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North Glasgow Housing Association

North Glasgow H.A Limited is a community-based housing association operating within the Glasgow postcode areas G21 and G22. Its constitution is the Scottish Federation of Housing Association charity based model rules.

Formed in 1976 the Housing Association has grown steadily by a combination of refurbishing properties, stock transfers and new builds. Our stock totals 2106 and includes mainstream, sheltered and amenity housing for the elderly and other special needs groups. We also have 102 shared ownership houses.

The Management Committee, made up of local residents, control the Association. The Committee have responsibility for the Allocation Policy and its contents although implementation of the Policy rests with the Association's professional staff.

Aims and Objectives of the Allocation Policy

To provide good quality housing at affordable rents to those in the greatest housing need.

To promote stable and balanced communities by:

- Offering the most appropriate properties to meet people's needs
- Housing people in appropriate locations
- Where possible, avoiding potential clashes of lifestyle by over concentrations of household type or need in one area, estate, street or close.
- Sustain social, community and family networks where possible

To allocate in line with the Associations Equal Opportunities Policy ensuring that no person or group of persons applying for housing will be treated less favourably than any other because of their race, colour, ethnic or national origin or because of their religion, sex, sexuality, disability, appearance, marital status or family responsibility.

To allocate housing fairly and objectively using a points system and in compliance with the legal framework described in Appendix 4.

To ensure a reasonable proportion of houses are allocated to GCC homeless section 5 referrals in line with the protocol agreement.

The Housing List and Allocations

Eligibility and Access to the Housing List

North Glasgow provides a continuous opportunity to apply to the housing list. Applicants must be aged 16 years or over and all applications will be assessed and awarded priority or points according to the criteria detailed in Appendix 1 of this policy. In addition the Association will:

- Co-operate fully with the agreed Protocol with Glasgow City Council on Section 5 referrals.
- Participate with other housing providers working towards the creation of a Common Housing Register to improve the housing prospects of applicants.
- Participate in Move UK to facilitate movement within the social rented sector throughout the UK.

Restrictions on Housing Applications

The following restrictions are in place in order to make the best use of the Associations housing stock while contributing to a balanced community:

- Children under the age of eight years will not be considered for multi storey flats above the fifth floor.
- Applicants under 50 years of age will not be considered for Carron Crescent multi storey flats in view of the sheltered housing units in these blocks and the substantial adaptations made to the property.
- Medical B applicants can be allocated multi storey flats with lifts. Similarly applicants resident in multi storey blocks who qualify for B medical will not qualify for re-housing on medical grounds.
- Medical A applicants will not be allocated multi storey flats above ground level.
- To fully maximise the number of 1 and 2 apts within the stock, single people and couples will not be considered for 3apt accommodation unless all applicants with priority for that size have been accommodated.

Restriction on Numbers of Offers

Normally, the refusal of two reasonable offers of housing will result in the suspension of your application for a period of one year from the date of the second refusal.

This will be subject to the appeal provisions outlined in the Appeals and complaints section of this document.

False or Misleading Information

Any applicant who gives false or misleading information on their application form or who deliberately gives misleading information may have their application cancelled.

The cancellation will not be permanent and applicants may re-apply to the association one year after the date of cancellation

If an allocation has been made on the basis of false or misleading information the Association will normally seek repossession.

Transfers

North Glasgow Housing Association tenants can register to transfer to alternative accommodation. The Association will make every effort to meet the changing needs of tenants within the constraints of the stock. Applications will be assessed and points awarded based on the tenants' individual circumstances and housing need. Criteria for awarding points are attached at Appendix 1.

Transfers account for only 10% of the total allocations therefore when a void property is identified that would meet the housing needs of an existing tenant(s) the void will be considered in the first instance for a transfer applicant **once priorities are exhausted**. This will allow the Association to meet existing housing need while releasing another property suitable to another applicant.

A house inspection will be carried out when an applicant receives an offer of housing. Transfer may be refused where:

- The house is in an unsatisfactory condition
- There is a current action against the tenant or a member of the household for a breach of tenancy conditions.
- There are outstanding repairs for which the tenant is responsible
- Unauthorised alterations have been carried out
- There are outstanding arrears - in exceptional cases or urgent housing need a move may be approved where the applicant has demonstrated a commitment to clear the outstanding sum.
- There are other debts owing to the Association

Tenants moving to alternative accommodation are expected to leave their flats in a condition for re-letting, normal wear and tear accepted. All costs of repairs for which the tenant is responsible will be recovered from the tenant together with the cost of clearing and cleaning the flat.

Sheltered Accommodation

Sheltered houses are normally allocated to persons over 60 years and who are capable of independent living but who would benefit from living in supported accommodation. In the first instance, an assessment will be made to determine whether the applicant is suitable for sheltered accommodation and whether ground / upper floor accommodation is required. The criteria used to assess the applicant's suitability for sheltered accommodation will be based upon social and medical issues such as:

- The medical information supplied
- The distance from essential amenities
- Isolation
- The nearness to relations and support
- The suitability of present accommodation

The applicants will then be awarded points in accordance with the criteria as set out in Appendix 1.

Shared Owners/Owner Occupiers

In the allocation of shared ownership units the housing need criteria within this policy will be exhausted first and foremost. Thereafter units will be sold on a first come first served basis.

Sharing Owners and Owner Occupiers in housing need but unable to resolve their own housing situation will be treated equally with other applicants.

Suspensions

Where an applicant falls into the following categories the Association retains the right to suspend such applications for a reasonable period depending on the circumstances of the case.

- Applicants who have made themselves intentionally homeless / have worsened their living circumstances within the last 12-months
- Applicants who have been convicted for anti social behaviour – where there is evidence of anti social behaviour, applicants may be asked to demonstrate for a reasonable period that this behaviour has improved.
- Applicants who have previously provided false information
- Applicants who have been evicted for using house(s) for illegal or immoral purposes
- Applicants who use threatening or violent behaviour towards staff.

Turnover and Targets

The Association shall make available a summary of all allocations made in the previous financial year indicating turnover of types and sizes of properties allocated in each specific area (Appendix 2)

Lets will be made in accordance with criteria for awarding priority and points as set out in Appendix 1 of this policy. To ensure a reasonable distribution of the available properties, targets will be set as outlined in the Letting Plan. (Appendix 3)

The Association may, from time to time, advertise properties where there is no current demand or alternatively allocate to applicants in non priority groups.

New build houses being allocated during year

New Build Housing will be allocated in line with the Associations Allocation Policy except in those circumstances where the houses are the subject of GHA reprovisioning monies or an agreed clearance area.

Administration

Allocations to Committee Members, Staff or Family Members

Committee Members, staff and their families do not get any benefits in the allocation of houses as a result of their position in the Association nor are they entitled to take any part, or discuss, any part of the allocation process.

Such house lets are recorded to ensure the probity and accountability of the allocation process in line with Schedule 7 part 1 of the Housing (Scotland) Act 2001.

Appeals and Complaints

Applicants may appeal against any decision regarding their Housing application to the Area Manager, Depute Director, Director or Office Bearers. A full copy of the complaints policy is available on request.

In addition to the above steps, The Scottish Public Services Ombudsman investigates individual complaints against Housing Associations. The service is free & impartial. Information on this service is available at both the Association's offices.

The address of The Scottish Public Services Ombudsman is:

Scottish Public Services Ombudsman
4 Melville Street
EDINBURGH
EH3 7NS

www.ombudsmanscotland.org.uk / Telephone no. 0870 011 5378

Access to Information

Applicants have the right to inspect any record kept by the Association of information given by them in connection with their application.

Confidentiality / Data Protection

All information given by applicants will be treated as strictly private and confidential under the terms of the Data Protection Act. It will not be passed onto or discussed with any other person or organisation without the applicant's permission. Where Committee Members are required to consider an individual case the identity of the applicant will be treated as confidential.

Monitoring and Review

Quarterly allocation reports will be provided to Management Committee and the cumulative figures will enable the targets to be reviewed and amended as necessary

The Allocation Policy will be review every four years or amended as required.

The Housing list will be reviewed monthly and those applicants who have been on the list for a period of 12 months will be contacted to determine if they wish to remain on the list.

Improving and Consulting

This Policy has been reviewed in line with the Tenant Participation Strategy and was discussed and approved at North Glasgow Tenant's Conference in January 2006.

A copy of the full Policy is available on request and a short customer friendly version is available from our reception areas.

All applicants will be consulted annually to confirm that they wish to remain on the register and that lists are maintained accurately.

Appendix 1

The Allocations Points & Priority System

Priority One - 500 Points

- ◆ Rehousing from an NGHHA dangerous building or ones to be demolished or a direct move to facilitate Development. Also awarded following agreement with other local housing providers with clearance areas up to an agreed number of nominations.

Priority Two - 400 Points

- ◆ Severe medical priority
 - Normally ground floor accommodation with no internal stairs
 - Severe difficulty getting to and from house or internal layout is totally unsuitable
 - Award where move will alleviate the problem

NOTE: Date of award will determine priority i.e earliest date will be selected. This will ensure the length of time in need is a deciding factor for a limited resource.

Priority Three - 300 Points

- ◆ Management Transfer (An emergency facility that allows a transfer when the normal application of the rules prohibits a move but a transfer is essential to ensure the safety of the tenant or family from an immediate danger).
- ◆ Section 5 Homeless referrals from Glasgow City Council in line with the agreed homelessness protocol
- ◆ Move UK
- ◆ Severe Harassment including Racial Harassment
- ◆ Relationship Breakdown / Domestic Violence (NGHA tenants only)

Discretionary decisions about which case is priority
Where appropriate offers made will be 'broadly' equivalent to current accommodation

Points Categories

Tied Tenancy

200 Points

- Leaving tied tenancy through 'no fault' e.g. ill health or retirement

Overcrowding

10 Points per room

(Householders only)

The number of apartments required are:

Livingroom

- + one bedroom for applicant & partner
- + one bedroom for each 2 children of the same sex under 12 years
- + 1 bedroom for each two children under 5 years
- + 1 bedroom for any remaining member
 - NB – Will include unborn children, proof of pregnancy will be required.
 - Two children of the opposite sex may share a bedroom up to the age of 12 years at the tenants request as can 2 adult children of the same sex, but overcrowding points will only apply for accommodation larger than the applicants existing accommodation.
- Only applies to householders
- Applies to householders living apart who want to set up home together & neither house is correct size
- Points awarded on the basis of present accommodation & accommodation required.

Underoccupation

10 Points per room

Sharing / Lacking Amenities 30 Points

- Applies to anyone staying 'care of' and sharing facilities
- Applicants threatened with homelessness
- Applicants who do not have use of inside WC or bath/shower or hot water supply or adequate cooking facilities

Medical Points (B Category) 20 Points

- Where a move would be of benefit to relieve a medical problem
- Normally to first floor properties

Social Points

'A' Category 20 Points

Where rehousing is required to resolve a serious housing situation.

'B' Category 10 Points

- Social problem made worse by current conditions
- Applicants who wish to give / receive support

The Director or Senior Manager will award discretionary decisions and points awards i.e. social and medical points

Insecure Accommodation 10 Points

- Living in a caravan or hostel
- Facing imminent mortgage repossession
- Forced to leave accommodation but not through the fault of the applicant

Date Points 1 Point per year

- Applies in cases where point scores are otherwise tied

Central Springburn Allocations 2007/08

Appendix 2

	1 apt	2apt	3apt	4apt	Total
New Cross					
Petershill Rd / Midton St/ Laverockhall St		16	2	4	22
Springburn High Rd					
Galloway St		5	5	9	19
Hillkirk / Carlestone		4			4
Atlas/ Valleyfield					
Cowlairs /Springburn Wy		1	3		4
Sheltered ground		7			7
Sheltered 1 up		0			
TOTAL	0	33	10	13	56

Carron Allocations 2007/08

	1 apt	2apt	3apt	4apt	Total
Hawthorn St		5	3		8
Fernbank St New Build					
Carbisdale St tenements			2	1	3
Carbisdale St mults			5		5
Carron Place			2	1	3
Carron Street			2		2
Carron Crescent mults		2	2		4
Eccles Street mults			10		10
Fernbank Street mults			4		4
Springburn Road (779)					
Carron Cres. Sheltered		3	1		4
TOTAL	0	10	31	2	43

Balornock Allocations 2007/08

	1 apt	2apt	3apt	4apt	Total
Balgraybank Street			2		2
Edgefauld Road			5		5
Syriam Place		3			3
Syriam Street		2	1		3
Campsie St. tenements			4	1	5
Campsie St. (4 in a block)					
Downs Street			1	1	2
Hillhouse Street					
Gartferry Street					
Mansel / St Monance St	3	7	5	2	17
Cockmuir Street					
Drumbottie Road			15	4	19
Swedish Timbers				1	1
TOTAL	3	12	33	9	57

Possilpark Allocations 2007/08

	1apt	2apt	3apt	4apt	5apt	Total
Saracen Street		10	12	4		26
Allander Street		1	6			7
Killearn Street		11	15	1		27
Stonyhurst Street		6	6			12
Hamiltonhill		4	5			9
Bardowie Street Org.		4	1			5
North Possil N.B.		2	3	2		7
East Keppoch N.B.			4	1		5
East Keppoch Tenements			1			1
Ardoch Street		1	3	2		6
Barloch Sheltered ground floor		1				1
Barloch Sheltered upper floor		2				2
Barloch St mainstream			1			1
Carbeth Street		2				2
Balmore Road		3				3
TOTAL		47	57	10		114

Appendix 3

Lettings Plan: Aims and Objectives

- To provide good quality housing at affordable rents to those in the greatest housing need.
- To promote a stable and balanced community in Springburn and Possilpark areas by:
 - Matching people with appropriate properties
 - Housing people in appropriate locations
 - avoiding potential clashes of lifestyle
 - seeking to avoid over concentrations of one particular household type in one area, street, close etc (e.g avoiding high levels of children density or unduly high proportion of vulnerable single people)
- To allocate in line with the Associations Equal Opportunities Policy.
- To allocate housing fairly and objectively using a points system and in compliance with the appropriate guidelines and legislation.
- To ensure that a proportion of houses are allocated to GCC Section 5 referrals.
- Priority applicants will be housed in the first instance

Lettings Plan : 2008-2009

Houses becoming void during year

The Association is likely to have approximately 250 houses available for allocation during 2008/09. These will be allocated broadly on the following basis:

Priority Applicants	20%
Section 5 Referrals	35%
Transfers within the Association	10%
Direct applicants to the Association	35%

This Policy is designed in compliance with the following:

- Raising Standards in Housing Management & Performance
- Race Relations Act 1976, as amended
- Matrimonial Homes Act 1981
- Sex Discrimination Act 1975
- Data Protection Act 1998
- Housing (Scotland) Act 2001
- Human Rights Act 1998
- Disability Discrimination Act 1995
- UK Equality Legislation
- Homeless etc (Scotland) Act 2003
- Housing Scotland Act 1987
- UK Civil Partnership Act 2005