enable the applicant to sustain the tenancy. The Association will take this into account in making an allocation decision, together with the impact of the allocation in creating or maintaining a sustainable community.
- 4.11.2 While properties will normally be offered to the person with the highest number of points eligible for that property size and type, we reserve the right to give priority to an applicant with fewer points where:
- More time is needed to assist an applicant to secure necessary support.
 - A clear lifestyle clash would result.
 - There is an over concentration of vulnerable people.
- 4.11.3 Where an applicant at the top of the list is not made an offer, this must be recorded along with the reason for the decision and must be approved by the Housing Manager. The bypassed applicant(s) should be offered an appropriate property at the next opportunity.
- 4.11.4 A points system cannot capture all housing needs situations and very occasionally situations may arise where the applicant is in substantial housing need and the points system does not allow for the specific circumstances. The Operations Director has delegated authority to award points for 'exceptional circumstances' subsequently reporting these to the Quality Committee. The detailed consideration of the circumstances should be fully documented to enable subsequent amendment of the points schedule if indicated.
- 4.11.5 We will not use transfers as a way of addressing minor tenancy disputes. However where there is evidence of harassment or violence (or other exceptional circumstances), the Housing Manager or Operations Director have authority to

approve a transfer, having given detailed consideration to the circumstances and documentary evidence. The Quality Committee will monitor the number and nature of these cases.

4.12 Schedule 7 Housing (Scotland) Act 2001

4.12.1 Current or former employees (in the previous 12 months) of the Association, current or former members (in the previous 12 months) of the Board of Management and close relatives of either of these groups may apply for housing. However they must declare this relationship on the application form. Any allocation of property to these groups is considered as a 'benefit' under Part 1, Schedule 7 of the Housing (Scotland) Act 2001 and we will comply with Communities Scotland guidance on this. The Quality Committee must approve any proposed Schedule 7 allocation.

4.13 Appeals

4.13.1 Any applicant who is dissatisfied with the way their application has been assessed, reviewed, suspended or any other decision taken in relation to their application, can ask the Operations Director to review the decision. Should the applicant be dissatisfied with the response, the applicant will be advised to complain using the Association's formal Complaints Policy.

4.14 Monitoring

4.14.1 The Operations Director will provide information on agreed measures and targets to the Quality Committee on a regular basis to enable monitoring of performance and to draw the Committee's attention to any areas of concern indicating a need for a change or review of the policy. Appendix 4 details the Key Performance Indicators.

4.14.2 This will include reports on equal opportunities data collected from all applicants, which may be used to inform strategies for increasing access to the housing list and addressing unmet needs through business development.

5 REVIEW

5.1 The Quality Committee will conduct an interim review of the policy after 12 months and the Board will review it after 3 years. We aim to involve and consult applicants, tenants, local authority and other partner agencies in the full review process.

5.2 This Policy was approved by the Board on 10 December 2007, additional policy review approved by the Senior Management Team 18 February 2009.

APPENDIX 1 TYPES OF HOUSING AND MATCHING TO NEEDS

A GENERAL

- 1 **General Flat or House:** These properties can be let to anyone over the age of 16.
- 2 **Ground floor flats, flats accessed by a lift or single storey houses:** Priority shall be given for this type of housing to households which include a person with mobility problems or a health condition which means they find stairs difficult or dangerous. Some properties may have been built or adapted to barrier free standard. Some properties may include an alarm call system and some communal facilities e.g. laundry.
- 3 **Wheelchair housing:** This is purpose built or adapted property designed for use by someone who uses a wheelchair. Priority will *always* be given to an applicant whose household includes a wheelchair user.

Where there is no demand for the property type from priority groups as described above, allocation will be made on a simple 'housing needs' basis and in accordance with the provisions of the allocations policy.

B HOUSING WITH SUPPORT

1 Housing with low level housing support (provided by MBHA support services)

This housing offers communal areas and facilities and the availability of low level housing support. Priority will be given to people who need this type of housing based on information provided in a self-assessment, supplemented by the home visit. Where there is no demand for this property type from those needing both housing and support, the allocation will be made on a simple 'housing needs' basis and in accordance with the provisions of the allocations policy.

Properties are located at:

- Abbey Court, Edinburgh
- Laura Fergusson Court, Edinburgh
- Blackwood Court, Dundee
- Raeden Court, Aberdeen
- Ballantrae Court, Glasgow
- Angela Way, Uddingston
- Cala Sona Court, Wishaw (Under redevelopment)

- 2 The Association has a number of properties that are let to tenants under a nominations, referral or management agreement with a support provider or leased to a support provider, as part of the Association's commitment to enabling access to tenancies for people with continuing support needs.

These are properties where a referral arrangement with a support provider ensures access to suitable property to individuals with more significant and continuing support needs. Over time the locations or properties may change, or different locations and properties may be included in the agreement with the support provider.

The properties, which may be any of the types described in Section A, currently include:

Location	Provider	No & size/type	note
Broomage Court, Larbert	Carr Gomm		HMO
Donohoe Court, Bishopriggs	Cornerstone		HMO
High Mair, Renfrew	The Thistle Foundation	9 x 2 bed wheelchair	Self contained
St. Leonard's Court, Ayr	MBHA support services	5 x 1 bed flat 5 x 2 bed flat 2 x 3 bed flat	Self contained
Eday Gardens, Aberdeen	MBHA support services	8 x 1 bed flat 3 x 2 bed bungalows 1 x 3 bed bungalow	Self contained
Belses Gardens	MBHA Support Services	3 x 1 bed house 3 x 2 bed house	Self contained

C REGISTERED CARE HOMES

The Association has 4 registered care homes. These properties are **not** included in this allocations policy. Please refer to Support Services policies and procedures for information about access to this accommodation.

Broom Court, Stirling

14 studio apartments, 4 one bedroom flats and 3 respite rooms

MacLehose Court, Greenock

20 studio apartments

Raeden Court, Aberdeen

14 studio apartments, 1 respite room

Belses Gardens, Cardonald, Glasgow

13 studio apartments, 1 one-bedroom flat

All other property at these locations is allocated under the terms of the allocations policy and procedures.

D SHARED OWNERSHIP PROPERTIES

The Association has a small number of shared ownership properties and has no plans for further development at this time. These properties are **not** included in this allocations policy. Please refer to the Shared Ownership Buy Back policy for information on access to this accommodation.

APPENDIX 2

THE POINTS SYSTEM

We operate a points system for the allocation of all our properties. This awards points for housing need, according to the applicant's current housing circumstances. When allocating a property we will take into account 3 factors:

- Eligibility and 'match' for the type of property available
- The size of property needed to accommodate the applicant's household and needs
- Housing needs points

1 MATCHING APPLICANTS TO PROPERTY

This will be based on the size, type and property features of the accommodation. Suitability for different property types and sizes is determined by information provided by the applicant about:

- The size of their household i.e. how many people will live in the house
- The gender, relationships and age of those to be housed
- Space needed for support and supporters or carers
- Mobility, wheelchair use, support and other needs affecting the type of property and services required
- Location or development choices.

In matching applicants to property we will try to accommodate predicted future needs where possible, if where there is no higher priority applicant whose immediate needs better match the property.

2 SIZE OF PROPERTY

We will allocate property on the basis that each person within the household should have their own single bedroom except:

- a couple living as partners sharing a double room
- two children sharing a double room under the age of 8.
two children of the same sex sharing a double room under the age of 16 where the age gap is less than 6 years

Where one or two partners in a couple are disabled, or where a child is disabled, and where separate bedrooms are required but not available in their existing accommodation, this will be treated as overcrowding.

Where an additional bedroom is needed to accommodate a carer, personal assistant, support tenant or other person providing regular sleepover support or to accommodate the particular needs of a disabled person, lack of this space is considered overcrowding.

We will not offer the tenancy of a property where the size of household would result in overcrowding according to this definition. We will allow sharing by children of whom one is disabled where the applicant advises that this is their choice.

In allocating property, we will allow for predictable changes in the foreseeable future e.g. pregnancy, a deteriorating health condition and increased support needs, fostering

or adoption plans. Where a divorced or separated parent has joint custody or regular access to children of more than two nights a week, the children will be classed as permanent members of the household. However, overcrowding points will not be awarded.

We may require documentary evidence to support consideration for additional bedrooms.

3 HOUSING NEEDS POINTS SCHEDULE

Points are awarded under 6 categories of housing need:

Notes:

* denotes that documentary evidence will be required to support the points award

	No. points
CATEGORY 1: HOMELESSNESS	
<p>Homeless *Accepted as statutorily homeless under the terms of the relevant homeless person legislation (includes people placed in temporary accommodation by the local authority) AND in priority need as determined by the local authority.</p>	20
Sleeping rough or moving from place to place i.e. no fixed place to stay.	18
Unable safely to continue to live in the property because of harassment or domestic abuse.	18
In hospital or institutional care with no permanent home OR unable to return to former home as not suitable for needs.	18
No home where you and your family can live together e.g. you live in bed & breakfast, a refuge, a hostel.	18
<p>Threatened with homelessness *Due to become homeless within a 3 month period:</p> <ul style="list-style-type: none"> • Forced sale of property e.g. due to financial difficulties or marital breakdown • Private tenancy where Notice to Quit has been issued • • Tied accommodation with employment termination date and notice to quit (includes notice from the MOD that entitlement to occupy service accommodation is due to end). • Closure order, closure for redevelopment or demolition • End of placement at residential school or college 	15
<i>[One allocation of points only in this category; if awarded in this category, no points should be awarded in categories 2 –3]</i>	
CATEGORY 2: LIMITED PERMANENT HOUSING RIGHTS	
<ul style="list-style-type: none"> • Living in a portable caravan, mobile home, boat 	9
<ul style="list-style-type: none"> • Relationship breakdown requiring house sale/applicant to vacate marital or family home* 	9
<ul style="list-style-type: none"> • Supported temporary housing or lodgings 	11
<ul style="list-style-type: none"> • Living in residential care/group home/shared supported living and seeking independent housing 	9

<ul style="list-style-type: none"> • Disabled person living with family and planning for independent living • Separated household or family living 'care/of' friends or relatives 	7 10
<ul style="list-style-type: none"> • Private short term tenancy /lease 	4
<ul style="list-style-type: none"> • Single person wishing to establish separate household 	4
<i>[One allocation of points only in this category]</i>	
CATEGORY 3: OVERCROWDING OR UNDER-OCCUPATION	
<p>Overcrowding For each additional bedroom required for the applicant's household (see Section 2 above)</p> <p>In access/custody cases where occupation of the bedroom will be less than 3 nights a week</p> <p>[bedsits & caravans are considered as one room properties which lack a required separate bedroom]</p>	6 2
<p>Under-occupation (only where applicant is main householder) For more than one bedroom above the number required, per underoccupied room</p> <p>For each bedroom above the number required where applicant is a current MBHA tenant.</p>	5 6
<p>Current tenant occupying property designed to wheelchair standard and no longer requiring this.</p> <p><i>[One allocation of points only in this category]</i></p>	12
CATEGORY 4: UNSATISFACTORY HOUSING CONDITIONS	
<p>Poor property and lack of amenities *Property has been assessed as Below Tolerable Standard:</p> <p>Structurally unstable, sub-standard or dangerous services; substantially affected by rising or penetrating damp; inadequate supply of hot or cold water; no inside wc. <i>[will be confirmed at home visit]</i></p> <p>Poor state of general maintenance (not tenant's responsibility)</p> <p>No central heating</p> <p>Unsuitability for disabled person in household Unsuitable heating type for needs Lacking space for essential equipment e.g. washing machine, wheelchair storage space</p> <p>Unable to access kitchen OR Limited use of kitchen– not adapted for disability</p>	12 2 per defect 2 2 2 4 7 4

Unable to access bathroom OR	9
Limited use of bathroom – not adapted for disability	6
Dangerous or difficult access	
Dangerous or very difficult for applicant (or member or their household) to access outside or essential rooms inside the property	12
Some difficulties in access to outside or to essential rooms inside.	5
Sharing facilities with unrelated households or adults	3
<i>[no more than one allocation of points per subheading in this section]</i>	
CATEGORY 5: DISABILITY, HEALTH AND SUPPORT	
Disability and health	
Where the applicant or a member of their household has an impairment or long term health condition and rehousing will:	
<ul style="list-style-type: none"> substantially improve the applicant's (or member of their household's) quality of life and independence (with or without support) 	6
<ul style="list-style-type: none"> significantly improve the situation 	4
<ul style="list-style-type: none"> slightly improve the applicant's (or member of their household's) quality of life and independence (with or without support) 	1
OR	
Where the applicant or a member of their household has an impairment or health condition caused by, or aggravated by their current housing conditions and rehousing will:	
<ul style="list-style-type: none"> substantially alleviate the situation 	6
<ul style="list-style-type: none"> significantly improve the situation 	4
<ul style="list-style-type: none"> slightly improve the situation 	1
Support	
Where the applicant needs to move to enable family or others to provide necessary support:	
<ul style="list-style-type: none"> essential support 	9
<ul style="list-style-type: none"> desirable support 	3
Where the applicant needs to move to be able to provide essential support to a family member (and currently lives more than 10 miles away).	9
Notes	
1. <i>Quality of life factors include:</i>	
<i>Being able to manage personal and domestic tasks independently or with dignified support</i>	
<i>Being able to make or maintain relationships with family members and natural supporters</i>	
<i>Being able to contribute to and take part in community life, leisure and employment.</i>	
2. <i>Awarding of points in this category will rely on information provided by the</i>	

<p><i>applicant on a self-assessment form and assessment by housing management staff. Further information may be sought from or provided by health or social care professionals, formal or informal supporters to assist the assessment, subject to the consent of the applicant.</i></p> <p><i>The category may apply to people with any impairment or condition covered by disability equality legislation and to people with age related impairment and health issues.</i></p>	
<p>CATEGORY 6: SOCIAL, ENVIRONMENTAL AND ECONOMIC FACTORS</p>	
<p>Harassment, abuse, domestic violence Serious and persistent Intermittent, verbal</p> <p><i>[The effect of harassment, violence and abuse can be far reaching and serious. Awarding of points in this category will rely initially on information provided by the applicant. We will seek advice and confirmation if required from relevant agencies in making an assessment. We will advise applicants to seek legal advice and other appropriate support.]</i></p> <p>Travel to work, education or amenities *Need to move to take up or retain employment and current permanent home is more than 1 hour's travel distance from place of employment.</p> <p>Disabled person needs to move to take up or retain employment and current permanent home is more than 1 hour's travel distance from place of employment.</p> <p>Physical isolations from essential amenities and services e.g. shops, college, health centre, hospital, where applicant does not have a car or accessible public transport:</p> <ul style="list-style-type: none"> • Disabled person or older person: more than 1 mile • Others: more than 3 miles <p>Economic Current rent or mortgage payments are unaffordable (> 1.5 times the average MBHA rent for size of property needed)</p> <p>Applicant is on Housing Benefit which does not meet the full rent in a private tenancy</p> <p>Environmental Household with child(ren) under 12 and no access to garden or safe local play facilities</p> <p>Disabled or older person unable to maintain garden of current property (and applying for property without this responsibility)</p> <p>Social isolation Living at a distance from neighbours, social or family support and would benefit from move to environment offering more opportunities for social contact and security. <i>[This category particularly applies to those seeking housing in existing 'sheltered' housing, but also to others]</i></p>	<p>18 9</p> <p>3</p> <p>6</p> <p>5 1</p> <p>1</p> <p>1</p> <p>4</p> <p>2</p> <p>5</p>

<p>Other exceptional circumstances Points awarded by the Operations Director in exceptional circumstances not covered by the points scheme; all such awards to be monitored and reported to the Quality Committee.</p>	Up to 10
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4. ALLOCATIONS TARGETS (Oct 2007 – Mar 2009)

While using the points schedule to prioritise applications, we will actively seek nominations from other sources to maximise access. We will aim to seek allocations and allocate properties from the different routes as follows:

Source	Nominations Sought (% of vacancies)	Allocations made (% of vacancies)
Local Authority nominations	50% (can include via SWD)	30%
DPHS and other equality groups	10%	10%
Internal transfers	N/a	10%

APPENDIX 3 RELEVANT LEGISLATION, GUIDANCE AND MBHA POLICIES

1. Legislation

This policy and related procedures have been developed taking into account the requirements of these pieces of legislation which directly or indirectly affect the allocation of houses in Scotland:

Housing legislation

Homelessness etc (Scotland) Act 2003

Housing (Scotland) Act 1987

Housing (Scotland) Act 2001

[Control of Payments and benefits: Schedule 7 of Housing (Scotland) Act 2001]

Equality legislation

Disability Discrimination Act 1995 (as amended Dec 2006)

Human Rights Act 1998

Race Relations Act 1976 as amended by Race Relations (Amendment) Act 2000

Sex Discrimination Act 1975

Other relevant legislation

Adult Support and Protection (Scotland) Act 2007

Protection of Vulnerable Groups (Scotland) Act 2007

Anti-Social Behaviour etc (Scotland) Act 2004

Data Protection Act 1998

Management of Offenders etc. (Scotland) Act 2005

Matrimonial Homes (Family Protection) (Scotland) Act 1981

2 Guidance

Communities Scotland Performance Standards for social landlords and homelessness functions (2006)

GS1.2: Policies and procedures

AS1.1: Access to housing

AS1.4 Housing support needs

AS1.5. Void Management

AS2.4: Adaptations

AS4.7: Appeals

AS4.10: Accommodation Provision

SEDD circular DD1 – 2005: recognising the housing needs of ex-service personnel.

Raising Standards in Housing (SFHA March 2004)

Allocations

Access to Information

3. Related MBHA strategies, policies and procedures

Allocations procedures

Anti-social behaviour policy

Complaints policy and procedures

Confidentiality policy
Diversity and equality strategy & policy
Equal Opportunities Policy .
Leases and Management Agreements – policy & procedures
Rent arrears policy
Schedule 7: Control of Payments and Benefits Policy
Shared ownership buy back policy
Strategy for redevelopment and remodelling of 'sheltered' accommodation
Strategy for individualizing support services
Succession and assignation policies
Voids Management Policy

APPENDIX 4 KEY PERFORMANCE INDICATORS

Statistical information will be recorded and reported as follows:

Quarterly

Number of vacancies
Source of vacancies
Number of lets
Source of lets (i.e. LA nominations, transfers, vol org referral)
Property types let (% turnover as % of housing stock)
Number of refusals
Reason for refusal (in broad categories)
Total number of applications
Number of new applications in the period
Number of unprocessed applications over 28 days
Number of suspended applications
Number of appeals

Exception reports
e.g. local lettings, Schedule 7 allocations

Annually

SCORE annual returns
Number of nomination agreements in place
Number of partnership arrangements (excl local authorities)
Number of local lettings plans
Number of applications from equal opportunities monitoring groups
Number of lets to applicants from equal opportunities monitoring groups