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STANDARD LETTERS

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1. INTRODUCTION

Ruchazie Housing Association is located in the Greater Easterhouse area of Glasgow. The Association currently owns 174 properties of varying designs and house sizes.

This policy sets out how the Association will allocate its properties in accordance with Performance standards issued by Communities Scotland and legal requirements set out in various pieces of legislation. The policy covers all of our properties and everyone who applies to the Association for a house.

Background

Around 85% of the Association's properties are new build house, flats and cottage flats. The remainder are flats which have been comprehensively refurbished.

With regard to property sizes, 50% of our properties have three bedrooms or more, 44% have two bedrooms and the remaining 6% have one bedroom.

While many people living in Ruchazie are affected by poverty, poor health and other types of disadvantage the work of the Association and others has been successful in sustaining demand to live in the area, improving the living standards of its tenants and the general environment.

There are healthy levels of demand for good quality housing for rent in Ruchazie. The Association's waiting list usually has approximately 150 applicants on its housing list, with only between 5-10 properties becoming available for re-let each year. This means that it would currently take the Association approximately 20-30 years to meet the needs of all the applicants on our housing list.

The other major social landlord in Ruchazie is Glasgow Housing Association who own about 850 properties ranging from 1 Apartments to 5 Apartments. Demand for GHA houses in the area is lower. This contributes to high levels of local demand for Ruchazie Housing Association houses, although the Association also receives a significant number of applications from outside our local area, mainly from people in the east end of Glasgow.

The Black and Minority Ethnic (BME) population of Ruchazie is much lower than the city average (0.8% for Gartcraig standard census ward, compared with around 6% for Glasgow as a whole)

2. Aims of the Policy

- 2.1 To provide open access to high quality, affordable rented housing and to manage access to our houses in a way which is clear, fair to everyone and “applicant friendly”.
- 2.2 To meet both the regulatory and legal requirements placed upon the Association to re-house applicants with the greatest need.
- 2.3 To minimise unreasonable restrictions which limit the choices available to people who are seeking re-housing.
- 2.4 To help create a stable and sustainable community by meeting the needs of people wishing to return or move to the area and also by recognising the needs and aspirations of existing residents who wish to continue living in Ruchazie.
- 2.5 To support Glasgow City Council in addressing the needs of people who are homeless.
- 2.6 To provide the committee with Allocations reports and monitor performance in addressing housing needs.

3. Achieving the aims of the policy

3.1 The Association’s Service Standards For Applicants

The Association wishes to make sure that everyone applying for housing receives a high standard of service. At Appendix 1 we have set out in detail the standards of service that applicants can expect to receive from the Association with regard to

- The information and assistance we will provide to applicants.
- How we will respond to housing applications
- How we will ensure fair treatment for everyone applying
- Our policy on confidentiality and access to personal information.
- How applicants can make a complaint about our decisions.

3.1.1 Providing Equal and Open Access To The Waiting List

Who Can Apply

The Association accepts applications for housing from anyone aged 16 years or over.

How To Apply

Applicants are required to complete a Housing Association Waiting List application form and submit it to the Association’s office (Appendix 2. A separate medical form will also be issued to any applicant with medical problems (Appendix 3).

Applications are then assessed by the Housing Services Manager in accordance with the Association’s points system which identifies various aspects of housing need. To be awarded points in some of these categories applicants may be required to provide supporting evidence (e.g for medical conditions/ harassment). The Association will aim to keep to a minimum the information which is needed in support of a housing application. Section 3.2.1 details the types of information we may request from applicants.

Once applications have been processed by Association staff they will be placed on the appropriate list for the house size that is required. Section 3.2.2 sets out

how the Association decides which list an applicant will be placed on. Each applicant will then be advised of their points and their current position on the waiting list.

Other Landlords

The Association will encourage applicants to apply to other landlords since this may increase their chances of being re-housed. A list of all other local landlords will be attached to every application which is issued.

Equal Opportunities

The Association monitors all applications as part of our Equal Opportunities Policy to record

- Gender Of Applicants
- Age of Applicants
- Household Composition
- Ethnic Origin
- Disability

Equal opportunities monitoring is carried out to ensure that the Association's Allocation Policy addresses the needs of all applicants. A standard monitoring form is issued with every application form (Appendix 4).

3.2 Meeting Legal And Regulatory Requirements

The Association has a number of legal and regulatory requirements which are set out below.

Legal Requirements

Our allocations policy takes account of the Association's legal obligations. These obligations include the following

- (i) To provide open access to our housing list.
- (ii) To give "reasonable preference" to
 - People who are homeless, or threatened with homelessness.
 - People living in houses which do not meet the tolerable standard.
 - People living in houses which are overcrowded.
 - People with large families
 - People living under unsatisfactory housing conditions.
- (iii) To take no account of certain factors (e.g. applicants age, income, property ownership, residence in our area of operation) when we are letting houses.
- (iv) To publish our rules for letting houses.
- (v) To provide Glasgow City Council with access to some of our houses, for people who the council has assessed as being homeless under Section 5 of the Housing Scotland Act 2001.
- (vi) To ensure that nobody who applies for housing experiences discrimination because of their sex, race or any disabilities they may have.

- (vii) To comply with Schedule 7 of the Housing Scotland 2001 Act, if we are ever in the position of offering a tenancy to a past or present employee or committee member of the Association, and their close relatives.

Regulatory Requirements

The Association will work in accordance with “Performance Standards for Social Landlords” produced by Communities Scotland. These standards oblige us

- (i) To ensure that people have fair and open access to our housing list and assessment process.
- (ii) To work with others to maximise and simplify access routes into our housing.
- (iii) To let our houses in a way that gives reasonable preference to those in greatest housing need, makes best use of available stock, maximises choice, and helps to sustain communities.
- (iv) To ensure that our approach to letting houses is well managed and that we achieve high standards of customer service, information and consultation.

3.2.1 The Points System

To achieve our regulatory and legal requirements the Association has devised a points system which recognises housing need and awards points according to the level of housing need. These points categories are set out in Appendix 5. The areas covered include

- Overcrowding
- Under occupation
- Sharing Amenities (2 or more households sharing one property)
- Lacking Amenities/ Below Tolerable Standard
- Insecurity Of Tenure
- Medical/ Social
- Elderly/ Children At Height
- Homelessness
- Harassment
- Relatives In Need
- Referrals

For most categories, we ask for evidence to be provided. Our housing application form gives details of the information we require.

The Association will aim to keep to a minimum the information which is needed in support of a housing application.

Any applicant who provides false information normally will have their application suspended in accordance with our suspension procedures detailed in Appendix 6. If a tenancy has already been granted, we may seek to recover the tenancy through legal action.

Listed below are the main types of information that the Association may ask for when assessing a housing application.

Priority Category	Information Required
Medical Priority	Applicants will be sent a Medical Form to complete to demonstrate how re-housing would improve their living conditions. Where this is unclear from the information provided the Association may contact the applicants GP or consultant for further information.
Harassment/ Relatives In Need/Social Priority	The Association will normally ask for confirmation from the police, current landlord or any other agency who may be able to confirm the situation.
Applicants Who Have Access To Children	If you are seeking an additional bedroom for this reason, the Association will normally ask for proof of your access arrangements.
Home Visits	The Association will visit all applicants at home prior to making an offer. The purpose of this visit is to confirm the applicants needs.
Tenancy Checks	The Association will request a tenancy reference prior to making an offer of re-housing for all applicants who currently hold a tenancy. The purpose of this check is to ensure that the main conditions of the tenancy have been adhered to.

3.2.2 Lettings Categories

The Association has a number of different waiting lists from which our properties are allocated. Detailed below are the different categories

List	Applicants
Waiting List	People who apply directly to the Association for re-housing and who are not already tenants of Ruchazie Housing Association.
Transfer List	Existing tenants of Ruchazie Housing Association who need to move either to a bigger or smaller house or for medical reasons or they may wish to improve their housing circumstances by moving from a flat to a house.
Homeless Referrals	Applicants referred to the Association through the Community Casework Teams under Section 5 legislation.
Aspirational Moves	Existing tenants who do not have a specified housing need but wish to move from Rehabilitated Stock to the Newbuild Properties.

Lettings Targets

The Association aims to respond to a range of housing needs and will therefore allocate its properties on the basis of the targets listed in the table below. These targets are indicative and not fixed quotas.

Category and Description	2 Year lettings Target
Waiting List Applicants. Applicants who apply directly to the Association for re-housing, including mobility applications and other referrals	35%
Transfer List Applicants Existing tenants of the Association who wish to move within our area	35%
Section 5 Homeless Referrals Applicants received from the Community Casework Team for applicants who are homeless and in priority need	20%
Aspirational Moves Existing Tenants who do not have any housing need but who wish to move from Rehabilitated Stock to a Newbuild property. Tenants being considered for an aspirational move must have a minimum of 5 years tenancy in their current home and all other aspects of their tenancy must be satisfactory. Where two or more tenants request an aspirational move the tenant with the longest tenancy will qualify first.	10%

As the Association has a small number of re-lets each year, we will measure performance in meeting the targets over a 2 year period. This means that there may be some variation in lettings outcomes within an individual year but these should balance up over the two years.

The Association's lettings targets mean that the vast majority of our lets (around 90%) will be made to households with high levels of housing need. The target for aspirational moves reflects the Association's strategic objective of making Ruchazie a stable and sustainable community.

The Association will ensure that information about the lettings targets is made available to local agencies and to those on the housing lists

The Association may use the Transfer List to ensure that the number of people we house is maximised. We will use this flexibility carefully, since it would be unacceptable if Waiting List or Homeless applicants were routinely offered less popular house types.

The Housing Services Manager will ensure that selection records note the reasons for offering a vacancy to a particular queue, and the reasons for bypassing applicants, if offers are not made to the applicant with the greatest number of points.

If the property is to be let on the basis of housing need, then the Association will use our lettings targets to identify whether the let should be made to a transfer list or waiting list applicant. The Association will then select the applicant with the highest points.

If we have a current Section 5 referral, the property will be let to the applicant referred by the Community Casework Team.

If the property is to be let as an aspirational move, then the Association will select the tenant who has the longest qualifying tenancy without regard to the points system.

3.2.3 Offers Of Housing

In order to minimise any loss of rental income, staff will contact tenants by telephone and make a verbal offer of tenancy and arrange an accompanied viewing .

If an applicant can not be contacted verbally, the offer letter will be issued requesting contact within 3 working days.

Refusals

If an offer of re-housing is refused, the Association will ask the applicant to provide reasons so that we can amend our records accordingly.

If the Association offer 3 suitable properties to any applicant and they are all refused then we will contact the applicant to update their preferences. No further offers of housing will be made until such time as we receive this information. The Association may also arrange an interview with the applicant to discuss their preferences. See Section 2.3 for reasons for suspension from the waiting list.

3.2.4 Reviewing Applications

The Association will aim to review all housing applications annually to ensure that the housing list is kept up to date.

An annual review form will be issued to every applicant requesting confirmation of their circumstances and confirming that they wish to remain on the Association's housing list (Appendix 7. This will ensure that offers of re-housing are made effectively.

If we do not receive a response to our review letter after 28 days .We will notify the applicant that they have been removed from the list. .

3.3 Minimising Unreasonable Restrictions For Applicants

The Association wishes to ensure that we minimise the restrictions placed on applicants who wish to be re-housed. Detailed below are the reasons for

suspending an application and Appendix 6 provides details of proposed review timescales in each case.

Reasons for suspending an application are

- (i) The applicant owes us, or another landlord, a tenancy related debt such as rent or rechargeable repairs, where this debt is equivalent to more than one month's rent and the applicant has not kept to a repayment arrangement for a 3 month period.
- (ii) The applicant or a member of their family has acted in an anti social manner. There will need to be clear evidence of anti-social behaviour including landlords reports, an interim or full ASBO, eviction on anti-social grounds, police or fire authority reports, behaviour to staff or a contractor.
- (iii) The applicant has provided false information.
- (iv) The applicant or any members of their household has broken a condition of their tenancy agreement, such as causing damage to their home.
- (v) The applicant has not provided information we need to assess their application, despite reminders.
- (vi) The applicant has refused 3 offers of re-housing

The Association will limit the duration and use of suspensions and each case will be assessed individually. If we conclude that there is no alternative to suspending an applicant from receiving offers, we will place the application on hold for a specified period of time initially and review this on a regular basis. The applicant will be fully informed and have the opportunity to ask us to review the decision, or to appeal against our decision at any time.

A copy of our policy on suspensions (Appendix 6) will be provided to any applicant who is suspended.

3.4 Creating a Stable and Sustainable Community

In order to ensure that the Association is able to create a stable and sustainable community the Association has included a category for internal applicants who do not have any housing need but aspire to move to from rehabilitated stock to a new build property..

When an applicant is considered for an aspirational move the Association will take the following factors into account

- The applicant has a minimum of 5 years tenancy in the current property.
- The property available is the appropriate size for the household.
- All aspects of the tenancy have been conducted in a satisfactory manner

Where two or more applicants qualify for an aspirational move the tenant with the longest tenancy will qualify first.

Aspirational offers will be made in accordance with the Association's lettings plan.

3.5 Section 5 Referrals/ Statutory & Other Agency Referrals

Section 5 Referrals

In accordance with our legal and regulatory requirements as set out in Section 3.3 the Association will work with Glasgow City Council to offer re-housing to homeless applicants who are referred to us under Section 5 of the Housing (Scotland) Act 2001.

The Association will follow the homelessness protocol provided by Glasgow City Council to ensure that we work effectively with the Community Casework Team in re-housing homeless or potentially homeless applicants.

Allocations to Section 5 Referrals will be made in accordance with the Association's Lettings Plan set out in Section 3.2.2.

Statutory & Other Agency Referrals

The Association may also accept referrals from other statutory bodies and agencies provided that

- The Association has suitable housing available at the time that the referral is made.
- The move is agreed with the referring agency to be the most beneficial for the person concerned.
- Adequate support will be provided and there are no unreasonable risks to the applicant or others.

The Association may also house people with support needs who apply directly to the waiting list. If a housing applicant needs support in order to sustain a tenancy but there are no support arrangements in place, the Association will make an individual assessment of whether it is reasonable in all of the circumstances to make the offer of housing.

Any such assessment will be carried out by the Housing Services Manager and reviewed by the Director. The assessment will have regard to

- The applicants current circumstances
- Any risks to the applicant or to others if a tenancy was granted without support.

In all cases the applicant will be advised of their right to appeal if they are unhappy with the Association's decision.

3.6 Staff and Committee Roles and Responsibilities

The Association's staff are responsible for the effective implementation of the Allocations Policy. Staff are in turn accountable to the Management Committee.

Staff Responsibilities

The key responsibilities of staff are to

- Carry out assessment of housing applications
- Provide applicants with good quality information and advice in relation to their application.
- Review and amend applications where required.
- Carry out home visits to those being considered for re-housing.
- Make offers of re-housing
- Keep clear records to evidence the decision-making process.
- Report to committee to ensure that the aims of the policy are being met.

As far as possible decisions about making offers of re-housing will be made by staff without reference to the committee. This includes exceptional circumstances which are not explicitly recognised in the Allocations Policy. The Association's Director will have delegated authority to make decisions on any cases involving exceptional circumstances and will report to committee on any lets which result from the use of this delegated power.

In very exceptional circumstance, an offer of housing may need the prior approval of the Association's Management Committee. This applies where

- (i) The Housing Services Manager and Director consider that a proposed let would involve a significant departure from normal policy and practice, and that committee approval should be sought.
- (ii) An offer of housing is subject to Schedule 7, part 1 of the Housing (Scotland) Act 2001. This is where an offer of housing is made either to a former employee, committee member or staff member of the Association.

Committee Responsibilities

The Management Committee are responsible for ensuring that the Allocations Policy is operated

- In accordance with legal and regulatory requirements.
- Meets the standards laid down in the policy
- Deals with any exceptional circumstances that arise as a result of a proposed allocation.
- Monitors performance in relation to voids, allocations and homeless referrals.

Reports, as detailed in Appendix xxx will be submitted to the Management Committee on a monthly basis. These reports will provide information on housing applications received, turnover, house sizes and type and the category of re-let.

In addition, to this an annual report will be produced on performance in relation to targets for re-letting properties but this will be monitored over a two year period. This reflects the small number of lets made by the Association and is intended to build in an element of flexibility.

The Association will also collect and analyse information to assess the overall profile of applicants on the list. This will include age, disability, ethnic group, and household type.

Finally the Association will provide service users with information about its performance in letting houses, through the Association's quarterly newsletter and annual report.

4 Monitoring/Review

The Association will monitor our performance in relation to allocations as set out in Section 3.6. and using monthly operational reports to the Management Committee.

This policy will be reviewed initially after six months of operation to ensure that it is working effectively and then every two years or as and when legislative changes come into effect.

Appendix 1: Service Standards for Applicants

Information for housing applicants

- 1) We will provide information freely about the availability of housing, and how to apply for housing, to anyone who requests it. We will make information available to other landlords and agencies (including agencies working with people from Black and Minority Ethnic groups).
- 2) Housing Application forms will be made available to anyone who wants to apply, by contacting or calling at the Association's office. The Association's staff will provide any help that is needed with completing the Housing Application form.
- 3) All applicants will receive an information leaflet about applying for a house. The full Allocations Policy and procedures will be available to anyone who wishes to see these documents.
- 4) All information about applying for a house can be made available where needed in different languages and information formats. The Association will also provide access, and pay for, translation services where applicants need this.

Responding to housing applications

- 1) The Association will aim to assess and provide a written response to housing applications within **20 working days**. Where an applicant subsequently reports a change in their circumstances, we will again aim to provide a written response within **20 working days**.
- 2) The Association will provide applicants with information about their points level, and about the Association's housing stock and current levels of letting.

Offers of housing

- 1) Before making an offer of housing, the Association will visit applicants at home, to ensure that the circumstances reported in their Housing Application are correct and up to date.
- 2) We will seek information at offer stage from current or previous landlords about the conduct of other tenancies. We may, with the applicant's permission, approach third parties to confirm information provided in housing applications. For example, reports from a doctor if the applicant is seeking medical points, and we need to establish the impact which rehousing would have on the applicant's health.
- 3) We will issue a written offer of rehousing, in plain English, and provide an accompanied viewing to see the property and answer any questions. Applicants will have up to **3 working days** to view the property and to accept our offer.
- 4) Where a property is offered to a homeless person, we will allow up to **5 working days** for the offer to be accepted, to take account of the need to liaise with the prospective new tenant through the City Council.
- 5) We will complete a tenancy sign-up interview with all new tenants. We will also arrange a settling-in visit, within 6 weeks of the tenancy start date.
- 6) We will maximise security of tenure for new tenants by letting our houses using Scottish Secure Tenancies. We will encourage couples who receive an offer to become joint tenants, to help safeguard each partner's rights. The Association may offer a Short Scottish Secure Tenancy with support, in the exceptional

circumstances allowed for in the Housing (Scotland) Act 2001. If we do this, we will have full regard to the Act and to the accompanying guidance published by the Scottish Executive.¹

Ensuring fair treatment for all applicants

- 1) In managing access to its houses, the Association will strive to achieve equality of opportunity and fair treatment for all. We will do this irrespective of factors such as sex or marital status, race, disability, age, sexual orientation, language or social origin, or other personal attributes, such as religious beliefs or political opinions. The Association will collect and analyse monitoring information to assess its performance.
- 2) We will give priority to meeting extreme forms of housing need which some applicants may be experiencing – for example, victims of racial harassment and domestic abuse, and disabled people with urgent rehousing needs.
- 3) All points and allocations decisions will be scrutinised by a second member of staff, to minimise the risk of inadvertent discrimination.
- 4) We will treat all applicants with courtesy and respect, and expect applicants to behave in the same way towards our staff. We will inform the police if anyone behaves in a threatening or violent way towards our staff.

Confidentiality and access to personal information

- 1) The Association will treat as confidential all information provided as part of housing applications. If we need to obtain information from anyone else to assess the application, we will only do so where we have obtained the applicant's written consent. We will ask for consent to approach other organisations for information on our housing application form.
- 2) The Association maintains paper and computerised information about housing applications. We have registered under the Data Protection Act 1998, to enable us to do this. Applicants are entitled to request access to any personal data which we hold about them, as long as this does not affect anybody else's rights to confidentiality.

Complaints and appeals

- 1) Anyone who feels that their housing application has not been dealt with satisfactorily has the right to make a complaint. For example, a complaint can cover situations where there are any concerns about:
 - Whether an application has been properly assessed, in line with the Association's Policy.
 - Whether an offer of re-housing does not meet the applicant's stated preferences.
 - The standard of service we have provided, or the conduct of a member of staff.
- 2) We hope to resolve any complaints informally first of all, however if this is not possible the formal complaints procedure can be used. An information leaflet about how to make a complaint is available from our office.

¹ As described in Scottish Executive Circular 2/2002

- 3) Complaints will be dealt with by the Association's Director, with a subsequent right of appeal to the Association's Management Committee. People who have used the complaints and appeal procedure and who wish to have their complaint considered by an independent body can also contact the Scottish Public Services Ombudsman. Details of how to contact the Ombudsman service are available from the Association.

APPENDIX 4 - Equal Opportunities

Dear Applicant

EQUAL OPPORTUNITIES

Ruchazie Housing Association strives to be an equal opportunities organisation and has therefore an agreed Equal Opportunities Policy governing the acceptance of applications.

The Association will not discriminate against any applicant on the basis of race, colour, creed, culture, nationality or sexual orientation.

To allow the Association to carry out ethnic monitoring, I would be obliged if you would complete the questions over leaf.

This letter will be removed from your application and not used in the assessment process. The purpose is to allow the Association to carry out its own monitoring.

I trust you find the above in order and thank you for your co-operation.

Ruchazie Housing Association

ETHNIC ORIGIN MONITORING FORM

PLEASE TICK THE APPROPRIATE BOX IN EACH SECTION

1. Are you

Male Female

2. What is your age group

16 - 24

25 - 45

46 & Over

3. How would you describe your ethnic origin

European	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>
African	<input type="checkbox"/>
Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>
Chinese	<input type="checkbox"/>

If none of the above how would you describe yourself

OTHER (Please specify) _____

4. Do you consider yourself to be

Black

White

Mixed

OTHER (Please specify) _____

5. Do you consider yourself to have a disability

Yes

No

THANK YOU FOR YOUR CO-OPERATION

APPENDIX 3 – MEDICAL FORM

RUCHAZIE HOUSING ASSOCIATION HOUSING ASSOCIATION

Application for Medical Points

Please complete this form if you have a medical condition or disability which would be improved by a move of house. We may have to contact your doctor to verify the information you have given us. Prior to any offer of accommodation, the Association may also arrange for an independent assessment of your medical condition and your subsequent re-housing requirements.

1. Name of person with medical condition _____
Address _____

2. Please give details of medical condition _____

3. Do you have any adaptations in your current house? Yes/No
(e.g. Handrails, ramps, special fittings)
If yes, please give details _____

Do you require any adaptations Yes/No
If yes, please give details _____
4. Do you use a wheelchair? Yes/No
Do you use a Zimmer? Yes/No
Do you use a walking stick? Yes/No
How often do you use a walking aid _____
5. Does the location of your home cause any difficulties? Yes/No
If yes, please give details (for example a hilly area, far from shops/public transport?)

6. Do you require housing on one level? Yes/No
7. Do you have a problem climbing stairs? Yes/No
If so, how many steps/stairs are there to your front door at present? _____ number
How many steps can you manage? _____ number

8. Do you have any problem walking any distance? Yes/No
If so how far can you walk? _____ yards/meters

9. Do you visit hospital /a day centre/a clinic etc., on a regular basis? Yes/No
If yes, please give details _____

10. What type of accommodation do you require?
e.g. ground floor _____

11. Do you receive any state benefit for your medical condition? E.g. Invalidity Benefit, Mobility Allowance, Disability Premium, Attendance Allowance? Yes/No
If yes, please state which benefit(s) you receive? _____

12. Do you have a homehelp or an occupational therapist? Yes/No

13. Do you have a Medical Social Worker? Yes/No

14. Do you have a medical condition related to your housing circumstances? Yes/No
If yes, please give details _____

15. Please give any other information which you feel is relevant to your application

16. Please give the Name and Address of your G.P (family doctor).
Name _____
Address _____

Please sign the declaration below:

I hereby certify that the particulars in their medical application form are to the best of my knowledge true. I understand that any false or misleading information, now and at any time, will result in my application being cancelled, or any tenancy granted being terminated. I also give permission for you to verify this information with my G.P or the Social Work Department and to arrange an independent medical assessment if required.

Signed

.....**Date**.....
.....

Appendix 5 Size of accommodation to be offered

HOUSEHOLD TYPE	2apt	3apt (3p)	3apt (4p)	4apt (5p)	4apt (6p)	5apt	6apt
Single Person	*						
Couple		*					
Family with 1 child		*	*				
Family with 2 children of same gender aged under 12			*				
Family with 2 children of opposite gender aged under 10			*				
Family with 2 children of same gender, at least one of whom is aged 12 or over				*	*		
Family with 2 children of opposite gender, at least one of whom is aged 10 or over				*	*		
Family with 3 children who do not <u>each</u> require a separate bedroom				*	*		
Family with 4 children, none of whom requires a separate bedroom					*	*(6 or 7p)	
Family with 3 children who each require a separate bedroom						*(5 or 6p)	
Family with 4 children, one/two of whom require a separate bedroom						*(6 or 7p)	
Family with 5 children, none/one of whom requires a separate bedroom						*(7 or 8p)	*
Family with 4 children, three/four of whom require a separate bedroom							*
Family with 5 children, two/three of whom require a separate bedroom							*
Any other family composition which will not overcrowd							*

Notes on size of accommodation to be offered

- 1) The house size table is based on the following principles:
 - One double bedroom for couples/ partners or single persons/ parents.
 - One single bedroom for each child over the age of 12, regardless of sex.
 - One double bedroom for 2 children under the age of 10, regardless of sex.
 - A room for each child unless able to share with another child as above.
 - These rules may be relaxed in exceptional circumstances, if a separate bedroom is required for medical, social or another relevant reason.

We will consider the cost and disruption involved in moving house and on the principle of “homes for life” will consider future use when allocating properties. E.g. a family who will qualify for a larger house within a short period of time, e.g. 2 years should be considered for that size of house at the point of allocation if they wish and our housing stock allows.

- 2) Some household types can be queued for more than one size of house. In the first instance, we will offer properties to applicants whose household will make best use of the house, ie there is an exact fit

between the house and the household's requirements. If there is no demand on our list from people who would make full use of the house, we may offer a house which has one bedroom more than required.

- 3) **In 4 apartment tenemental properties, the Housing Services Manager will use a degree of discretion when allocating any voids, in order not to have too high a density of children in this development**
- 4) Where a member of the household is pregnant, from 6 months into the pregnancy, we will re-assess the number of bedrooms required.
- 5) For applicants who need to move for medical reasons concerning mobility will normally only be offered ground or first floor properties (ground floor only if the highest level of medical priority is awarded)
- 6) Applicants with access to children will be considered for an extra bedroom (evidence of access arrangement required). You will normally only be considered for one extra bedroom regardless of the number and ages of children you have access to.
- 7) We will not normally make an offer of housing if this would result in overcrowding, although we may apply some flexibility in larger accommodation, where there is a high level of housing need.
- 8) 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.

Appendix 5

Summary of the Association's points system

TYPE OF NEED	POINTS	ELIGIBILITY FOR POINTS - GUIDANCE
<p>1. Homeless and in priority need</p>	<p>Not applicable</p>	<p>You have been assessed by Glasgow City Council as homeless and in priority need, and the City Council has referred you to us for permanent rehousing <i>In these circumstances, you will be considered for re-housing without reference to your points, and in line with lettings target contained in the Allocations Policy.</i></p>
<p>2. You do not have secure accommodation</p>	<p>15</p>	<p>You can provide evidence that you do not have secure accommodation, for example:</p> <ul style="list-style-type: none"> • You have a lease of less than 6 months duration • Your lease has expired and/or you have received a Notice to Quit • You face mortgage repossession • You are forced to leave tied or supported or temporary furnished or hostel or NASS accommodation • You live in a caravan • You have been assessed by the local authority as homeless but do not have a right to permanent accommodation under the homelessness legislation because you have not been assessed as being in priority need.
<p>3. There are serious problems with the physical condition of your current home Your home is in serious disrepair</p> <p>You are living in unsuitable property conditions, e.g. dampness, condensation, inadequate heating</p>	<p>15</p> <p>10</p> <p>10</p>	<p>The higher level of points will be awarded where there are serious problems with the physical condition of the property, including structural defects; dry rot problems with the roof; property subject to a closing order; property confirmed for demolition due to its condition.</p> <p>Documentary evidence or confirmation from a landlord or structural survey will be required, or where the problem can be assessed at the home visit stage, this may be sufficient.</p> <p>The lower level of points will apply where more than one of the following are in evidence (subject to confirmation during home visit):</p> <ul style="list-style-type: none"> - poor heating and/or ventilation - single glazing or inadequate window frames - dampness - condensation - insect infestation. <p>In all cases these points will only be awarded to the tenant or owner of the property.</p>

TYPE OF NEED	POINTS	ELIGIBILITY FOR POINTS - GUIDANCE
4. You are living in unsatisfactory housing conditions, because you not have access to basic facilities	5 for each amenity lacking	Points apply if do not have access to the following facilities: <ul style="list-style-type: none"> - inside toilet - suitable cooking facilities - hot water supply - bath or shower <p>If you receive points under this category, you cannot also receive points for sharing access to facilities with others.</p>
5. You are living in unsatisfactory housing conditions, because you are sharing basic facilities with others	20	This applies to applicants who have access to cooking facilities, toilet, bath, shower or living area, but share more than 2 of these facilities with family or friends or as a lodger. <p>If you receive points under this category, you cannot also receive points for not having access to facilities, unless your are living in a hostel.</p>
6. You are living in overcrowded conditions and your household is overcrowded	10 points (++) for each person by which your household is overcrowded	The Association will assess this, based on the following: <ul style="list-style-type: none"> - One double bedroom for couples/ partners or single persons/ parents. - One single bedroom for each child over the age of 12, regardless of sex. - One double bedroom for 2 children under the age of 10, regardless of sex. - A room for each child unless able to share with another child as above.
7. You are living in a house which is too large for your household	5 points for each bedroom your household does not need	The same guidelines apply, as for overcrowding
8. You have been awarded medical priority for rehousing (Category A) (Category B)	50 25	Applicants seeking medical priority will be asked to complete a Medical Assessment Form. If we agree that medical priority should be awarded, the application will be placed in one of three categories: <ul style="list-style-type: none"> • You are housebound or an emergency case (ground floor accommodation only required) • You have severe medical and mobility problems and your current housing is not suitable e.g. not adapted for your needs

TYPE OF NEED	POINTS	ELIGIBILITY FOR POINTS - GUIDANCE
(Category C)	10	<ul style="list-style-type: none"> You have other medical problems, which make your home unsuitable for you and could be improved by re-housing
9. You need re-housing for social reasons, such as harassment, as an emergency case	25	These points will apply in cases of serious harassment (eg racial harassment or domestic abuse)
10. You are experiencing less serious harassment, or other social problems over a period of time where rehousing would help	10	Use this to separate out social priority from medical priority?
11. You or a member of your family needs to stay in the area to provide or receive family support	25	Where support is Essential confirmation should be obtained from person requiring or providing support
	10	Where support would be beneficial Beneficial
12. You need to move due to a relationship ending	10	Discretion should be used where there is evidence of domestic violence
13. You are unsuitably housed in multi-storey accommodation or tenement property 2nd floor or above	10	Points available to applicants aged 60 and above and to households with a child/children under 10 years

Additional information about each of these points categories is provided in the Association's procedures, available from the office.

Appendix 6 - Suspension Procedures Ruchazie Housing Association

These guidelines provide further information for staff and applicants on circumstances where we will suspend an applicant from receiving offers of rehousing for a specified period of time. This also covers how we will apply, review and remove suspensions.

All such decisions will be taken by the Housing Services Manager, or Director, based on the information available. Each case will be considered individually taking account of the likely impact on the applicant, and their individual circumstances.

We will consider placing an application on hold for the following reasons:

1. Debts

Any outstanding debt related to a tenancy, where the debt:

- is more than one month's rent, or where
- the outstanding debt exceeds one month's rent, and a repayment arrangement has not been maintained for at least 3 months

This includes debt where the applicant was the tenant or a joint tenant. Debts related to a tenancy include: rent, service charge, rechargeable repairs, and the costs of clearing out a house which is abandoned or where property is left.

Period suspended:

- until the debt has been reduced or a repayment arrangement maintained as described above.

2. Anti-social behaviour

This applies where there is clear evidence of anti-social behaviour or nuisance to neighbours relevant to the tenancy. This could include reports from a landlord, interim or full ASBO, eviction on anti-social grounds, police or fire authority reports, behaviour to staff or a contractor.

Examples of anti-social behaviour include: certain relevant criminal convictions, such as drug dealing from a tenancy, acts of violence, harassment or threats to neighbours, excessive noise, or damage to landlords' property.

We will take account of:

- the nature, frequency and duration of behaviour
- how long ago the incidents occurred, i.e. whether within the last 12 months, or the last 3 years for serious anti-social behaviour which resulted in an ASBO or criminal conviction
- the effect on others
- the extent to which the behaviour is affected by persons other than the tenant
- actions by other members of the household

If we believe that suspension due to anti-social behaviour may be justified, we will consider the use of a Short Scottish Secure Tenancy with support, as an alternative to suspension.

Period suspended:

- 6 months, followed by a review of circumstances with the applicant

3. Failure to provide information

Applicants who fail to provide information required to confirm their points level

- application on hold until information is provided and reviewed monthly

4. Providing false information

- up to a maximum of 6 months depending on the circumstances

5. Refusal of 3 offers

Applicants will be asked to re-state their preferences and placed on hold

- until the information is received
- we will review the suspension after 3 months

6. Transfer applicant who applies to buy

Transfer applicants who apply to buy their home will have their transfer application placed on hold. This is to avoid a situation where someone could buy a property they are not the tenant of at the time of the sale.

- until the sale goes through or the right to buy application is cancelled.

In all cases

- We will aim to minimise the use and duration of suspensions.
- We will advise applicants of the reasons for, and duration of, any suspension and any action required to re-activate their application.
- All suspensions will be time limited and regularly reviewed
- Each case will be considered individually with the above guidelines in mind
- Senior staff will have discretion regarding the length of time of suspensions
- The Management Committee will be provided with regular reports on the use of suspensions, to ensure that staff are accountable for their decisions
- Applicants have a right to appeal against any suspension and will be fully informed regarding this.

Appendix 7 – standard letters

Our Ref: FJ/Application Review

Dear

Application Review – Application Number:

The Association is currently reviewing the housing list. If you wish your application to be held on file you should complete the attached form and return it to our office by xxxxxxxxxxxxxxxx. Failure to respond by this date will result in your application being withdrawn.

There are currently xxxxxx applications on file and only xx waiting list applicants have been rehoused between March 20xx and March 20xx. You should therefore be aware that, even if you are accepted onto the list it could be quite some time before you are considered for rehousing.

You are strongly advised to submit applications to other Housing Associations and Glasgow Housing Association.

The information provided will be added to your original application form, and you should notify us of any further change of circumstances which would affect your points.

You are reminded that if you give false information, or you fail to provide relevant information, your application may be suspended or withdrawn.

When returning this form you should include a piece of documentary evidence confirming your present address e.g a photocopy of a benefit book or recent bank statement, or something similar. Failure by you to do this will result in your application being put on hold until this information is provided.

Please note that the Association will be building 18 properties for sale on the Homestake low cost home ownership programme in Gartcraig Road due for completion September 2008.

If you wish to be considered for one of these properties, please indicate on the attached form and we shall forward you further details

Yours Sincerely

Housing Manager

Our Ref: FJ/Acknowledgement

August 2007

Dear

APPLICATION FOR HOUSING

I acknowledge receipt of your recent application for housing with Ruchazie Housing Association.

This will be assessed shortly and you will be notified of your points total.

At this moment in time however it must be emphasised that acceptance on to the Waiting List does not guarantee that you will receive an early offer of housing from the Association. We currently have a total of 174 properties in ownership and last year had only 8 of these available for let.

If you wish clarification on any of the above matters please do not hesitate to contact this office.

Please advise us if you require this information in another language, or format, e.g. Large print or Braille.

Yours sincerely

Housing Manager

Our Ref: HSM/points letter

August 2007

Dear

Housing Application Reference Number: 00

I refer to your application for housing with Ruchazie Housing Association and would advise that your application has been placed on the apt Waiting List and you have points, made up as follows.

Overcrowding	-	points
Insecurity of Tenure		points
Sharing Amenities		points
Medical	-	points

These points are allocated on the Association's Policy which is based on housing need, therefore applicants with the highest number of points will be considered for housing first when a suitable property becomes available.

It should be noted that the Association owns only 174 properties and that turnover in our stock is low with only 8 being available last year. This could result in long waiting time before you will be made a housing offer. You should also note that we have an open waiting list which means that your place on the waiting list may change due to someone else applying for housing who has greater need than yourself.

For this reason, we strongly advise that you apply to other housing providers and refer to the information provided in your application pack. If you require a copy of this information please let us know.

If there is any change in your circumstances which would affect your points, you should notify us in writing in order that we may re assess your application.

Please advise us if you require this information in another language, or format, e.g. Large print or Braille.

If you require any further information, please do not hesitate to contact the Housing Association office.

Yours sincerely

Housing Manager

Dear

Housing Offer

With regard to your housing application with Ruchazie Housing Association we are now in the position to offer you the Tenancy at **Street, Ruchazie, Glasgow, G33** with a date of entry of **xx th 2007**.

The property is a **Terraced/Mid Terrace/Semi Detached/Flat** and consists of 2 Bedrooms, Living Room, Kitchen & Bathroom, the monthly rent is £xxx and the first payment of £ will be due at date of entry.

This rent will be reviewed annually at 28th March.

This offer is made to the persons included in your application and is based on information provided by you verbally and in your application for housing. If it is later established that false information was provided, or relevant information withheld, then this offer will be withdrawn, or legal action will be taken to recover the tenancy.

Please contact me to arrange an accompanied viewing of the property and complete the tear off slip below within 3 working days to confirm your acceptance.

Failure by you to respond will result in the withdrawal of this offer.

Yours sincerely

**Housing Manager
Undernote**

Name

Address

I/We do/do Not accept the offer to tenancy of xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Reason for refusal _____

Signed _____

Date _____

Signed _____

Date _____