

# Drumchapel Housing Co-operative Limited

## CHOICE BASED LETTINGS ALLOCATIONS POLICY

### Choice Based Lettings

Purpose: **To guide staff and committee on the process of letting.**

Date: June 2005

Review Date: May 2010

Approved by Committee: 12<sup>th</sup> July 2005

#### Performance Standards:

**GS1.2** We have high quality written policies and procedures to guide our actions.

**AS1.1** 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** We let houses in a way that gives reasonable preferences to those in greatest housing need; makes best use of available stock; maximises choice; and helps sustain communities.

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## 1. INTRODUCTION

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- 1.1 Drumchapel Housing Co-operative Limited is a Fully Mutual Society. This means that all of its houses are collectively owned by its tenant members. In order to become a tenant of Drumchapel Housing Co-operative you must be accepted as a member and purchase a £1.00 Share in the organisation.
- 1.2 This Co-operative will allocate any houses which it has available for let or relet in accordance with this policy.
- 1.3 Nothing contained within this policy is incompatible with the Co-operative's commitment to work with Glasgow City Council on the development of a common housing register.

## 2. AIMS AND OBJECTIVES

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- 2.1 Drumchapel Housing Co-operative aims to allocate houses efficiently, having regard to recognised good practice and statutory requirements. Its objectives are to ensure that its approach to allocations is:
  - ▶ **Simple** (ensuring that the system of allocation is clearly explained and understood)
  - ▶ **Lawful** (having regard to the requirements of all relevant legislation)
  - ▶ **Sensitive** (ensuring confidentiality and the importance of meeting all types of housing need)
  - ▶ **Efficient** (minimising the time that properties lie vacant)
  - ▶ **Effective** (recognising the importance of creating balanced communities)
  - ▶ **Responsible** (recognising the role of the Co-operative in terms of supporting the Local Authority in meeting its statutory responsibilities for the homeless)

## 3. MINIMUM STANDARD

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- 3.1 All houses offered for let by the Co-operative will meet the Co-operative's minimum standard for letting. The Co-operative's minimum standard is attached as Appendix 1.
- 3.2 The internal decoration of a house is the responsibility of the tenant. However, there may be instances where the internal decoration is of an exceptionally poor standard. In these circumstances, a decoration allowance may be offered to the incoming tenant. Where a decoration allowance is available, the Co-operative will include this information in the property details provided at the time, that the house is being advertised as available for let. The allowance will either be made available in the form of vouchers for a DIY store, or the tenant can be reimbursed for the cost of decorating materials up to a set amount on the production of receipts.

## 4. CHOICE BASED ALLOCATIONS

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- 4.1 Drumchapel Housing Co-operative will operate a choice based system of allocation which will allow people who are on their housing register to choose the houses for which they wish to be considered. However, in selecting who will be given the offer of a house, the Co-operative will take account of a household's needs.
- 4.2 Any person over the age of 16 years will be able to have their name included on the Co-operative's housing register.
- 4.3 The Co-operative maintain a lettings database which will provide brief details of all the houses which are coming up for let. The Co-operative will also prepare a property schedule for each property on the database which will include the following details:
- ▶ type of property (e.g. flat, semi-detached, terraced etc.)
  - ▶ size of property
  - ▶ type of central heating
  - ▶ type of windows (single/double glazed)
  - ▶ access to gardens

The database and the property schedule will also include closing dates by which people must apply for the houses on offer and any restrictions with regard to the use of "priority tickets".

- 4.4 People whose names appear on the Housing Register will be able to register an interest in any house that is on offer, providing that the house is big enough to accommodate their household group. They may register an interest in more than one house at the same time.
- 4.5 At the closing date, the Co-operative will consider all the applications it has received for each of the houses on offer. It will then decide who will be given the offer of house based on the criteria set out in the table below:

1.	Who would make the best use of the property - for example, by using disabled adaptations or by using all the available bedrooms.
2.	If there is more than one applicant, who would make best use of the property, then we will offer it to the person with the highest level of priority ticket (see Section 7 - Priority Need).
3.	If there is more than one applicant with the same level of priority ticket, or if there is no one using a priority ticket, then the offer will go to the applicant who has the earliest date of registration on the Co-operative's Housing Register.

## 5. THE HOUSING REGISTER

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- 5.1 Drumchapel Housing Co-operative will maintain a database of all persons (aged over 16 years) who wish to be considered for housing. This database will be referred to as the "Housing Register". The Co-operative will have only one Housing Register - there will not be a separate list for existing tenants who are seeking transfers.
- 5.2 In order for persons to be included on the Housing Register, they will require to complete an application form (full details of how to apply to join the Housing Register, including a copy of the application form, are attached at Appendix 2 - "Information for Housing Applicants"). The application form will be kept as brief and simple as possible and will include only the following information:
- ▶ the applicant's name
  - ▶ the applicant's current address (unless the applicant has been assessed by a Local Authority as being homeless, in which case a contact address will be sufficient)
  - ▶ the applicant's telephone number (if any)
  - ▶ the applicant's e-mail address (if any)
  - ▶ the name, gender and date of birth of all persons who make up the applicant's household (including their relationship to the applicant)
- 5.3 In addition to providing the above information, applicants will be asked to sign a declaration that they are eligible for housing by the Co-operative (see Section 13 for further details).
- 5.4 The Housing Register will include the name and contact details of the applicant, the minimum size of house for which they can be considered (based on their household details), the level of priority ticket awarded (if any) and the effective date of registration. Each person on the Register will be given a Registration Number.
- 5.5 All persons whose details are included on the Housing Register will be eligible to apply for any house offered by the Co-operative, unless their household would overcrowd the property, or their application has been put "on hold" (see Section 14). New build first lets which will be subject to a Lettings Initiative (see Section 10) as it would not be practical to offer new build under Choice Based Lettings due to demand exceeding supply will be excluded.

## 6. TRANSITIONAL ARRANGEMENTS AND REGISTRATION DATES

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- 6.1 The new Housing Register will come into operation on the **1st April 2004**. Prior to that date, the Co-operative will contact all the people on its current housing lists (who are not existing tenants) and ask them if they wish to be transferred to the new Housing Register. If a person wishes to be transferred to the new Housing Register, they will be required to complete a new application form. Persons who return the new application will be included in the new Register and will be given an effective date of registration which corresponds with the date when they first applied to join the Co-operative's old housing lists.

- 6.2 The Co-operative will also write to all its tenants currently on the transfer list prior to the 1st April 2004 asking if they wish to be included on the Housing Register in order that they can apply for transfers. If a tenant confirms that they wish to be on the Housing Register, they will be given an effective date of registration which corresponds with the date when they first occupied their current home.
- 6.3 Applicants who apply to join the Register after the 1st April 2004, will be given a registration date which corresponds with the date on which a fully completed application form is received.

## 7. PRIORITY NEED

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- 7.1 The Co-operative will ensure that it takes account of the requirements of the Housing (Scotland) Act 2001 by giving reasonable preference to those in priority need by the award of priority need tickets which can be used by applicants when they are applying for a house.
- 7.2 This system will be kept as simple as possible, offering three levels of priority as shown as follows:

### **Priority 1:**

A priority ticket will be awarded to persons who:

- ▶ have been assessed by the Local Authority as being homeless and have been confirmed as priority need

OR

- ▶ are living in properties which are below the tolerable standard, or which have been scheduled for demolition by the Co-operative

### **Priority 2:**

A priority 2 ticket will be awarded to applicants who have a person included in their household who has a medical condition, the symptoms of which will be alleviated by a move to a different house type. It should be noted that a priority ticket awarded on the basis of medical grounds will only be taken into consideration if the house type on offer meets the applicant's medical requirements.

### **Priority 3:**

A priority 3 ticket will be awarded to applicants who are living in overcrowded conditions. Examples of overcrowding would be:

- ▶ there are insufficient bed spaces for the number of people occupying the house

OR

- ▶ there are insufficient bedrooms to allow all persons over 16 years of age (who are not co-habiting partners) to have their own room

OR

- ▶ there is a child over 10 years of age who has to share a room with another child who is not of the same sex

**Discretionary Priority:**

The Co-operative may award a priority ticket, at an appropriate level, to deal with special cases. A special case may include:

- ▶ issues of safety arising from harassment or abuse
- ▶ a partnership agreement with another landlord to facilitate the clearance of properties to aid local regeneration
- ▶ referrals through the HOMES Scheme (see Section 17)

Committee approval, based on a recommendation from the Housing Services Manager, will be required before a discretionary priority ticket will be awarded.

- 7.3 Where applicants meet the criteria for more than one level of priority need they will be awarded a ticket that reflects the highest level of priority for which they meet the criteria.
- 7.4 In all cases, other than discretionary priority, the decision to award or reject priority status will be made by the Housing Services Officer.
- 7.5 Where an application for priority status is rejected, the applicant may appeal the decision (see Section 15).

**8. USE OF PRIORITY TICKETS**

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- 8.1 If a person turns down the offer of a house for which they have applied using their priority ticket, then that ticket will normally be withdrawn. If the Co-operative is satisfied that a person turned down a house for a very valid reason, they may choose to allow them to retain their ticket. In all cases, if a person turns down a second house which has been applied for using a priority ticket, then that ticket will be withdrawn.
- 8.2 If the Co-operative believes that a person who has been issued with a priority ticket has not been applying for houses that would have met their needs, the Co-operative may withdraw that ticket after one year.
- 8.3 If a person has had a priority ticket withdrawn, they will still stay on the Co-operative's Register and can apply for houses that are on offer. However, they cannot support their registration of interest with a priority ticket. If a person remains on the Housing Register for a year following the withdrawal of a priority ticket, they may apply to have their priority reinstated on the basis of a new assessment of their housing need.
- 8.4 Priority tickets cannot be used for properties that are included in the aspirational let initiative (see Section 10).
- 8.5 If an applicant on the Housing Register is later categorised as a Section 5 (Priority 1), by the Local Authority they will be removed from the Housing Register and offered accommodation in line with the Homelessness Statement of Best Practice Protocol.

Should the Section 5 applicant refuse a reasonable offer of accommodation as determined in the Protocol, and Drumchapel Housing Co-operative has discharged its duty to the Local Authority, should the applicant still wish to be re-housed by Drumchapel Housing Co-operative, they will require to complete a new housing application and will be registered from the new application date.

8.6 It will not normally be possible for a prospective tenant to view a house before they register an interest in it. If a person is not certain that they really want a house, they may choose to register an interest but not use their priority ticket. If a person turns down a house in which they have registered an interest, but have not used their priority ticket, then their priority will be unaffected by their refusal of the house following an offer.

## 9. PRIORITY ASSESSMENTS

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9.1 If a person who is on the Housing Register believes that they meet the criteria for a priority ticket, they may apply for priority assessment (further information on the procedures for priority assessment are included in Appendix 2). The main principles, which underpin the procedures, are set out in the table below.

Criterion	Assessment Process
Homeless <b>Priority 1</b>	Applicants will have their status assessed by the appropriate local authority. In order to be awarded a Priority 1 ticket, the applicant should provide confirmation of their status by means of a letter from their local authority. Persons who are referred to Drumchapel Housing Co-operative by Glasgow City Council, in terms of Section 5 of the Housing (Scotland) Act 2001 as being in priority need, will automatically be granted Priority 1 status.
Below Tolerable Standard <b>Priority 1</b>	Applicants will provide details of their current accommodation. If the applicant self certifies that their current home does not meet the tolerable standard then they will be awarded a priority ticket. However, before a tenancy agreement is signed, the Co-operative will visit the applicant's home to check that the self certification was accurate. If the property is not below tolerable standard, the priority will be removed immediately.
Medical <b>Priority 2</b>	If an applicant wishes considered for priority based on medical grounds, they will require to self certify that their medical condition (or the medical condition of someone in their household) has resulted in mobility problems that would be eased if they were to move to a different type of house. The applicant will need a letter from their doctor to confirm that their medical condition has resulted in mobility problems and providing information on the applicant's housing requirements in light of the medical condition.  Only certain properties will be designated as being suitable for persons who have a medical priority.
Overcrowding <b>Priority 3</b>	Applicants will provide the Co-operative with details of their current housing arrangements together with details of the persons sharing that accommodation. Applicants who self certify that they are living in overcrowded conditions will be awarded a Priority 3 ticket. Prior to concluding a tenancy agreement, the Co-operative will carry out any checks it believes are necessary in order to confirm that the self certification was accurate.

- 9.2 If a person's circumstances change they may apply at any time to have their priority reassessed. If a person changes address, then any priority ticket awarded will be withdrawn and a fresh application for priority assessment must be made. Similarly, other changes in circumstances may result in a priority ticket being withdrawn.
- 9.3 The onus will be on the applicant to ensure that they apply for any priority to which they believe they may be entitled, and to provide any documentation or information required in support of their application.

## 10. ASPIRATIONAL LET INITIATIVE

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- 10.1 Drumchapel Housing Co-operative recognises that some people (including its existing tenants) may wish to apply for moves to what they regard as better quality houses (for example, new build and/or main door properties). Such persons may not qualify for priority tickets and therefore would be extremely unlikely to obtain a move to a very popular house type. In order to ensure that people who are adequately housed can still exercise choice, the Co-operative will identify a number of houses during each year which will be offered on the basis that no priority tickets can be used. This will include new build first time lets.
- 10.2 The number of houses identified for this initiative will not exceed 25% of the total number of houses which were offered for let or relet in the previous financial year.
- 10.3 All houses included in the aspirational let initiative will be advertised in exactly the same way as other properties which are available for let. However, these properties will be clearly marked as being part of this initiative and applicants will be advised that they cannot use priority tickets to support their application for these homes.
- 10.4 Everyone on the Co-operative's Housing Register (whose application is not "on hold" or whose household size would not result in the property being overcrowded) will be eligible for these houses. Houses that are included in the aspirational let initiative will be allocated on the basis of the earliest registration date (see Section 4 for details of how registration dates will be applied).

## 11. NEW BUILD FIRST LET INITIATIVE

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- 11.1 Drumchapel Housing Co-operative recognises that in offering applicants on the Housing Register maximum choice, in exceptional circumstances this may not always be practicable, such as the first lets in a new build scheme as demand for this type of property would outstrip supply, new build first lets will be allocated on the basis of the earliest registration date.
- 11.2 All properties included in the New Build First Let Initiative will be advertised in exactly the same way as other properties which are available for let. However, these properties will be clearly marked as being part of a New Build First Let Initiative and applicants will be advised they cannot use priority tickets to support their application for these houses.
- 11.3 Everyone on the Co-operative's Housing Register whose application is not "on hold" or whose household size would not result in the property being overcrowded, will be eligible for these properties.

## 12. REGISTERING AN INTEREST IN A HOUSE

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- 12.1 The process of registering an interest in a house will be kept as simple as possible. If a person sees a house on the lettings database that they would like, they should register their interest by completing a registration of interest form (see Appendix 3). This form will include the following information:
- ▶ the address of the property in which the applicant is interested
  - ▶ the name of the applicant
  - ▶ contact details (address and telephone number, if any)
  - ▶ confirmation that their household has not changed (based on the information provided to the Co-operative at the time they joined the Housing Register)
  - ▶ confirmation of whether or not they are using their priority ticket and the level of that ticket (where applicable)
  - ▶ confirmation that they do not breach any of the eligibility criteria for becoming a tenant of Drumchapel Housing Co-operative (see Section 14 on eligibility criteria)

## 13. ALLOCATING A PROPERTY

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- 13.1 When the Co-operative has selected a prospective tenant for a property based on the criteria outlined at paragraph 4.5, the applicant will be contacted as soon as possible thereafter. The prospective tenant will then be given the opportunity to view the house before being asked to complete the tenancy agreement.
- 13.2 If a prospective tenant does not confirm their acceptance of the property within 3 working days of being notified (this deadline may be extended if the Housing Officer cannot show the prospective tenant the property within that timescale), then the offer will be withdrawn and the property will be offered to the next person who best meets the criteria, as detailed in the procedures.

## 14. ELIGIBILITY CRITERIA

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- 14.1 Although every person over the age of 16 years will be included on the Co-operative's Register, some registrations will be put "on hold". As part of the registration process, applicants will be asked to sign a declaration to confirm that they are eligible for housing. If an applicant cannot confirm they meet the eligibility criteria set out below, then their application will be put "on hold" until they can demonstrate their eligibility:
- a) Applicants for housing must confirm that they are not in rent arrears (either with the Co-operative or another landlord), or that if they are in rent arrears that they are satisfactorily maintaining an agreement to pay these arrears off at a reasonable rate.

- b) Applicants should be able to confirm that they do not have a history of anti social behaviour, criminal activity or drug misuse or supply. A person can have their application taken off "hold" where he or she can demonstrate to the satisfaction of the Co-operative that such previous behaviour has ceased and is unlikely to re-occur.

## 15. APPLICATIONS "ON HOLD"

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- 15.1 If an application is put "on hold" this means that the applicant will not be eligible to apply for any houses, even although their name is on the Housing Register. The decision to put an application "on hold" will be made by the Housing Services Manager.
- 15.2 An application may be put "on hold" for one of the following reasons:
- ▶ the applicant does not meet the eligibility criteria for being offered a house (see Section 14)
  - ▶ the applicant has provided false or misleading information in their application form or in their application for a priority ticket (see Section 9)
  - ▶ the applicant has been given a new tenancy by the Co-operative within the last 36 months
- 15.3 If an application is put "on hold", the applicant will be notified in writing of the reason for their application being put "on hold" and advised of when, and under what circumstances, this status will be lifted.
- 15.4 Applicants who are notified that their applications are "on hold" may appeal to the Co-operative to have this status reviewed.

## 16. APPEALS

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- 16.1 The Co-operative will operate an appeals procedures for applicants:
- ▶ whose applications have been put on hold
  - ▶ who have their application for priority status rejected by the Co-operative
- 16.2 Appeals will be considered by an Appeals Panel, consisting of three members of the Housing Services Sub Committee and the Co-operative's Director. The person making the appeal will be able to submit their appeal in writing or may choose to make their representations in person.

## 17. MUTUAL EXCHANGES

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- 17.1 A tenant has a right to exchange his/her house with another tenant, providing that both tenants are Scottish Secure tenants and that the landlords of both tenants have given their consent.

- 17.2 Exchanges can occur between tenants of the Co-operative as well as tenants of other landlords.
- 17.3 The Co-operative's Mutual Exchange Policy sets out the conditions for granting an exchange and details the grounds for refusal. Copies of the policy are available on request.
- 17.4 The Co-operative operates its own Mutual Exchange Board, which is on public display to both Co-operative tenants and external tenants.

## 18. HOMES SCHEME

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- 18.1 The role of HOMES (Housing Organisations Mobility and Exchange Services) is to make it easier for people to move home within the social rented sector throughout the UK. The Co-operative participates in the National Mobility Scheme.
- 18.2 There are two aspects to the Scheme:
- ▶ HOMES Mobility Scheme
  - ▶ HOMESWAP
- 18.3 Tenants of the Co-operative who wish to move to another area may contact the Co-operative requesting to be nominated to another landlord in the area of their choice. This is referred to as the HOMES Mobility Scheme. If the other landlord is not in a position to offer the tenant rehousing in the foreseeable future, the tenant may be placed on the other landlord's waiting list.
- 18.4 To be eligible for the HOMES Mobility Scheme, tenants must meet the minimum criteria. This includes:
- ▶ moving home to take up a job
  - ▶ provide or receive care and support from relatives or family
  - ▶ other specified social reasons such as fleeing violence, harassment etc.
- 18.5 Tenants of other socially rented landlords should contact their own landlord if they wish referred to Drumchapel Housing Co-operative through the HOMES Mobility Scheme.
- 18.6 The Co-operative has no specific targets in relation to rehousing mobility applicants through the HOMES Scheme. The Co-operative will monitor the number of such lets through its monthly performance report. Depending on the outcome of the reports, the Co-operative may decide to offer priority tickets to persons being referred through the HOMES Mobility Scheme (see Item 7.2 for more information on discretionary priority).
- 18.7 HOMESWAP is a UK wide mutual exchange register. It is a self help scheme which puts tenants in touch with others who might like to exchange their home. It is for Council and Housing Association tenants throughout the UK. The Local Authority normally displays the HOMESWAP lists.
- 18.8 To promote the existence of the HOMES scheme, articles will be published in the Co-operative's newsletters. In addition, information leaflets regarding both aspects of the scheme are available at the Co-operative's reception area.

## 19. MARITAL/RELATIONSHIP BREAKDOWN

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- 19.1 Where a marriage or partnership breaks down, the partners may amicably agree as to who shall have the tenancy.
- 19.2 Where an amicable decision cannot be reached, the persons concerned would be advised to pursue the courts to decide who is entitled to the tenancy.
- 19.3 Where the partner requiring rehousing wishes to remain in the area, he or she should apply to have his or her name included on the Co-operative's Housing Register. This will be treated as a new application. Once his or her name is included on the Register, he or she will be able to apply for any suitable house that the Co-operative is offering for let.

## 20. FALSE OR MISLEADING INFORMATION

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- 20.1 Prior to entering into a Tenancy Agreement, the Co-operative will, as far as possible, check that any information given by the applicant in relation to their application is accurate. If information provided is found to be false or misleading, the Co-operative will not conclude the Tenancy Agreement and will offer the house to another applicant. If the Co-operative discovers that a tenant gave false or misleading information after a tenancy has started, then it will immediately take steps to repossess the property.
- 20.2 Any applicant on the Housing Register who has given false or misleading information in support of an application for a tenancy will have their application put "on hold" for a period of two years.

## 21. OPENNESS AND ACCOUNTABILITY

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- 21.1 In order to ensure that everyone who wishes to apply for a house from Drumchapel Housing Co-operative can do so, the Co-operative will:
- ▶ place an advertisement in the national press once a year inviting people to apply to join our Housing Register; as part of our commitment to equal opportunities, we will also place an advert in the ethnic press
  - ▶ prepare posters for placing in community centres, libraries and local authority offices, publicising the Housing Register
  - ▶ publicise the Housing Register on their website
- 21.2 To ensure that people on our Housing Register are kept informed of what houses are available (or becoming available) for let, we will:
- ▶ update our lettings database on a daily basis to add any properties that are becoming available and to remove any that have been let

- ▶ send printouts of our most recent lettings database and/or individual property schedules to persons on our Housing Register within one working day of receiving a request; requests can be made in writing, by telephone, by e-mail or in person
- ▶ display a printout of our lettings database in the reception area of our offices and provide copies for people to take away on request
- ▶ allow people to access the property database through our website
- ▶ advertise selected properties through mailshots to persons on the Housing Register

21.3 To ensure that people can make an informed choice about which properties they wish to apply for, we will:

- ▶ provide detailed descriptions of the properties available for let
- ▶ include photographs and/or floor plans in our property schedules
- ▶ for selected properties which are vacant, we may arrange open viewings

## 22. EQUAL OPPORTUNITIES

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22.1 The Co-operative operates an Equal Opportunities Policy which applies to all aspects of the Co-operative's work, such as service provision to ensure fair and non-discriminatory practice.

22.2 In order that the Co-operative can monitor its performance with regard to equal opportunities, we will ask all persons who apply to join our Housing Register to provide information on their ethnic origin and whether or not they are registered as having a disability.

22.3 The Co-operative is committed to removing any barriers to communication. Therefore, if required, this policy and other related documents can be produced in another format e.g. Braille, large print etc. In addition, where English is not the tenant/applicant's first language, the Co-operative will provide, on request, written information in the first language.

## 23. MONITORING AND REVIEW

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23.1 Unless recommended through analysis of performance, or there is a change in Communities Scotland or the SFHA Best Practice Guidance, or changes in legislation, the Allocations Policy will be reviewed every five years.

The review will take account of the views of tenants in line with Drumchapel Housing Co-operative's Tenant Participation Policy.

## APPENDICES

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1. Void Property Standard Specification
2. Information for Housing Applicants
3. How To Register An Interest In A House

## GUIDANCE AND INFORMATION NOTES

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1. Housing Application Form
2. Applying for Priority on Tolerable Standard
3. Applying for Priority on Homeless
4. Applying for Priority on Medical
5. Applying for Priority on Overcrowded