
Queens Cross Housing Association

Policy and Procedures Manual

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Allocations Policy

Aims and Objectives of the Association

Queens Cross Housing Association is a community based housing provider who are based in the North West of Glasgow.

The Association operates in a multi-cultural area and aims to provide good quality rented accommodation to those in housing need. This is subject to the number, type and size of houses it has available for let. As a community based housing Association a degree of emphasis will be placed on meeting local housing needs.

The allocation's policy is to enable as far as possible the housing need of individuals who wish to reside in the Queens Cross area, but who are for economic, social or physical reasons least able to help themselves. Where appropriate the Association will assist with the provisions of housing support to certain categories of applicants.

The Association's rented stock base comprises of approximately 2200 units made up of a variety of property types including traditional tenement, multi-storey and new build housing.

Queens Cross Housing Association is committed to building a balanced and sustainable community. The Association will make best use of available housing stock and use the allocation policy and process to assist in the creation and maintenance of a balanced and stable community.

Queens Cross Housing Association is committed to providing housing support services to certain tenants who may require assistance in sustaining their tenancy. Elderly and/or vulnerable tenants may benefit from these services.

A copy of this policy will be made available on request from the Association's offices.

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Communities Scotland Performance Standards for Housing Associations

The association has taken due consideration of the guiding and activity standards within Communities Scotland performance standards in the development and implementation of this policy. The standards that cover the remit of this policy in particular are:-

- AS1.1 Access to Housing: We ensure that people have fair and open access to our housing list and assessment process. We work with others to maximise and simplify access routes into our housing.
- 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.
- AS1.3 Tenancies: We offer the most secure form of tenancy compatible with the purpose of the housing. The agreement makes clear the rights and duties of the tenant and landlord. We act to uphold these rights and duties in a fair and responsible manner.
- AS1.4 Housing Support Needs: We are responsive to people's individual housing support needs and help them to sustain their tenancies.

Access to the Housing List

Persons 16 years of age or over can make an application for housing. Applicants should complete and submit a housing application form. Applications will be assessed and pointed in accordance with the Associations pointing system.

The Association will not unfairly discriminate against any individual, household or group on the grounds of race, colour, culture, ethnic or national origin, religion, gender, age, disability, sexual orientation, family circumstances or marital status.

All applications will be dealt with fairly and without prejudice in keeping with the Associations Equal Opportunities Policy. Applicants from Ethnic Minorities will be assisted when applying for housing with the Policy being available in Urdu, Chinese, Punjabi and Hindu. Other formats where appropriate will be made available on request.

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The Association aim to inform an applicant in writing within 28 days of the interview as to whether they have or have not been accepted onto the housing list. This may take longer if the Association are waiting on further information to be provided by the applicant.

Applicants position on the Queens Cross Housing Associations housing list will be determined by:-

- The number of points an application has been awarded in assessing housing need
- Points will be awarded to the undernoted categories:
 - a) Homelessness
 - b) Overcrowding
 - c) Under occupation
 - d) Sharing amenities
 - e) Lacking amenities
 - f) Medical needs
 - g) Social and care support needs
 - h) Community need

Applicants may not be accepted onto the housing list:-

Applicants may be denied access to the housing list after their circumstances have been carefully assessed. Circumstances that could lead to applicants being refused access are detailed below.

- a) Applicants who apply from a Queens Cross H.A. tenants home where permission to reside has not been granted will not gain access to the list.
- b) A previous application was cancelled on the grounds of providing false information or for withholding relevant information.
- c) Applicants who provide false and misleading information will be refused access.
- d) Previous tenants of Queens Cross H A who have been evicted for breach of tenancy or who absconded from their previous property could be refused access to the list.
- e) Queens Cross H A expects applicants to provide sufficient evidence to support their circumstances prior to access to the housing list.
- f) Applicants have intentionally worsened their own circumstances.

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- g) Access to the housing list will be denied if applicants cannot provide proof of their current residency. Queens Cross H A would consider being registered with an Employer, Doctor, DSS, Council Tax or bank as suitable evidence of residency. In addition, households will also be asked to provide proof that they are resident within a household were the applicant is claiming that their circumstances are affected by overcrowding or under occupation.

The Association will carry out a review of a previous decision, which denies access to the housing list if there are sufficient grounds to merit a review of the earlier decision.

The Housing List

The Association will allocate houses using a points system aimed at giving priority to applicants in housing need. The Association will give priority to Queens Cross H.A. tenants and owner occupiers occupying a mixed tenure block who live in unimproved property and who require to be decanted to allow the improvement work to be carried out or rehoused on a permanent basis if the tenant requires a permanent move at this time. The Association will endeavour to satisfy the housing need of tenants and release properties for re-letting to housing list applicants.

The Association will offer all successful applicants a Scottish Secure Tenancy or a Short Scottish Secure Tenancy as appropriate as per the Housing (Scotland) Act 2001.

The Association will allocate housing using a planning target system, which will consider the requirements of: Statutory and Non-Statutory Homelessness, Sheltered Housing, Internal Transfers, Supported Projects, Clearance and Decant situations, and General Applicants. This planning target will be guided by an annual lettings plan and monitored by our Housing Allocations Module.

The association will allocate properties to The Fire Station Homeless Project and The Queens Cross East Supported Housing Project on the basis of agreed planning targets for the year and based on housing and support needs assessment of the applicants.

Homelessness and Allocation of Housing

- The Association acknowledge its duty as a Registered Social Landlord to comply with a request from Glasgow City Council to accommodate a homeless person/family under section 5 of the Housing (Scotland) Act 2001. In implementing any such request the Association will abide by the contents of the Homelessness Protocol arrangement established between Glasgow City Council and RSL's.

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- Homeless applicants applying directly to Queens Cross Housing Association will be invited to make an application and advised to contact Glasgow City Council in order that an assessment with the terms of Part II of the Housing (Scotland) Act 1987 can be made in order for the homeless person to access temporary accommodation.
- The Association recognise that homelessness problems need to be tackled with more than bricks and mortar and as such have established links with partnership agencies including; Women's Aid; Gryffe Women's Aid; Council for Housing Young People; Scottish Refugee Council; The Talbot Association' The Mungo Foundation; San Jai Chinese Project; Quarriers Homes.
- This partnership approach includes either agency referrals or establishing lease agreements with specialist management agencies for appropriate accommodation.
- The Association recognises that homeless young people are generally vulnerable as a result of their age and as such continue to provide supported accommodation for 16-25 year old homeless young people through the Firestation Project and CHYP House.
- The Association will assist where, possible, with the lease of temporary accommodation to Glasgow City Council to assist with their provision of temporary accommodation for homeless persons. The Association will abide by the contents of the Temporary Accommodation Protocol and model lease agreement established between Glasgow City Council and RSL's.
- The Association will abide by section 5(6) of the 2001 Housing (Scotland) Act which requires RSL's to reply to reasonable requests for housing information.

Common Housing Register

Queens Cross H A recognises that Section 8 of the Housing (Scotland) Act 2001 encourages the development of Common Housing Register.

The Association are partners in, and lead organisation of, The Glasgow Northwest Pathfinder Common Housing Register. Applicants may apply to more than one Landlord within the pathfinder area when the CHR becomes active.

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Housing Need Points Assessment Categories

Overcrowding

For the purpose of this allocations policy a house is overcrowded when the number of persons sleeping in the house is such as to contravene the standards specified in Sections 136 (the room standard) and 137 (the space standard) in part V11 of the Housing (Scotland) Act 1987.

Overcrowding points will be awarded using the following criteria:

1. In addition to a bathroom and kitchen, the number of apartments required by a household is:

- Living Room
- 1 bedroom for each applicant and spouse
- 1 bedroom for each 2 persons of the same sex under 12 years old
- 1 bedroom for each 2 children under 10 years old
- 1 bedroom for any remaining member of the household

2. Overcrowding points will be calculated on the basis of:

- The number of rooms in present accommodation
- and
- The number of rooms required

3. The scale of overcrowding points is:

**No. of apts in
present housing**

No. of apartments required

	2	3	4	5	6+
0	20	30	40	50	60
1	10	20	30	40	50
2		10	20	30	40
3			10	20	30
4				10	20
5					10

- **Plus 10 points** for each additional apartment required
- If applicants are not householders the number of rooms that they have exclusive use of will be considered

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- Applicants who are part of a family unit and who are living apart due to unavoidable circumstances will be allocated an additional **5 points**

Under Occupation

1. Under occupation will be calculated on the basis:
 - The number of rooms in the present accommodation and
 - The number of rooms required
2. The number of points awarded for each room surplus to requirements for non-Queens Cross H.A. tenants is **5 points**.
3. To encourage Queens Cross Housing Association tenants to release under occupied family houses for re-let, the number of points awarded for each room surplus to requirements is **15 points**.

Sharing Amenities

1. Sharing amenity points are awarded to applicants who do not have their own home and who share amenities with people other than their own household.
2. Sharing amenity points will be awarded as follows:

Living Room	5 points
Kitchen	5 points
Toilet	7 points
Bath/Shower	7 points

Lacking Amenities

1. Lacking amenity points are awarded to applicants who own or rent accommodation that does not have the basic amenities.
2. When an applicant indicates that they lack basic amenities, an inspection will be carried out and/or a report will be required from the Environmental Health Department to establish if the amenities are below the tolerable standard.

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3. Lacking amenity points will be awarded as follows:

Living Room	10 points
Kitchen	10 points
Inside Toilet	10 points
Bath/Shower	10 points
Hot water supply	10 points

Medical Needs

Medical points are awarded where rehousing would be of benefit to relieve a severe medical problem.

Medical points will be awarded using the following three categories:

Medical 'A' High Medical Priority – 30 points

Medical 'A' points will be awarded for applicants or members of their family with serious disabilities who could not, or could only with great difficulty enter or be mobile within their current house or building. Where the medical problem is not physical the award of medical 'A' will be awarded to applicants with a serious debilitating condition that requires a specific type of housing or amenity.

The points will be assessed on whether re-housing the applicant in more suitable housing, or adapted housing would provide a better quality of life, well-being, and enhance independent living.

High medical priority points will also be awarded to older applicants where re-housing in supported housing, such as sheltered housing, will enhance the well-being and independent living of the applicant or partner.

Applicants awarded medical 'A' will generally be restricted to ground floor housing only, or a property where the amenity is more suitable for their medical condition.

Medical 'B' Medium Medical Priority – 20 points

Medical 'B' points will be awarded for applicants or members of their family where rehousing may assist the medical condition they have and may improve their health and well-being. Generally medium medical priority would be granted if their current housing situation has a worsening effect on their medical condition.

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Medical ‘C’ Low Medical Priority – 10 points

Low medical priority points will be awarded to applicants who have a not too serious medical condition and where re-housing is unlikely to improve that medical condition but may help to improve overall well-being

Accommodation types for Medical Applicants

Applicants awarded High or Medium medical points will generally be restricted to ground floor or 1 up properties depending on their needs. Where there is an accessible lift, these properties will be considered.

Applicants awarded Low medical points will be considered for most properties.

The award of medical points will be assessed on medical information provided to the association :

- A self certificate form supplied by the Association
- A medical certificate signed by a Doctor
- A Consultants Report
- Any other medical information deemed appropriate

Assessment of Medical Points

Housing Officers will carry out an assessment for medical points. When the recommendations is for High Medical Priority points these should be made to the Assistant Area Housing Services Manager who in consultation with the Area Manager should authorise any award of High Medical Priority points.

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Social and Care Support Needs

Social and Care Support needs points are awarded to applicants who have serious social or care needs and are only considered appropriate when other solutions to the problem are not available or not feasible.

The following categories of applicants will be considered for Social and Care Support needs points. Points may be considered for the Applicant or their family members where appropriate.

- Older and infirm people
- Homeless or threatened with homelessness
- Applicants with mental health problems
- Applicants with physical and/or learning difficulties
- Children and young adults with learning disability
- Young people
- Refugees and asylum seekers
- Ex-offenders
- People with alcohol or drug related problems
- People who suffer from harassment including racial harassment
- People who are victims of crime
- Any other such circumstance which is deemed appropriate.

Social and Care Support points will be awarded after submission of evidence in support of the circumstances from an appropriate agency, e.g. Glasgow City Council Social Work, Police Health Services, Local Authority, Other Housing providers. Where no such supporting evidence is available an assessment will be based on the applicants circumstances described.

Social and Care Support needs points will be awarded as follows:

Social and Care Support ‘A’ High Priority points – 30 Points

High Social and Care Support points will be awarded to applicants where suitable rehousing is felt essential and that if the applicant remains in their current housing situation it may result in a serious threat to life and limb, mental stability, the stability of the family unit or result in the need for institutional care.

High Social and Care Support points will also be awarded to applicants where re-housing in supported housing, such as sheltered housing, or Supported Accommodation will enhance the well-being and independent living of the applicant or partner.

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Social and Care Support ‘B’ Medium Priority points – 20 Points

Medium Social and Care Support points will be awarded to applicants who have a need for re-housing from their current accommodation to improve their social well-being or improve their care needs where this is not possible from their current accommodation or location.

An award of 20 points will be made available to applicants where suitable rehousing is felt to be desirable, preferable or of benefit in resolving a problematic situation.

Social and Care Support ‘C’ Low Priority points – 10 Points

Low Social and Care Support points will be awarded where an applicants current housing condition or well-being could be improved by re-housing either in a new location or nearer to care support, but are not in immediate risk to their well-being.

Assessment of Social and Care Points

Housing Officers will carry out an assessment for Social and Care points. When the recommendations is for High Priority Social and Care points these should be made to the Assistant Area Housing Services Manager who in consultation with the Area Manager should authorise any award of High Priority Social and Care points.

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Community Need

This is when the Association assess that a particular application for rehousing would benefit the community and/or the applicant. This may be, for example, to move closer to the workplace, move to more desirable accommodation within Queens Cross H A stock or move to improve quality of life. Community Need may be accessed in the following way:-

(i) General Transfers

Current tenants circumstances may change and may require alternative size and/or type of housing. In these circumstances tenants may apply for a transfer from their current house to another Association property which best meets their needs. The tenant would apply for a transfer in the same way as applying for a house if they were not a tenant. In order to accommodate community regeneration and continue to develop a stable community, the Association recognises that current tenants may only stay within the area if their housing need can be achieved and as such the Association will apply a quota in our allocations to allow for this stability in the community. This means that the points would be considered within this quota. The vacated property would be available to be let to other areas of the planning target system.

(ii) Management Transfers

A management transfer is a facility which allows Queens Cross H A tenant's to be moved to equivalent accommodation in another part of the area to escape a threat of violence or harassment or to satisfy a pressing housing need.

Where a tenant or member of their household cannot reasonably remain in their present house because of a potential threat of physical or mental harassment, including racial harassment, then a Management transfer is arranged away from the immediate threat. This decision will be made by the Head of Housing and Chief Executive **50 points**

(iii) Tied Housing

Tied housing points will be awarded to applicants who have to vacate tied accommodation due to ill health or retirement. A tied housing is one that is allocated as part of a contract of employment and where the condition of employment requires that the employee take up residence in the tied house.

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Armed service personnel who have completed short terms of service (3 years) will not be awarded tied house points. Long-term service personnel will be awarded tied housing points on successful completion of their service (3 years+).

The number of points awarded for some having to vacate a tied house is **30 points**.

(iv) **Rehousing Ex Offenders**

Suspected ex offenders may be subject to a risk assessment if there is a suspicion of offences. Risk assessments are carried out by the police and social work department and result in an action plan. It is not the role of the housing Association staff to assess risk.

Queens Cross H A will assist with referrals from the local authority and other housing providers who request assistance with housing ex offenders, however the Management Committee and Chief Executive will carefully consider rehousing requests after the individual needs and the needs of the community at large have been fully assessed. Guidance will be sought from other agencies such as Police, social work department, and health departments, Glasgow City Council and Prison Services.

The Association will aim to support where appropriate the National Accommodation Strategy for Sex Offenders (NASSO) in Scotland, and acknowledge the Duty to Co-Operate Part 6 of the Multi-Agency Public Protection Arrangements (MAPPA). The Association will consider all of its responsibilities when considering any interaction with NASSO.

(v) **Mutual Exchanges**

A mutual exchange is an option, which allows tenants to move house within the Association stock or to another area and landlord.

A mutual exchange may be permitted for any number of reasons. One reason may be that the Association are unable to assist a tenant to meet their new housing need because their circumstances do not qualify them to be considered through the Association's allocations policy.

A tenant must identify with another tenant and both parties must be in full agreement with the proposed exchange before approaching the Association for permission.

Tenants must first get the associations written permission if they wish to carry out a mutual exchange and you must tell us in writing the following:-

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- The details of the proposed exchange including who you want to exchange with (and the other house involved); AND
- When you want the exchange to take place.

All mutual exchanges must be carried out at no expense to the Association, a house inspection will be carried out in both houses. Any repairs which are reported or changes to the fixtures and fittings will have to be completed by the tenants, prior to any move.

If there is a second landlord involved in the mutual exchange, e.g. another Housing Association or local authority, then they have their own policy and procedures which must be met before permission is granted. The second landlord has the right to refuse any exchanges as well as Queens Cross Housing Association.

The Association will only permit a mutual exchange if it is completely satisfied that any such move would not contravene the Associations Housing Management Policies.

The Association will not unreasonably refuse permission for a mutual exchange of your house. The exchange must be with another house where the tenant is either a tenant of a local authority, a registered social landlord, a water authority or sewerage authority. The landlord of the other tenant does not need to be us but the landlord of the other tenant must also agree to the exchange. Reasonable grounds for refusing our permission include the following:-

- We have served a notice on you warning that we may seek eviction on certain grounds because of your conduct;
 - We have obtained an order for your eviction;
 - Your house was let to you because of your employment with us;
 - Your house was designed or adapted for persons with special needs and if the exchange allowed, there would be no person living in the house who required those designs or adaptations;
 - The other house is substantially larger than you and your family need or it is not suitable for the needs of you and your family;
- The proposed exchange would lead to overcrowding

These examples do not in any way alter our general right to refuse permission on reasonable grounds.

If you are married, or live in the house with a co-habitee, we may need their consent to any proposed changes in the tenancy.

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Mutual Exchange Housing List

The Association keeps a list of names and addresses of those people who have registered an interest in a mutual exchange.

This list is located in reception at Queens Cross Housing Association offices, 45 Firhill Road, Glasgow G20 7BE and may be viewed during office hours.

Applicants may add their name and details to the list for others to view.

Offers of Tenancy

Queens Cross H A will attempt to pre-let all properties were possible therefore prospective tenants will be invited to jointly view any accommodation offered with a member of staff from the Association.

The Association will allocate property apartment sizes appropriate to housing needs of the applicant based on household composition. Within the Westercommon development the association has a much larger number of 3 apartment multi-storey flats than 2 apartments. Westercommon may offer 3apt properties to 2apt housing needs applicants where there is a surplus of 3apt units.

A tenancy pack will be offered to all new tenants. The information provided will range from the tenancy agreement to a tenants handbook with relevant information in relation to the property, the local area and amenities. Westercommon may from time to time let on a points level lower than the top of the list. This is based on the lesser demand for the stock at times and the need to let the property.

Home visits will be carried out by two officers of the Association prior to any offer of tenancy being made. This visit will be used to verify application details and update any relevant information required.

Queens Cross H A seeks the right to gain previous tenancy conduct reports from applicants previous landlords including local authority and housing association landlords.

Those applicants who are successful will be made two suitable offers. If the suitable offers are refused on unreasonable grounds then the applicant's applications will be re-assessed on the accuracy of their housing needs. If a re-assessment is required then the applicants application will not be considered for further offers until the outcome of this is completed.

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Record Keeping and Data Protection

Information and data gathered by Queens Cross H A of a sensitive nature regarding applicants personal circumstances such as health and marital breakdown etc, will only be requested if it is required to assist the allocation policy. Only the staff involved with the allocation process will have access to that information.

Sensitive information in relation to applicants medical condition will be kept secure and only viewed by those officers involved with the case.

Sensitive information in relation to social problems or abuse will also be kept secure and access only given to staff who are involved with the case. Copies of letters and reports will be shredded after use. Under no circumstances will photocopies of sensitive reports etc be passed to third parties without the written permission of the applicant.

Appeals of Decisions

Queens Cross H A recognises that applicants may wish to have decisions taken against them to a review stage therefore the following appeal procedure is available.

- a) An appeal can be taken to the Chief Executive of the Association.
- b) The management committee may consider applicants which cannot be dealt with in the normal operation of the allocation process and grant special case status. This can only be done in exceptional circumstances.
- c) Appeals should be made in writing clearly outlining why applicants are appealing a previous decision.

Complaints Procedure

If you are unhappy with the service you receive from Queens Cross Housing Association then you may raise the matter with the Scottish Public Service Ombudsman who investigates individual complaints. This is a free and impartial service and a leaflet about it will be made available from the Associations office.

Normally Queens Cross H A's complaints procedure must have been gone through first before the ombudsman will deal with a complaint. Copies of the complaint procedure are available upon request.

The Ombudsman can be contacted at:
Scottish Public Service Ombudsman, Edinburgh, Scotland

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Tel No. 0870 0115378

Accountability

Queens Cross H A will monitor all customer complaints about the housing service with reasons and outcome of each case retained on record.

All legal challenges successfully brought against Queens Cross H A by category and reason will also be retained on record.

The Association will keep a record of all allocations, which will be made available to Communities Scotland and internal auditors.

Staff and Committee Members

Staff and committee members can apply for rehousing with Queens Cross H A however strict levels of criteria must be followed.

If the Association in any way considers that a breach of the conditions outlined in Schedule 7 of the Housing (Scotland) Act 2001 is affected, then the matter will be referred to Communities Scotland monitoring section for clarification.

- a) Allocations to staff and committee must demonstrate that the allocation complies with the Associations allocations policy and procedures.
- b) All allocations to staff and committee must be noted and approved by the management committee and must be recorded in the Associations minutes. Staff and or committee affected by the allocation should take no part in the decision making process.

Housing and Human Rights (Allocations)

Queens Cross H A recognises that applicants human rights must be respected therefore great care has been taken to ensure that respect for all applicants private and family life is given.

Applicants will not be automatically banned from the housing list however the Association will consider banning applicants where it feels that banning an applicant is “necessary for public safety or for the protection of the rights and freedoms of others”.

The Association will seek legal advice and full consultation with applicants prior to refusing entry to the housing list.

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Homeless applicants do not have an automatic right to housing. The Housing (Scotland) Act 2001 includes a number of new duties for housing Associations in relation to homelessness and the allocating of housing. This policy has attempted to recognise these new conditions.

Reporting to Committee

Numbers of allocations made on the basis of this policy will be reported to monthly committee meetings. Total figures for those rehoused under the policy during the year will be presented as part of the annual allocation policy review statistics and future letting plans.

Policy Review

This policy will be reviewed ever three years and is next due for review in March 2011. Within this period, the Committee may agree to review this policy where legislative changes or good practice suggest we do so.

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Relationship Breakdown Policy

Introduction

Queens Cross Housing Association recognises the fact that relationship breakdown is a major cause of homelessness. The Association aims to prevent homelessness arising as a result of a relationship breakdown involving Association tenants.

Eligibility

The policy applies equally to couples that are married or co-habiting. Both partners must have been resident in the property for at least twelve months. It is the responsibility of such couples to advise the Association of the relationship where it is not already referred to in the original tenancy agreement. Where the Association has not been so advised consideration will only be given if documentary evidence of the relationship is presented.

In cases where both partners have not been resident for twelve months, advice will be given concerning rights under the Matrimonial Homes (Family Protection) (Scotland) Act 1981 and application for housing will be dealt with in accordance with the Associations allocations policy.

Where a household has previously received rehousing under the policy but has subsequently reconciled, further applications will not normally be accepted except in exceptional circumstances and at the discretion of the Association.

Procedure

Where a relationship breaks down resulting in either partner being in housing need the Association must be advised within three months of the relationship breakdown that rehousing is required.

A partner affected by relationship breakdown who requires to be rehoused should present themselves to Glasgow City Council's homelessness team in order for their circumstances to be assessed and if appropriate, accommodated in emergency and/or temporary accommodation.

The Association may not have suitable accommodation and as such applicants will be advised to contact Glasgow City Council and other local landlords who may be in a better position to provide accommodation.

Evidence of a relationship breakdown, in the form of a letter from a solicitor or a court order will be required before rehousing can be considered and the Association will normally seek to interview both parties to confirm the breakdown.

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The decision to accept application for rehousing under the policy rests with the Head of Housing Services.

Priority between applicants accepted under the policy will normally be determined by date of acceptance. Particularly difficult or urgent cases (e.g that involves children or domestic violence) may be given greater priority than their date of acceptance would normally allow them.

The Association will give reasonable consideration to any rehousing preferences. Only one offer of accommodation will be made unless it can be shown that the offer made was inappropriate for a particular reason.

In some circumstances rehousing by the Association will not be appropriate. In cases where either partner wishes to be rehoused outwith the area the Association will give assistance in an attempt to secure accommodation with other landlords. This might involve the Association referring the person to other Housing Associations or local authorities.

Rehousing under the policy will usually be to a 2 apartment. In certain circumstances rehousing in larger accommodation may be required (e.g. where there is more than one child and custody of the children is being split between the parents).

Disputes

In the event of disagreement between the partners as to who will remain in the family home, both partners will be informed of their right under the Matrimonial Homes (Family Protection) (Scotland) Act 1981. In particular it will be explained that it is not necessary for a partner to be a joint tenant in order to have occupancy rights and the right to remain in the home.

Where the house comprises family accommodation and the partner not seeking custody of the children is refusing to leave then the other partner with the children will be advised of the circumstances in which the tenancy can be transferred to them by a court as per the Matrimonial Homes Act 1981.

Reporting to Committee

Numbers of allocations made on the basis of this policy will be reported to monthly committee meetings. Total figures for those rehoused under the policy during the year will be presented as part of the annual allocation policy review statistics.

Queens Cross Housing Association

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Appeals of Decisions

Queens Cross Housing Association recognises that applicants may wish to have decisions taken against them to a review stage therefore the following appeal procedure is available.

- d) An appeal can be taken to the Chief Executive of the Association.
- e) The management committee may consider applicants which cannot be dealt with in the normal operation of the allocation process and grant special case status. This can only be done in exceptional circumstances.
- f) Appeals should be made in writing clearly outlining why applicants are appealing a previous decision.