



hebridean housing
partnership

ALLOCATION POLICY

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Chairman

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INTERPRETATION & ABBREVIATIONS

The following interpretation and abbreviations are used in this Policy:-

<i>Word</i>	Interpretation
<i>HHP or Partnership</i>	Hebridean Housing Partnership
<i>Board</i>	Means the Board of the Hebridean Housing Partnership
<i>Board Members</i>	All members of the Board including co-opted members
	All references to the masculine gender in this policy shall read as equally applicable to the feminine gender
<i>Close Relative</i>	A direct relative by blood or marriage including step-relative and a person's spouse/partner, parent, grandparent, child, grandchild, sister or brother
<i>Member of staff</i>	an employee of HHP or a directly associated company
<i>Housing List</i>	Register of applicants who wished to be considered for housing by HHP

ALLOCATIONS POLICY

Our Vision

The Hebridean Housing Partnership's Vision Statement is:

"HHP is the key to securing excellent housing services throughout our islands"

Aims

- 1.1 HHP will work with all partner agencies to strive to meet this vision and to sustain and develop all the diverse communities throughout the Western Isles by providing affordable and appropriate housing solutions.
- 1.2 HHP has the following strategic aims:
 - a) To contribute to the sustainability and regeneration of communities throughout the Western Isles;
 - b) To set and meet high standards for the delivery of all of its services;
 - c) To ensure accountability, openness, consistency and responsiveness in all of its activities;
 - d) To meet all statutory and good practice benchmarks;
 - e) To report and review an appropriate range of performance standards;
 - f) To satisfy the equal opportunities agenda; and
 - g) To deliver all services at the level favoured and required by its customers.

General Principles

- 2.1 This policy takes account of guidelines issued by Communities Scotland, the Chartered Institute of Housing, the Scottish Executive and the Scottish Federation of Housing Associations. It also aims to be compliant with all relevant legislation and the requirements of various regulators and monitors.
- 2.2 HHP has a firm commitment to equal opportunities and in the allocation of housing. HHP will take no account of race, ethnic origin, religion, disability, gender, sexual orientation, marital status or age, providing that the eligibility for certain property types is satisfied.
- 2.3 All information provided to HHP will be treated as confidential and will be dealt with in compliance with the Data Protection Act 1998 and other appropriate statutory requirements.
- 2.4 HHP will provide information to all service users and potential service users in a straightforward and appropriate manner.
- 2.5 All practicable efforts will be made to assist applicants that have literacy or communication problems.
- 2.6 An accessible and fair appeals mechanism will be provided for all aspects of the operation of the Allocations Policy.
- 2.7 HHP will manage and allocate its properties in consideration of the principles of the Matrimonial Homes (Family Protection) (Scotland) Act 1981 which protects a person's rights to live in the family home.

Objectives

- 3.1 HHP's Allocation Policy and Procedures aim to:
- a) In consideration of legal constraints make the best use of the housing stock taking into account the needs and aspirations of individuals and local communities;
 - b) Be open, fair and accessible;
 - c) Optimise the level of void properties to balance financial loss against flexibility in meeting need;
 - d) Provide high quality outcomes for service users;
 - e) Recognise and address the needs of people with special needs;
 - f) Operate in co-operation with CNES to respond to the accommodation and service needs of homeless persons; and
 - g) Collect data on housing need to identify barriers and gaps which prevent those needs being met.

Acceptance of Application to Housing List

- 4.1 The Housing (Scotland) Act 2001 states "An applicant for housing held by a local authority or a registered social landlord is entitled to be admitted to a housing list unless the applicant is under 16 years of age."
- 4.2 Reasonable enquiries will be made where an applicant wishes to move into the area because of, for example, harassment, domestic violence or to seek employment, but these enquiries will at all times be made in a sensitive and appropriate way. No unnecessary delays will apply in the processing of the application in the case of applicants seeking housing as a result of harassment or domestic abuse nor in subsequent offer of housing.
- 4.3 Applicants for housing can be made jointly between members of a household. Where a joint application is made, a joint tenancy will normally be offered.
- 4.4 Applications for housing must be made on HHP's official application form. These forms will be available throughout HHP's area. Applications can be made to any Partnership Office. HHP will consider making other means of application available (such as electronic access) after due consultation with its service users.
- 4.5 HHP will seek to ensure equality of treatment for all applicants without prejudice or discrimination based on gender, sexual orientation, marital status, race, ethnic origin, nationality, religion, age, disability or illness.
- 4.6 Applicants who have previously held a tenancy with a local authority, housing association, or private landlord will be required to provide a satisfactory tenancy reference.
- 4.7 Applicants, who give false or misleading information that materially affects both the priority awarded to their application and a subsequent allocation awarded to them, will have their application suspended. They will be advised of the reasons in writing and of their right to appeal. Where a tenancy has already been allocated and the misleading information has materially affected the decision to make the allocation, HHP may take the necessary legal steps to end the tenancy.

Working with Other Housing Providers

- 5.1 Existing tenants of HHP can apply for permission to exchange tenancies with other local authority or Housing Association tenants. Such requests will be considered under the terms of the Housing (Scotland) Act 2001 and permission to exchange will not be unreasonably withheld.

Factors Not To Be Taken Into Consideration in Allocation of Housing

- 6.1 The following factors should not be taken into consideration in deciding to accept applications for housing (however residency can be considered for prioritising applications):
- a) Length of time resident in the area;
 - b) Tenancy related debts;
 - (I) For which the applicant has no legal responsibility;
 - (II) Which no longer exist;
 - (III) Where the amount outstanding is less than one month's rent (net of Housing Benefit Credit); and
 - (IV) Where a repayment arrangement has been made and agreed with the landlord, in accordance with which payments have been made for at least 3 months and payments are continuing.
 - c) Non tenancy debts;
 - d) Personal references;
 - e) Income of the applicant or his/her family;
 - f) Ability to pay;
 - g) Property Ownership, or the value of property owned; and
 - h) Membership or non-membership of HHP.

Areas of Choice

- 7.1 Within HHP's Area the applicant must indicate which lettings areas he/she wishes to be considered. An applicant should indicate their first and second preferences. Applicants may increase their chance of being housed if they choose areas of low demand.

Housing and Transfer Lists

- 8.1 Applicants will be accepted onto either the Housing List or the Transfer List (referred to jointly as the Housing Register). Applicants accepted onto the Transfer List will currently be tenants of HHP. All other applicants will be placed on the Housing List.
- 8.2 The ratio of allocations to be made from each List will be determined by the Board of Hebridean Housing Partnership.
- 8.3 HHP will operate a Mutual Exchange Scheme to enable its tenants to move to different parts of the islands by exchanging houses.

Homelessness

- 9.1 HHP is committed to assisting the Comhairle in fulfilling its statutory duty to re-house households assessed as statutorily homeless. A referral will not be refused without good reason.
- 9.2 HHP is also committed to assisting CNES in the discharge of its homeless function and may enter into arrangements in the furtherance of this objective, for example by the provision of temporary homeless accommodation or the provision of housing support.
- 9.3 HHP has entered into a contract (or service level agreement) with CNES in respect of how the operational aspects of the homeless service will be delivered. This contract includes performance standards and means of service delivery such as the supply of temporary accommodation and access points at Area Offices.
- 9.4 HHP has entered into an agreement with CNES as to how appeals will be dealt with over issues of homelessness.
- 9.5 HHP will, in carrying out all functions associated with homeless persons, reflect the objectives of the homeless strategy of CNES.

Care in the Community

- 10.1 HHP recognises its Care in the Community role and will allocate properties to client groups with particular needs in liaison with appropriate external agencies.
- 10.2 HHP will work with other agencies to assess and meet the housing needs of vulnerable people.
- 10.3 HHP also recognises the requirement for move-on accommodation from supported housing and may allocate properties to client groups with particular needs in liaison with appropriate external agencies.

Assessment of Applications

- 11.1 Allocations will normally be made to the applicants with the highest number of points for particular vacancies:
 - a) where the applicant has an indicated preference for housing in the lettings area;
 - b) where the applicant has a need to reside in that lettings area by virtue of current residence, employment, medical, support or other reasons;
 - c) provided this meets the need of community safety; and
 - d) does not compromise on individual safety.

Community safety statement

- 11.2 *"HHP will in the process of allocating its houses take account of issues associated with Community Safety. In allocating properties to specific categories of applicants (e.g. registered sex offenders, discharged prisoners who have committed particular serious offences, including drug dealers, people with a record of violence or serious anti-social behaviour) HHP will collaborate with appropriate agencies to ensure Community Safety is protected. HHP will follow best practice and relevant guidance in this respect and will formalise operational protocol with partner agencies such as Social Work, Education and Police. Any decision regarding allocation of houses taken solely on Community Safety grounds (i.e. out-with the normal operation of the Allocation Policy) must be approved by the Director of Operations. There will be an internal review process available in the event of any community concern raised for allocations made on the grounds of this Community Safety Statement which will be instigated and carried out by the Chief Executive."*

Property Size

- 12.1 HHP will aim to make best use of its available housing stock. To make the most efficient use of stock applicants will normally be included on the Housing List for a property size appropriate to their household's needs, including any medical or support circumstances. A procedure note on appropriate property sizes will be issued to staff.
- 12.2 Houses will be allocated on the basis of housing need and offers of housing will therefore generally be made to the applicant for the area, type, size of house concerned who has the highest need assessed by points at the time a vacancy occurs.

Under Occupation

- 12.3 HHP will encourage tenants who under occupy their homes to move to a more suitable size of property.

Exceptional Circumstances

- 13.1 Within the bounds of this policy HHP will endeavour to address issues such as the following under the pointing category of exceptional circumstances:
 - a) Matching people with properties that meet specific needs not necessarily covered in the Policy (e.g. mobility, closeness to transport links, work or support facilities including family members);
 - b) Avoiding potential lifestyle clashes;
 - c) Keeping a good mix of household type and avoiding over concentration of any specific category of tenant in an area; and
 - d) Where there are circumstances known to HHP which would make a specific allocation inappropriate.

This is not an exhaustive list.

- 13.2 The above criteria will not prevent HHP giving reasonable preference to the categories of households as set out at 20(1) of the Housing (Scotland) Act 1987 (as amended); and HHP will also continue to aim to meet the duty to provide permanent accommodation to homeless people under section 31(2) Housing (Scotland) Act 1987 (as amended) or Section 5 of the Housing (Scotland) Act 2001.

Sheltered Housing

- 14.1 Sheltered housing vacancies will be allocated on consideration of the points awarded for each applicant together with an assessment of needs. The assessment will be carried out jointly with Social Work or other appropriate agency.

Supported Accommodation

- 15.1 Supported accommodation vacancies will be allocated on consideration of the points awarded for each applicant together with an assessment of needs. The assessment will be carried out jointly with the appropriate agency.
- 15.2 HHP will actively work with the Local Authority and support providers to ensure that appropriate support arrangements are put in place before a tenancy starts.
- 15.3 Asylum seekers will not be offered permanent housing whilst they are still subject to immigration control.

Adapted Housing

- 16.1 Where properties are designed or adapted for special needs, priority consideration will be given to applications where the applicant or a household member has a mobility or medical requirement and would benefit from the type of adaptation available.
- 16.2 HHP recognises the changing needs of its tenants. Where a specially adapted property is no longer required by a family, then priority and assistance can be given to relocate the family to another general needs property and to allocate the adapted house to a family with matching needs.

Awarding of Points

- 17.1 HHP aims to allocate all accommodation on a fair and equitable basis for people in housing need.
- 17.2 Housing needs will be assessed and prioritised using a points system. Points will be awarded for different housing needs as identified at *Appendix A*. Points will be awarded for more than one housing need where appropriate. Points are mutually exclusive within any one category. Where more than one criterion applies within a category the highest points applicable will be awarded.
- 17.3 In the event that applicants have equal points then the allocation of a property would be made to reflect the date order of registration on the Housing and Transfer List.

Suspensions

- 18.1 A suspension happens when someone has been accepted onto a Housing List but is told that they will not be eligible for an allocation until:
 - a) A certain period has elapsed;
 - b) Their conduct has changed; or
 - c) A change in circumstance has occurred.
- 18.2 HHP will keep the use of suspensions to a minimum and in line with legal requirements and good practice guidelines.
- 18.3 HHP may suspend applicants from the Housing Register on the following grounds:
 - a) Previous breach of tenancy conditions;
 - b) Arrears of rent or other tenancy debt;
 - c) History of anti-social behaviour; or
 - d) Violent or threatening behaviour towards staff.
- 18.4 HHP may in special circumstances decide not to suspend an application where the assessed needs of the household outweigh any other concerns.
 - a) Previous Breach of Tenancy Conditions.

Where a Housing List applicant is or has been a tenant of a local authority or a housing association a tenancy reference will be requested. Where the applicant is a current tenant and the reference states that the property is in poor condition the application shall be suspended. Where a suspension is made this can be lifted at any time if the applicant provides evidence that the property has been improved to a reasonable standard. An updated tenancy reference from the landlord will have to be provided.

b) Arrears of Rent or other Tenancy Debt.

Where applicants have arrears of rent, service charges or rechargeable repairs, which they incurred as tenants they will be suspended from the Housing Register unless:

- (I) The debt has been repaid in full;
- (II) The debt is more than 5 years old;
- (III) The debt was less than or equal to one twelfth of their annual rent; or
- (IV) An arrangement has been made to repay the debt and that arrangement has been kept to for at least 3 months and is continuing to be met.

c) History of Anti-Social Behaviour.

An applicant shall be suspended from the Housing Register where:

- (I) The applicant has been evicted for anti-social behaviour in the last 3 years;
- (II) The applicant has had an ASBO granted against them in the last 3 years relating to their conduct in a previous home;
- (III) The applicant has been evicted for causing substantial damage to the landlord's property within the last 3 years; or
- (IV) Where a relevant authority has taken successful legal action on the grounds of conduct in a previous home within the last 3 years, and where there is a reason to believe that the behaviour will recur.

d) Violent or threatening behaviour towards staff.

HHP operates a zero tolerance approach towards violence or threatening behaviour against staff.

Evidence of this behaviour by any applicant or member of the applicant's family will result in immediate suspension for 12 months.

Suspension Decisions

- 19.1 Decisions on suspensions will be made by the Allocations Officer or their Line Manager.
- 19.2 A suspended applicant will have the right to appeal using the HHP Complaints Procedure which will be enclosed with the letter advising the applicant of their suspension.

Offers

- 20.1 All offers regarding the provision of housing shall be made in writing. Offers shall normally be valid for a period of 5 working days. Prospective tenants will be offered the opportunity to view the property prior to accepting the tenancy. An offer will only be deemed to be accepted when the tenancy agreement has been signed.
- 20.2 If an applicant for housing refuses two reasonable offers of accommodation within one year, following a review of the applicants circumstances no further offer of accommodation will normally be made for a period of twelve months. An offer will be considered reasonable if it is situated in a lettings area deemed acceptable by the applicant if it otherwise meets the applicant's stated housing need as detailed on the application form.
- 20.3 If an applicant is in receipt of homeless or potentially homeless points, a reasonable offer will be interpreted as one which meets the applicant's housing needs, taking

into account the advice provided in the Scottish Executive's Code of Guidance on Homelessness and the general availability of housing in the area. Homeless applicants will be treated in exactly the same way as housing and transfer applicants.

- 20.4 If it is found that an applicant has purposely changed address or acted otherwise to worsen his/her housing circumstances to increase the award of points, the application will be assessed as if such a change has not been made. In such cases, this decision will be reviewed after 6 months by the Allocations Officer. In the event of a decision at that time to continue to assess the application as if such a change in housing circumstances had not been made, a further review will take place after a further six-month period.
- 20.5 HHP will in most cases offer a Scottish Secure Tenancy to applicants being housed. The Short Scottish Secure Tenancy will be employed in statutorily appropriate situations as provided by the Housing (Scotland) Act 2001 and in line with any procedural guidelines agreed by the Board.
- 20.6 In the event of housing properties being let by HHP for non-housing use appropriate commercial leases will be used with rental levels agreed by the Board. Decisions as to whether to offer properties for non-housing use will be made by the Board.

Annual Review

- 21.1 All applicants for housing will be asked annually in writing whether or not they wish to remain on the Housing List. If there is no response to this request within a reasonable time the application will be cancelled. The applicant will be notified of the decision in writing.
- 21.2 Every applicant must inform HHP in writing of any change in circumstances immediately the change occurs.
- 21.3 All reasonable effort will be made to contact applicants.

Allocation to Staff and Board Members

- 22.1 Board Members, staff and their close relatives will only be allocated a Partnership property under the following conditions:
 - a) The allocation is permitted by Schedule 7 of the Housing (Scotland) Act 2001 or any subsequent legislation; and
 - b) The allocation complies with Communities Scotland guidance.
- 22.2 A "Board Member" is a member of HHP's main Board of Management and includes co-opted members, including those co-opted directly on to sub-committees.
- 22.3 A "close relative" is a direct relative by blood or marriage including step-relatives and a person's spouse/partner, parent, grandparent, child, grandchild, sister or brother.
- 22.4 A "member of staff" is defined as an employee of HHP or a directly associated company.
- 22.5 A recommendation to allocate a house to a Board Member, or a member of staff who has been a Board Member or a member of staff within the previous 12 months or a close relative of either will be reported to the Operations Committee for decision before being recorded in a Register in compliance with Schedule 7 of the Housing (Scotland) Act 2001. This is consistent with HHP's Disclosure of Interest Policy.

Information and Advice

- 23.1 HHP will provide applicants with appropriate and good quality information and advice regarding their housing application. HHP will provide a specific leaflet on the Allocations Policy which will be reviewed after each review of the Allocation Policy. Other means of communication with applicants such as use of the internet will be investigated and developed.
- 23.2 HHP will treat all applicants for housing with courtesy, sensitivity and in complete confidence. Applicants can request an interview with a member of staff to discuss their housing application. Applicants will have the right to have a relative, friend or adviser present at any interview. Interviews will be held in private interview rooms and all information will be treated in complete confidence.
- 23.3 Applicants will have the right of access to personal files, under the Data Protection Act 1998. Applicants wishing to exercise this right can do so by contacting the local Partnership office. Reasonable notice of such a request is necessary.
- 23.4 Applicants will be told their position on the housing list following assessment or review.

Performance Monitoring and Review

- 24.1 To ensure compliance with equal opportunities, HHP will compile monitoring information at the point of application and each allocation, to include ethnic origin, gender and any disability of applicants. The information gathered will be recorded and kept separately and will be used for monitoring purposes only, and in accordance with Data Protection requirements.
- 24.2 Performance monitoring and review is a useful tool in ensuring that the objectives of HHP's Allocation Policy are met. HHP will ensure that performance information is used to identify barriers and gaps in the Allocation Policy and practice. Monitoring and review is therefore an integral part of the allocation process and will be accorded appropriate resources.
- 24.3 Monitoring information will be collated and reported to the Board and to the Communities Scotland at least annually.
- 24.4 Written reports on various aspects of allocations will be made to the Board. The frequency and format of such reports will be determined by the Board within six months of the date of Transfer.
- 24.5 Performance reports will include:
 - a) Time taken to re-let properties;
 - b) Rent lost as a result of properties being vacant;
 - c) The ratio of allocations made from the Housing List and Transfer list;
 - d) Numbers housed from the Housing, Transfer and Homeless Lists;
 - e) Time to add applications to the register;

Appeals and Complaints Procedure

- 25.1 Applicants will be advised in writing of non-acceptance or cancellation of an application with stated reasons. If an applicant is not satisfied with the way in which any decision concerning their application has been reached or the way the application has been handled then an appeal may be made to a more senior member of staff who was not involved in the original decision. If the outcome of this appeal is not satisfactory the matter will then be dealt with through HHP's complaints procedure. A copy of this procedure will be available on request.

Policy Review

- 26.1 This policy statement is being reviewed by the Board of Hebridean Housing Partnership on 12 December 2007.
- 26.2 HHP reserves the right to change or amend this policy after review and subject to further approval by the Board, and to re-assess the status and priority of applicants in accordance with such policy revisions.
- 26.3 HHP will consult with tenants in accordance with the provision in the Housing (Scotland) Act 2001. It will also consult with applicants where practicable.
- 26.4 Consistent with the terms of the Business Plan, the Policy will be reviewed thereafter at intervals not exceeding three years.

POINTS TABLE

1. Condition of Dwelling	
Points will be awarded if the property is in poor condition as assessed by HHP.	
Seriously Sub-Standard	25 Points
Severe Disrepair	20 Points
Lacking Standard Amenities	15 Points
Some Disrepair	10 Points
Maximum Points Available	25 Points

2. Overcrowding		
Points will be awarded for each additional bedroom required to meet HHP's eligibility criteria for adequate sized housing:		
Shortage of bedrooms		
Waiting List	- Per single bedroom	5 Points
	- Per double bedroom	10 Points
Transfer List	- Per single bedroom	10 Points
	- Per double bedroom	20 Points

Notes:

- a) Single persons in a studio flat will not qualify for overcrowding points.
- b) One room in a dwelling should be available for sole or shared use as a living-room when the applicant's family comprises 2 or more persons.
- c) A double bedroom is considered sufficient for :
 - Couple living together
 - 2 persons of the same sex under the age of 10
 - 2 persons of opposite sex until the elder is 7.
- d) If the applicant has sublet any part of the accommodation such room or rooms are included in the assessment of overcrowding.
- e) If the applicant occupies shared accommodation and this causes hardship through overcrowding to the occupants, such room or rooms which are occupied by the applicant but needed by the occupants will be included in the assessment of overcrowding.
- f) One parent family: If no separate bedroom is available 10 points should be awarded for shortage for parent, plus whatever is required for his/her family.
- g) Couple: Where only a single bedroom is available for a couple 10 additional points will be awarded.

Occasional Overcrowding as a Result of Access to Children

Where an additional bedroom is required because of frequent and regular access visits by a child under 16 years the access arrangements can be considered in the determination of the appropriate size of property offered to the applicant.

Note: Proof of access arrangements may be required (e.g. solicitors letter, court judgement etc). However more informal arrangements will be considered for an additional bedroom.

3. Under-occupation

If an applicant is under occupying a house and wishes to move to a smaller house:

Under Occupation of Bedrooms:

Waiting List	- Per bedroom	5 Points
Transfer List	- Per bedroom	10 Points

For pointing purposes a 3-apartment dwelling is regarded as a suitable dwelling for a single person or a couple

Maximum Points Available

30 Points

4. Lack of Secure Tenancy

Points will be awarded to applicants who are living in insecure accommodation. The definition of insecure accommodation includes people who:

- a) do not have a tenancy agreement
 - b) share facilities with another household
 - c) live in tied accommodation
 - d) occupy caravans
 - e) have short assured tenancies
 - f) suffer financial hardship due to paying high rents
 - g) are determined as having insecure occupancy rights by the Allocations Officer
- (only one of the above categories will be applied)

Maximum Points Available

10 Points

5. Medical Factors

Points are awarded based on medical certificates provided by GP's when current housing conditions are detrimental to the applicant's health.

Intermediate	10 Points
Medium	15 Points
High	30 Points
Urgent	50 Points

Maximum Points Available

50 Points

6. Social Factors

Social points are determined by the Director of Operations after receiving a report from the Social Work Department or other relevant agencies.

Maximum Points Available

50 Points

7. Time on List

For each complete year -

5 Points

Maximum Points Available

25 Points

8. Special Circumstances

Where there are special circumstances affecting an application which cannot be recognised by the award of points under any other category then "special circumstances" points may be awarded. Each case of special circumstances will be considered on its own merits. The determination of special circumstances and the reason it requires special treatment will be the subject of a formalised report by the Allocations Officer detailing all aspects of the application, including supporting information from other agencies. This report will have to be approved by the Director of Operations before points are applied. A procedure note on the kind of matters which will be considered as special circumstances will be approved by the board.

Points will be awarded as follows:

In cases of special circumstances up to

50 Points

Maximum Points Available

50 Points

9. Homelessness

Potentially Homeless - Where an applicant is deemed by the Homeless Persons Officer as potentially and unintentionally homeless and in priority need (as defined in Part 1 of the Housing (Scotland) Act 2001) points will be awarded as follows:

Potentially homeless in priority need

20 Points

Actually and unintentionally Homeless in priority need - Where an applicant is determined as actually and unintentionally homeless and in priority need (as defined in Part 7 of the Housing (Scotland) Act 2001) points will be awarded as follows:

Actually homeless in priority need

300 Points

Non-priority homeless - Where an applicant is determined as non priority homeless (as defined in part 7 of the Housing (Scotland) Act 2001) points will be awarded as follows:

Non-priority homeless

10 Points

Notes:

Applicants in receipt of homelessness points will be allowed to select from two areas of choice.

Each category of homelessness is discrete for pointing purposes.

10. Travel to work difficulties

Where an applicant requests accommodation in order that travel to work difficulties can be addressed (subject to verification by the employer) then points may be awarded as follows:

Travel to Work Difficulties	5 Points
Maximum Points Available	5 Points