



**TOLLCROSS**  
housing association

## **Tollcross Housing Association**

### **Allocation Policy**

<b>Communities Scotland Performance Standards</b>	<b>AS1.1 Access to housing</b>  <b>AS1.2 Lettings</b>  <b>AS1.4 Housing Support</b> <b>AS4.7 Appeals</b> <b>AS4.10 Accommodation Provision</b>
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<b>Responsible Officer</b>	<b>Deputy Director/ Housing Manager</b>
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This Policy is available, on request, in different languages and in other formats such as in large print, tape and Braille.

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ਬੇਨਤੀ ਕਰਨ ਦੇ ਇਹ ਪਾਲਿਸੀ (ਨੀਤੀ) ਅਲੱਗ-ਅਲੱਗ ਬੋਲੀਆਂ ਅਤੇ ਦੂਜੇ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਟੇਪ ਅਤੇ ਬ੍ਰੇਲ ਦੇ ਉਪਲਬੱਧ ਹੈ।

نہم رہنمایہ بہ گونہہی داواکاری بہ زمانی جزا و جزا و شہوہی تر وہ کو چاہی پنی گنورہ، کاسنی دہنگ و براہیل نامادہ  
کراوہ و دہستہ بہر دہ کونٹ.

یہ پالیسی گزارش کرنے پر مختلف زبانوں اور مختلف صورتوں یعنی خطی حروف میں، ٹیپ پر ریکارڈ شدہ اور بریل لکھائی  
(ٹایپو افراد کے پڑھنے والی لکھائی) میں دستیاب ہے۔

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## **Section 1: Introduction**

Allocation is the term used to describe our policy for letting houses. It covers all of our houses and everyone who applies to us for housing. This policy is important to:

- tackle housing need and applicants' preferences
- develop balanced and sustainable communities, that is, areas that are popular and where people want to live
- promote equality by ensuring that allocation practices address all forms of discrimination
- maximise rental income by letting houses quickly; this, in turn, enables us to provide quality services.

**Note:** Tollcross Housing Association is referred to as "we" in this policy. Housing need is explained in section 2.2

## **Section 2: Policy Principles**

### **2.1 Aims and Objectives**

Our main policy objectives are to:

- To provide access to good quality, affordable rented housing to people in the greatest housing need;
- To respond positively to the needs of people who wish to return or move to the area, for example for employment or social support reasons to help create a stable sustainable community;
- To support regeneration of the Tollcross area, by meeting local housing needs (including those resulting from demolition and redevelopment) to help to create a stable sustainable community;
- Meet legal requirements and relevant good practice standards. This involves meeting a range of different needs, as well as making best use of the housing stock;
- To manage access to our houses in a way which is clear, fair to all, and tackles discrimination on grounds of age, disability, language, race, sex, sexual orientation or marital status, sexual orientation; this includes discrimination on grounds of class or social origin or personal attributes such as belief or opinion;

Applicants may express choice when they apply to the Association and

- we will provide clear information about our housing to help inform those choices and good quality advice and information about other re-housing options in the area;
- Let empty houses in line with set time scales thus maximising income from rents;
- Work in partnership with other housing providers to tackle housing need, for example, working with Glasgow City Council to address homelessness;
- Assess performance regularly and inform tenants and other service users of progress, for example, through our annual report;
- Deal with appeals and complaints in line with existing procedures;
- Review this policy formally every three years (Section 9); amendments may be made sooner if required, for instance, due to legal changes. Policy alterations are published within **six** months.

## **2.2 Meaning of Housing Need**

Housing need is not legally defined but is described in good practice guidance. In this policy, housing need is defined against the following elements:

- (a) legal standards, for example, the legal standards that define homelessness, overcrowding and what is “tolerable”;
- (b) professional standards such as the Scottish Housing Quality Standard that we have to meet by 2014; this standard includes minimal standards covering internal amenities and security;
- (c) social standards that include applicants’ preferences, for example, wanting to live closer to relatives or returning home from abroad;

We also recognise that housing need is subject to change as standards evolve. For this reason, we assess levels and types of need on a regular basis.

We assess housing need annually through our Lettings Plan. The rationale for having a Lettings Plan is to monitor general housing trends and specific patterns of need on the waiting lists; targets for allocations can then be modified to reflect actual needs levels on the waiting lists and estimated turnover. (See section 5.5)

## **2.3 Other Policies**

We have also developed a number of other policies that are linked to allocation practice.

The main policies that are relevant to this policy are as follows:

- Assignment of Tenancy
- Cancellations & Suspensions
- Equal Opportunity
- Estate management, including anti-social behaviour
- Mutual Exchanges
- Openness & Confidentiality Policy
- Rent arrears
- Subletting
- Succession
- Taking in lodgers

These policies are available on request.

## **Section 3: The law**

We will assess applications and let houses in line with all applicable legislation and regulatory requirements. This section summarises present legal obligations contained in the Housing (Scotland) Act 1987, as amended by Housing (Scotland) Act 2001. These cover:

- admission to the housing list
- groups to receive reasonable preference
- factors to ignore
- information and publicity

### **3.1 Admission to the Housing List**

We provide open access to our housing list. Anyone who is sixteen years or more is entitled to register on our housing list. We also comply with any relevant legal rules that apply, for example, rules concerning asylum seekers.

Application forms are available at our housing office. This form is available in other languages and formats on request, for example, in large print. We can assist applicants to complete their housing application form, on request.

We also provide interpreting services, as required, and cover costs of providing this service. For example, an interpreter may be required to make services accessible to hearing impaired people.

### 3.2 Groups to Receive Reasonable Preference

We must give reasonable preference to applicants who are:

- homeless or threatened with homelessness;
- living in housing below the tolerable standard;
- living in overcrowded houses or in large families;
- living in unsatisfactory housing conditions.

Appendix 1 Summarises our arrangement with Glasgow City Council to provide access to some of our houses, for people the Council have assessed as homeless and in priority need, and have been passed onto us for re-housing.

As well as these groups, we recognise that other housing needs exist. This follows from our definition of housing need in section 2. We consider other needs, therefore, when selecting tenants; these are detailed in Section 5 and the Points Table on page 14-15.

### 3.3 Factors to Ignore

We must ignore the following matters when allocating houses:

- length of time applicants have lived in our area of operation
- any housing debt not owed by applicants
- housing debt that has been repaid
- non-housing debt, for example, council tax
- age unless we have designed or specifically adapted the houses for people of a specific age, for instance, sheltered housing
- income or any property owned by applicants

If an applicant's housing debt is less than one month's rent, this does **not** affect the allocation. In these cases, though, we make a reasonable repayment arrangement to pay the arrears.

This rule applies too when the housing debt is more than one month as long as applicants:

- make a suitable repayment arrangement with the association
- make payments for at least **three** months, and
- continues to make payments

All relevant issues are covered within our application procedures so that allocations meet legal requirements. These procedures are held internally and can be made available to applicants on request.

## **3.4 Information and Publicity**

This section highlights the type of information we provide to applicants and how we publicise our allocation policy.

### **3.4.1 Information**

We provide all applicants with a guide or summary of this policy. We also provide them with a full copy of the policy, on request. Both documents are provided free of charge.

Applicants have a legal right to gain access to personal information supplied in connection with their application. This is covered by the **Housing (Scotland) Act 1987**. Applicants may also view other personal information supplied to the Association in line with the **Data Protection Act 1998**. We may only refuse such requests on grounds specified in the Act. We do not charge for this service.

### **3.4.2 Publicity**

We hold copies of this policy at the Association's office. We also send it and our guide to applying for a house to the following agencies:

- Communities Scotland
- East End Community Carers Group
- Disabled Persons Housing Service
- GCC Social Work Department Casework Team
- Local GHA Offices
- Local Library
- Parkhead CAB Office
- Pensioners Action Group
- Positive Action In Housing

This list is reviewed annually and information sent to any new relevant organisations. We will also periodically advertise that our waiting list is open in relevant publications.

## **3.5 Regulatory Requirements**

We are committed to working in accordance with Performance Standards for social landlords published by our regulator Communities Scotland.

### **3.5.1 Allocations Affected by Schedule 7 of the Housing (Scotland) Act 2001**

Committee members/officers and employees of Tollcross Housing Association or Tollcross Housing Association LHO cannot benefit in any way from their connections with the Association. A tenancy, transfer of tenancy or mutual exchange may only be granted to an employee, former employee, committee, or former committee, member provided that:

- (i) Management Committee authorise the let in question before any offer is made having received confirmation that the let fully meets all published allocation criteria and procedures,
- (ii) Where the application subject to schedule 7 is made to the Association by means of a section 5 referral, management committee will authorise the let after the referral has been made, but before the decision to accept the referral has been taken by staff
- (iii) the person affected by schedule 7 has had no influence or involvement in the allocation process for the tenancy, in question, and has not been present during any committee discussion or vote on the matter;

This ensures that if anyone in these categories applies for a tenancy, they will not receive any special treatment as a result of their connection with the Association.

Our performance in achieving performance standards and schedule 7 allocations is monitored periodically by Communities Scotland.

## **Section 4: Dealing with Applications**

We have established comprehensive staff procedures that cover all stages of the allocation process. This section outlines the key stages to inform applicants of our service standards.

### **4.1 Applications**

Applicants are requested to complete our application form. This may be sent to them by post or given to them personally. On request, we can provide applicants with the document in other formats; we can also assist them in completing the form.

We assess applications based on the allocations policy within **ten** days of their receipt; applicants are notified of their points award in writing. (See section 5 for an explanation of the type of system that we operate, how applications are assessed and how we match applicants to available houses).

### **4.1.1 Joint Tenancies**

Applicants may request a joint tenancy with a person who is staying (or intending to stay) with them. We advise applicants of the advantages and disadvantages between sole and joint tenancies; this enables applicants to take an informed decision.

### **4.2 Confidentiality**

We process personal information in line with legal requirements; this means that it will not be shared with other agencies except with applicants' consent, or as permitted in law.

Therefore, we ask applicants' permission to discuss application details with other agencies as part of our application form. We may contact other landlords, for example, to confirm tenancy details. We do not, though, request personal references.

Applicants may request a mandate from this office to give someone else permission to discuss your application with Association staff.

### **4.3 Accessibility**

In line with our equality policy, we discuss applicants' access needs so that offers are appropriate. This includes consideration of reasonable adjustments to properties available for let. For example, we may install flashing lights (to replace alarm bells) for hearing impaired people. We also consult with disabled people when developing housing projects to ensure that houses are accessible to their needs.

### **4.4 Application Details**

We check application details with applicants before making offers by interviewing applicant normally in our office. Applicants are advised that we may seek to recover tenancies granted if allocations are made based on false information that has been provided knowingly or recklessly.

### **4.5 Conduct**

We may suspend applications on specific grounds. For instance, checks may reveal that applicants have breached their tenancy terms and that this is sufficiently serious to justify suspension. It is emphasised that applications remain on the list; applicants will not, however, receive offers during the suspension period.

We have a separate cancellation and suspensions policy that is available to applicants on request. The basic elements of this policy are as follows.

Applications may be suspended on account of:

- a breach of tenancy conditions
- a legal order prohibiting residence or access within the locality

We review suspensions applied on a regular basis and remove suspensions in line with our policy. Applicants may also appeal against suspensions.

#### **4.6 Offers**

We make offers based on the applicant's stated preferences. Normally, applicants are made three offers before an application may be suspended.

#### **4.7 Applicant Choice**

We enable applicants to select the homes of their choice by specifying their specific requirements this choice includes the following elements street, floor level and heating type. This follows good practice by ensuring that offers are based on applicant choice.

We advise applicants of re-housing prospects once we have information on their housing needs, points total and areas of choice. We emphasise that the housing list changes continuously as applications are added or deleted. Applicants can contact us at any time regarding a change in their housing situation, requirements or preferences.

#### **4.8 Reviewing Applications**

We review applications once a year based on their registration date. This is important to ensure that information is accurate that serves, in turn, to reduce offers refused.

We request applicants to inform us within **twenty-eight** days if they want to stay on our housing list. We issue a reminder letter giving applicants another **seven days** to confirm their intentions. If applicants fail to respond, their applications will be removed from the housing list. Consent to do this is contained in the application form signed by applicants. Applicants suspended as a result of a review may register again on the housing list at any time.

#### **4.9 Tenancy Agreement**

We advise tenants of their rights before signing the tenancy agreement. This includes advice about the allocation policy, including transfers and mutual exchanges.

## **4.10 Other Landlords**

We will encourage applicants to apply to other landlords as well as Tollcross Housing Association, as this may increase their chances of being re-housed.

Glasgow City council and other organisations are currently working to develop a Common Housing register to enable applicants to complete a single application form, to allow them to be placed on the housing lists of all landlords of their choice across the city. Tollcross Housing Association is committed to participating in this scheme when it is introduced for the East End of the City.

## **Section 5: House Letting**

We operate a points system that involves different groups. This is known as a groups plus points system. This system is important so that we:

- meet our legal obligations and good practice guidance by addressing a range of housing needs
- achieve balanced communities by meeting the needs of different households, for example, single people and families
- promote equality by providing housing for particular needs such as supported housing for older people

### **5.1 Housing Needs**

We will regard you as being in housing need where:

- You are homeless or do not have a secure tenancy
- You are living in property in a very poor condition
- You are living in unsatisfactory housing conditions, including lacking or sharing amenities
- Your home is overcrowded (too small for your household) or under occupied (too large for your household where you have a RSL tenancy)
- Your current home is unsuitable for your particular needs due to a medical condition
- You need to move provide, receive, or improve family support arrangements
- You need to move because of a relationship breakdown (Tollcross Housing Association tenants only)

- You need to move to Tollcross to improve Travel to Work/ Study arrangements
- You need to move as a result of harassment in your existing accommodation
- You have to leave property, which is being demolished as part of a regeneration strategy in the Association's area of operation, and it has been agreed that Tollcross Housing Association, will provide re-housing for people losing their homes.

Factors, which we do not take into account when assessing, housing need, are described in section 3.3.

## **5.2 Waiting List Groups**

Applicants will be placed in the all the groups that he/she qualifies and each group will be re- housed in accordance with those in the greatest housing need.

We will produce an annual lettings plan which will detail targets for each category of let e.g. 20% of lets to transfer category- see section 5.5 Lettings Plan.

Applicants receive points for all eligible elements of housing need identified from points table see section 5.3.

**Our Properties are let to eight groups of applicants as detailed in the table opposite:**

General Waiting List Group	Those who apply to us direct for housing and are not already Tollcross Housing Association tenants.
Transfers Group	Tollcross Housing Association tenants who apply for a move to mainstream or sheltered housing, they may need to a bigger or smaller house or to move for medical or family support reasons.
Homeless Referrals Group	People passed to us for re-housing as per the law and our arrangements with GCC. We deal with statutory homeless applicants through our arrangement with Glasgow City Council. Details of this arrangement are given in Appendix 1.
Sheltered Housing Group	Those who apply to us direct for sheltered housing and are not already Tollcross Housing Association tenants.
Economic /Mobility Group	Those who apply to us direct for housing and are not already Tollcross Housing Association tenants because they need to move to Tollcross to improve Travel to Work/ Study arrangements.
Family Support Group	Those who apply to us direct for housing and are not already Tollcross Housing Association tenants that need move to or within the Tollcross area to provide or receive family support.
Local Regeneration Strategy	Tollcross management committee may as part of a regeneration strategy for the area agree to provide new housing for tenants living in houses managed by Tollcross Housing Association needing re-housing, or THA LHO whose homes are due for demolition as part of strategy. The priority for re-housing and the percentage of re-lets to assist the regeneration strategy will be detailed in the annual lettings plan.
Partner Agencies	Tollcross management committee may also choose to enter into nomination or referral agreements with other organisations to address specific housing needs and meet strategic objective of creating and maintaining a balanced community.

### **5.2.1 Economic/Mobility Group**

To contribute to the aim of creating a stable mixed community the Association has created an economic mobility group to encourage applications from those who are working and in full time education as this group is currently under-represented in the community.

Applicants who are not currently Tollcross Housing Association tenants that are moving to take up full time employment or full time study with an employer

or educational establishment within a five mile radius of Tollcross will be placed in this group and the general waiting list group.

This group also includes applicants who have been referred to and accepted by the Association for re-housing under the Move UK scheme.

### **5.2.2 Partner Agencies**

Tollcross housing management and maintenance sub committee will consider reports on partner agencies that request nomination or referral agreements to address specific and housing needs of their clients and meet the Associations strategic objectives for example of creating and maintaining a stable balanced community.

The Depute Director will prepare reports on partner agency referral agreement requests for consideration of the sub committee decision. Where a referral agreement is approved the percentage of lets to be made available to the partner agency will be set by the sub committee, a maximum of 10% of lets may be made available to accommodate all agreements. Where the referral agreement is not approved the partner agencies clients applying direct to the Association for re-housing.

An existing partner agency referral agreement is the Association's agreement as a member of Move UK. Move UK is a national scheme, which allows tenants to move to different areas in the country to assist national mobility. Applicants must require to move for one of the following reasons:

- to take employment beyond a reasonable travelling distance
- to receive support from friends or relatives
- to give support to friends or relatives
- other social reasons (e.g. violence and harassment)
- 

The Association will accept Move UK nominees from other member organisations if it considers that accommodation can be provided within six months.

### **5.2.3 Family Support Group**

To contribute to the aim of creating a stable mixed community the Association has created a Family Support Group to encourage applications from those who can demonstrate that they, or a relative, or close friend would benefit from increased or maintained support to help them sustain their tenancies by increasing their local social support networks.

Support will usually be restricted to immediate family relations- parent/child and brother/sister. Where no family network is available applications from friends will be considered.

It is only possible for a Tollcross resident to nominate two family members under the support criteria.

In seeking to create and sustain social, community and family networks the Association will adopt a broad interpretation of social support.

Applicants who are not currently Tollcross Housing Association tenants that are moving to offer or receive family support will be placed in this group and the general waiting list group.

Tollcross tenants qualify for family support points, however, their applications are held in the transfer category only.

#### **5.2.4 Sheltered Housing Group**

Applicants who through age or disability may apply to be re-housed in sheltered housing that is designed or adapted for people with particular needs. In this type of housing we provide an onsite housing support service and a community alarm system. A housing support worker working on site befriends and advises tenants and provides assistance in case of emergencies.

Medical evidence may be sought to verify an applicant's level of need and the extent of support they may require.

Applicants should be able to live reasonably independently and not require care that would more appropriately be provided in a residential care situation. Once a tenancy has been allocated, applicants to the Association's sheltered complex will have a personal plan/support package arranged.

Tenants are responsible for meeting the cost of the housing support service, assistance is normally provided by supporting people grant. Glasgow City Council Social work department have responsibility for assessing eligibility for the means tested supporting people grant.

#### **5.3 Points System**

We assess each applicants housing need using our points system summarised in the tables opposite:

## Points Table

Type of Housing Need	Points Category	Points
Homeless & In Priority Need	Accepted by the Local Authority as homeless- and a caseworker refers applicant as section 5 referral	150
Homelessness	Accepted by the Local Authority as a homeless person- whether in priority need or not	80
Insecure Accommodation	Not accepted by GCC as a HP, but can provide evidence that you do not have secure accommodation for example: in PRS, under threat of eviction within 6 months	40
Harassment (Emergency)	You need re-housing for social reasons, such as harassment, as an emergency case (potentially life-threatening situation); Further definition of harassment is provided in 5.4.2	90
Harassment (Racial/domestic abuse)	You are experiencing serious social problems such as racial harassment or domestic violence	70
Harassment (Social problems)	You are experiencing social problems over a period of time where re-housing would help	40
Social Reasons	Relationship breakdown amongst Tollcross tenants	40
Medical Reasons	Medical Emergency- medical condition makes it dangerous/physically impossible to remain in current house e.g. completely housebound	125
Medical Reasons	Medical Needs Essential- you have a severe medical condition or mobility problem and your current housing is not suitable e.g. not adapted and it would be improved/eased permanently by a move	100
Medical Reasons	You have other medical problems, which make your home unsuitable for you and could be improved by re-housing	50
Poor Property Conditions	Your home is in serious disrepair	50
Poor Property Conditions	You are living in unsuitable property conditions for example dampness (20), condensation (10 )	20 10

## Points Table (Continued)

Type of Housing Need	Points Category	Points
Travel to Work	Travel to Work/ Study within a 5 mile radius of Tollcross	40
Family Support	Family Support –You would benefit from practical support from relatives or friends or care agencies in relation to medical, social, or child care needs of applicants benefit or you can offer this type of support to an existing Tollcross tenant Non- Tollcross Tenants Existing Tenant	40 20
Overcrowding- your home is too small	For each person by which the current accommodation is overcrowded Further definition of overcrowding is given in 5.4.1 below	30
Under occupying- your home is too large	For each person by which the current accommodation is under occupied  Tollcross Housing Association tenants Tenants of other Registered Social landlords	25 20
Unsatisfactory housing conditions	You do not have or share 2 or more of the following facilities: No bath or shower or WC, No cooking facilities, No adequate supply of hot water to bathroom or kitchen where cooking facilities located in same room as the applicant lives & sleeps OR You do not have or share 1 of the above facilities	50  25
Partner Agency Referrals	From organisations with Partner Agency Referral Agreement with THA	100

Points are awarded for each type of need the applicant has. For some points categories, we ask applicants to provide evidence. Our housing application form gives details of the information we require.

Where more than one applicant has the same points total when a house is being let, priority will be given to the applicant who has been on our list longest.

We will provide applicants with information regarding their prospects of housing when they first apply and every time we review or re-assess their application.

## 5.4 Further Definition of Housing Need Points

### 5.4.1 Overcrowding

Overcrowding is defined in law. The present standard is, however, not in line with professional definitions of overcrowding that omit the living room when calculating overcrowding levels. We use the occupancy standard below to calculate overcrowding in these cases.

Household Members	Bedrooms Needed
Each couple (of same or opposite sex)*	One
Single Adult (sixteen or over)	One
Adult and child	Two
Two people of same sex (sixteen or over)	Two
Two children of same sex (under sixteen)	One
Two children of different sex (nine or less)	One
Two children of different sex (ten or more)	Two

\*Additional rooms may be needed on medical grounds. Applicants are asked to provide written details if this applies.

Applicants are awarded **thirty** points for each room needed by each household member. A household covers any person or persons who want to live on their own. A single person can, therefore, be a separate household.

#### Notes:

(1) A pregnant woman is regarded as two people; points are awarded 18 weeks prior to the date of confinement.

(2) We consider members of the applicant's household who are **temporarily** absent as part of the household when assessing overcrowding levels. Proof of temporary nature of their current residence is required

(3) In cases where households are split, we consider children as part of the household if they stay with the applicants for at least half the week.

(4) Applicants may be considered for housing that alleviates their overcrowding, although it doesn't fully resolve it.

(5) Proof of residence will be necessary for the award of overcrowding points

### **5.4.2 Under occupation**

For each bed space by which the current accommodation is surplus to the households' requirements.

Under occupation points of 20 points per extra bed space will be available to tenants for Registered Social Landlords. Under occupation points shall be increased to 25 for tenants of Tollcross Housing Association in order to facilitate the release of family-sized accommodation in short supply to achieve the best use of the existing stock

### **5.4.3 Harassment**

The Association will assess points applicable for cases of harassment, including racial harassment and domestic violence, based on the information supplied by applicants. Where the police, women's aid, or other agencies can provide confirmation, this will be taken into account. For the highest level of points such confirmation should be provided, where this is available. However, it is recognised that in some circumstances it may be difficult to obtain this, e.g. domestic violence.

#### **Harassment (Emergency) 90 points**

This category applies to emergency cases, where for example the person is facing a potentially life-threatening situation, which would be alleviated by moving to alternative accommodation. Due consideration will be taken of the proximity of any perpetrators where the move would be in the local area and options out-with the area considered if appropriate.

Initial points will be assessed by the Housing Officers and require to be confirmed by the Depute Director/Housing Manager.

#### **Harassment (Racial & Domestic Abuse) 70 points**

This applies where the applicant is experiencing serious social problems, such as harassment or domestic violence, but do not fall into the emergency category. Where possible confirmation would be sought, e.g. police reports. However it is recognised that this may not be possible and in the case of domestic violence or racial harassment the applicant's statement will normally be sufficient.

#### **Harassment (Social Problems) 40 points**

For less serious cases of harassment, which have been ongoing over a period of time, the third level of points would apply. Details may be confirmed with the police or landlord if appropriate.

Points in this category are awarded where harassment or violence is targeted towards the individual applying for housing or a member of their household. It does not apply for neighbour complaint issues, except where these escalate and involve more than one incident. The landlord under the estate management and neighbour complaints policies should normally deal with neighbour nuisance complaints before they escalate into perceived harassment.

## **5.5 Size / type of housing required**

We will place your application on our waiting lists based on the size and type of accommodation you require.

Applicants are, in general, considered for houses that are suitable for their needs and household size this rule exists to prevent under occupation and overcrowding. This will be worked out based on overcrowding definition in 5.4.1 as follows:

- One bedroom for couples/ partners/ or single persons/ parents.
- One bedroom for two children of the same sex under the age of 16.
- One bedroom for 2 children under the age of 10, regardless of sex.
- These rules may not apply in certain circumstances if a separate bedroom is required for medical, social or other relevant reason.
- Applicants may apply for housing that is larger than that required, although they may only be considered if other qualifying applicants do not want the particular house in question.
- If you need to move for medical reasons concerning mobility we will normally only offer ground or first floor properties.
- If you have access to children we will consider you for an extra bedroom but we will need evidence to support this. You will normally only be considered for one extra bedroom regardless of the number and ages of children you have access to.
- If a property has been adapted, for example with a walk-in shower, we will try to identify someone who needs this facility, where possible.
- For sheltered or wheelchair adapted properties we will contact appropriate agencies regarding referrals if we cannot identify anyone suitable from our housing list.

## **5.6 Lettings Plan**

We set a target each year for houses to be let to individual groups based on expected levels of turnover within our housing. The lettings plan will detail the target number and percentage of lets we expect to make to each of the waiting list groups over the course of the year.

The targets set for each group in 2007/08 are:

<b>Group</b>	<b>Housing Group</b>	<b>% Lets</b>	<b>Estimated Number of Lets per year</b>
<b>1</b>	<b>General Housing List</b>	<b>40</b>	<b>26</b>
<b>2</b>	<b>Transfers</b>	<b>20</b>	<b>15</b>
<b>3</b>	<b>Homeless Referrals</b>	<b>20</b>	<b>16</b>
<b>4</b>	<b>Economic Mobility</b>	<b>10</b>	<b>7</b>
<b>5</b>	<b>Family Support</b>	<b>10</b>	<b>7</b>
<b>6</b>	<b>Sheltered</b>		<b>3</b>
<b>7</b>	<b>Clearance Cases</b>		<b>0</b>
<b>8</b>	<b>Partner Agency Referrals</b>		<b>Max 10%</b>
		<b>100%</b>	<b>76</b>

These targets are indicative guide for staff on which group to allocate from rather than a fixed “quota” which must be met. The purpose of the target figure is to ensure we meet our legal obligations and the objectives set out in this policy in a fair and transparent way.

The targets will not prevent us from responding to changes in the law or if we need to make additional properties available for homeless referrals.

We will monitor the types of properties available for let and the demand levels of properties let to the various waiting list groups. The lettings plan will report on how use of the housing stock is contributing to the goal of creating a stable sustainable community.

The lettings plan will be agreed annually by the Housing Management and Maintenance Sub Committee and will be publicised to local agencies and those on our waiting lists.

## **Section 6: Managing the Allocations Policy**

### **6.1 Staff and Committee Role’s and Training**

Our training strategy includes training for staff and committee members on the allocations policy.

All of our staff are fully trained on how to implement the allocation policy and have detailed procedures to follow and are responsible for reporting general outcomes to the committee.

Committee members take no part in deciding individual allocations but are responsible for policy development, agreeing schedule 7 allocations ( see section 3.5.1), and monitoring of policy.

## 6.2 Monitoring

Monitoring of this policy is essential to measure if we are meeting our stated objectives. (See section 2)

We currently monitor the following matters. These meet the standards as contained in the Communities Scotland regulatory framework.

Information on our performance is published in our annual report, newsletter and on our website.

### Applications

- number of new applications received
- number and percentage of applicants processed on time
- reasons for application to evaluate important issues, for example, issues concerning relationship breakdown and affordability
- average waiting times before re-housing

**Note:** We gather equality information covering factors such as relating age, disability, ethnicity and gender of applicants. Equality monitoring is also carried out in respect of the areas opposite.

### Reviewing the Housing List

- number and percentage of applications reviewed by month
- number and percentage of applications deleted by month

### Offers and Lets

- number and size of properties available for re-let
- number of offers by street
- number of offers accepted and refused, including reasons for refusal
- number and percentage of lets against target set out for the allocations group in annual lettings plan
- performance report on average time taken to re-let properties by month

### Homeless Referrals (section 5)

- number of applicants nominated and re-housed
- reasons for refusals by association and referrals

### Putting Things Right

- number of appeals and outcomes

- number of complaints and outcomes

We will provide the housing management and maintenance sub committee with full operational monitoring report four times a year to enable the committee to assess if we are meeting our stated objectives.

An annual report will be submitted to committee on trends in allocations, policy outcomes, and service user feedback to enable committee to approve the annual lettings plan.

This performance information will be shared with applicants and tenants as reported in our newsletters and annual lettings plan.

## **6.3 Appeals and Complaints**

This section summarises how we process appeals and complaints.

### **6.3.1 Appeals**

Applicants can appeal decisions relating to this policy. An appeal may be raised, for instance, if someone believes that insufficient points have been awarded.

Our appeals process is summarised as follows:

Our Depute Director/Housing Manager will assess appeals in the first instance, as s/he is not involved in awarding points or allocating houses. Appeals may be made in by telephoning, writing, emailing or in person.

### **6.3.2 Complaints**

Appeals are different from complaints and we have a separate procedure for addressing complaints. Complaints might occur, for instance, if you are concerned about the standard of service you have received or the conduct of our staff.

Tenants are provided with a copy of our complaints procedure when they sign their tenancy agreement. This informs them about complaint procedures.

Applicants who want to make a complaint are provided with the same information.

If applicants remain dissatisfied with the Association's response to the complaint,  
We give them information about making a complaint to the Scottish Public Services Ombudsman; the Ombudsman deals with complaints involving maladministration.

## **6.4 Tenant Consultation**

Each year, we will provide customers with information about our performance in letting houses, the turnover of properties, and the lettings plan for the year ahead.

We will ask all new tenants about their experience of applying for a house and report their views on the standard of service we offer and report customer feedback annually to the management committee.

We review this policy every three years, or as otherwise required. For example, changes may be needed to take account of legal developments.

Policy changes are discussed with tenants and other service users as part of our tenant participation strategy.

In carrying out this consultation, we use our performance indicators as a basis for discussing possible improvements to service delivery.

## **Appendix 1: Homeless Referrals from Glasgow City Council**

1. Glasgow City Council (GCC) has responsibility for making homeless assessments and referrals to other landlords. As an RSL, Tollcross Housing Association (THA) has a duty to comply with requests from the local authority to re-house homeless people, in accordance with Section 5 & Section 6 of the Housing (Scotland) Act 2001 unless we have good reason not to.
2. GCC is currently negotiating a protocol with RSL's in Glasgow to manage Section 5 Homeless referrals and it is proposed that this Homelessness Protocol when complete is considered and adopted by the Association.
3. Each year THA and GCC will agree the percentage of lets which will be made available for permanent lets to homeless people.
4. The lettings plan for Tollcross must ensure that there are a range of property types, sizes, and locations available to homeless referrals.
5. Homeless Caseworkers may request a permanent let from the Association at anytime to meet their applicants needs.
6. Lets made to Homeless Persons will be jointly monitored by GCC and THA.