

**Arklet Housing Association:  
Allocation Policy**

**Approved by Management Committee on 27 February 2008**

**Internal procedures section amendments, and reference to the CHR  
approved by Housing Services Sub Committee on 17 December 2009**

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## **Section 1: Introduction**

The main aim of the Allocation Policy, or House Letting Policy, is to let houses efficiently and fairly to households in need. Housing need refers to the needs of individuals and their households. Housing need is defined by reference to both (a) legal standards such as the tolerable standard that specifies minimum acceptable housing conditions and (b) social standards that take account of the social preferences and aspirations of individuals.

Achieving this aim is dependent on both the quantity and types of housing available to let. The Association aims, then, to provide good quality housing at affordable rents by (a) improving the existing housing stock and (b) maximising numbers of housing for let through its building programme. This programme includes the provision of housing suitable for a range of household types, including families and single people.

The Association has adopted good practice as laid down in performance standards. The Association is also committed to meeting the regulatory standards laid down by the Scottish Housing Regulator that state:

“ We ensure that people have fair and open access to our housing list and assessment process. We work with others to maximise and simplify access routes into our housing”, and

“We let houses in a way that gives reasonable preference to those in greatest housing need; makes best use of the available stock; maximises choice; and helps to sustain communities”.

The Association will work closely with the Scottish Housing Regulator, East Renfrewshire Council, South Lanarkshire Council, Glasgow City Council and other housing providers to help realise the aims of the allocation policy.

From October 2009, Arklet and the other local housing providers in East Renfrewshire are operating a common application form. The other principal organisations involved are East Renfrewshire Council and Barrhead Housing Association. This means that the applicant can apply for housing from any of the landlords using only one form, which can be submitted at any of the Landlords various offices.

Since June 2009 the Association has participated in the South Lanarkshire Common Housing Register (Homefinder).

The Association is often referred to as “we” throughout this policy document.

## Section 2: Objectives of Allocation Policy

We strive to achieve the following objectives in letting our houses:

- 2.1 We will ensure that our allocation policy conforms to all relevant legal and good practice guidelines, Appendix 1 provides a summary of the main legislation and good practice guidance.
- 2.2 We will prevent and alleviate discrimination in allocation practice. This is based on the Scotland Act 1998 definition of equality. This covers discrimination on grounds of :
  - sex or marital status,
  - racial grounds,
  - disability,
  - age,
  - sexual orientation,
  - language or social origin,
  - religious beliefs
  - political opinions

We ensure the promotion of equality and promote good relations between groups, for instance, between different racial groups.

- 2.3 We will provide good quality accommodation for people in housing need, as well as seeking to have a balanced community. A balanced and sustainable community involves having a broad range of household types stemming from all sections of society. This includes households in housing need such as homeless people, as well as households from different tenures such as tenants and owners.
- 2.4 We will endeavour to meet, as far as possible, people's preferences, choices and aspirations. Wherever possible, housing will be provided through the development programme that is adaptable to the changing needs of individual households.
- 2.5 We will ensure that allocation practice is carried out effectively and efficiently to maximise income through reducing the numbers of empty houses. This will be achieved largely through the following methods: by establishing comprehensive clear targets for the completion of repairs and letting targets; by ensuring that allocations can be readily audited through current information systems; and by the provision of regular and ongoing staff training programmes.
- 2.6 We will develop close inter-agency links to address housing need, for example, implementing nomination arrangements with local authorities to tackle homelessness and developing links with organisations such as Women's Aid. Inter-agency partnerships are developed to promote equal opportunities and links are developed to maximise the supply of lettings from all sources. Positive action initiatives are undertaken to promote the

interests of people from black and minority ethnic communities. Joint working takes place with Positive Action in Housing, East Renfrewshire Ethnic Minority Outreach Project, and Jewish care to achieve this.

- 2.7 We will process applications in confidence and access to information will be in line with the legal requirements of the Housing (Scotland) Act 1987, the Data Protection Act 1998 and the Associations Data Protection Policy.
- 2.8 We will monitor allocation practice through an effective performance management system. Indicators to measure performance (Appendix 2) will be developed in consultation with service users as part of our Tenant Participation Strategy, and information will be publicised in both the Annual Report, Newsletters and any other form agreed with service users.
- 2.9 We will deal with complaints in accordance with our Complaints Policy. We will deal with appeals in line with section 6 of this policy.
- 2.10 We will review our allocation policy formally on a regular basis. Amendments will be made as required after full consultation with service users and other agencies. (Appendix 3 lists agencies with whom consultation takes place). Amendments to allocation policy will be published within 6 months to comply with legal requirements.

## **Section 3: Law and Good Practice - Allocation Policy**

Our policy has been developed to meet both legal and good practice requirements. (Appendix 1). These are now summarised under the following headings:

- admission to the housing list
- priority groups
- house letting
- information to applicants

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

Any applicant who is 16 years or over is entitled to be admitted to our housing list. Any applicant can obtain information, advice and an application form during office hours from the Association or from any other partnering organisation. Assistance in completing this form can be provided on request. The application form can be made available in other languages/other formats on request.

Households will only be eligible for access to the waiting list for the apartment size that matches their household size in accordance with the criteria set out in the points system.

### **3.2 Priority Groups**

In letting our houses, a wide range of housing needs are considered, although the law requires that the following groups are to be given reasonable preference:

- people who are homeless and those threatened with homelessness
- people living in housing that is below the tolerable standard
- people living in overcrowded houses.
- people living in unsatisfactory housing conditions
- people who have large families

We also take into account factors such as social and cultural needs.

Within the shared facilities currently enjoyed by tenants in some sheltered/very sheltered housing developments, the Association operates rules that apply to the special cultural needs of particular groups. All tenants in these developments are expected to respect these cultural needs.

Details of all housing needs factors covered by this policy are provided in section 4.

### 3.3 House Letting

In letting our houses, no account will be taken of any of the following factors:

- length of time an applicant has resided in the area
- any outstanding housing debt not due by the applicant, for example, rent arrears owed by a former partner who was the tenant
- housing debt once owed by the applicant that has since been cleared
- debt owed by an applicant (or a member of their household) that is not attributable to the tenancy of a house, for example, council tax
- applicant's age unless it is housing designed or specifically adapted for persons of a specific age, for example, sheltered housing, or for persons in receipt of housing support service
- income of the applicant and the applicant's family (separate procedures apply to Shared Ownership and Other Low Cost Home Ownership initiatives)
- any property either currently or previously owned by either the applicant or the applicant's family
- whether the applicant resides in the operational area of Arklet Housing Association
- housing debt such as rent arrears that are less than one month's rent charge
- housing debt of more than one month where an agreement to repay is in force and the applicant has made repayments as well as keeping to the agreement for three months

### 3.4 Information to Applicants

We are required to make and publish our allocation policy. Copies of the policy are sent to The Scottish Housing Regulator and the local authorities in the areas in which we operate. In addition, copies of our rules are sent to

other local associations and local groups, including groups representative of equality issues.

Whenever we alter the policy, the amended policy document is also sent to these bodies within 6 months from the date alterations were made.

Copies of the allocation policy are available to both applicants and members of the public at the following locations:

Arklet Housing Association Office  
Glasgow City Council Social Work Department  
East Renfrewshire Council Housing Office  
South Lanarkshire Council  
Positive Action In Housing  
Glasgow Centre For Inclusive Living  
Renfrewshire Association for Mental Health  
Wing Hong Elderly Group  
Cosgrove Care  
Local Libraries and Citizens Advice Bureau

Copies of the policy will be made available in different languages/formats on request. The Association will also use interpreters and signers when required to ensure the applicant understands the allocation policy.

Under the Housing (Scotland) Act 1987, applicants are entitled to inspect any record held by Arklet Housing Association that has been supplied by the applicant in connection with their housing application. Applicants are also entitled to view personal information supplied to the Association as per the provisions of the Data Protection Act 1998. No charge will be applied for providing information as this forms part of our general service delivery.

We also provide the following advice to applicants regarding other housing options:

- details of other housing providers in Arklet Housing Association's areas of operation
- general advice regarding other landlords throughout Arklet Housing Association area such as Barrhead, Cathcart and District, Govanhill and Southside housing associations
- provision of advice to homeless applicants, including referrals to the council as required.

## Section 4: Selection Process

In selecting tenants, we shall use a points system based on groups. This is in accordance with good practice that recommends allocation policy should address a broad range of housing needs, as well as addressing people's preferences as far as possible. In line with this system, we set targets to ensure that all groups receive consideration in the allocation of housing. Targets selected are subject to ongoing review in the light of both changing needs and preferences of applicants, as well as changes to housing stock available.

This allocation system is also important to meet the policy objective of creating a balanced community that reflects the variety of household types with differing needs throughout society. Examples of such households are single person households, single parent households and family households. This approach is part of our general policy to strive for a well balanced community that seeks to avoid individuals feeling socially excluded.

This section now outlines the main issues covered within the selection process. These are covered under the following headings:

- the housing groups
- the points factors that we use to prioritise housing need
- specific factors taken into account when letting property

### 4.1 The Housing Groups

Four main groups are considered within the allocation policy. These groups are as follows:

- waiting list applicants – 20% target for all property types
- transfer list applicants – 20% target for all property types
- local authority nominations/Section 5 referrals – 50% target for all property types
- referrals from other landlords/agencies – 10% target for all property types (*Renfrewshire Association for Mental Health, Wing Hong Elderly Group, Positive Action in Housing, Cosgrove Care etc*).

Waiting list applicants are applicants who are not already tenants of the Association.

Transfer list applicants are existing tenants of the Association who wish to move to alternative housing.

Local authority nominations are applicants nominated for rehousing from the local authority housing list.

Referrals may be made by certain other landlords/agencies for consideration. These referrals involve particular client groups in housing need, for example, people returning to the community as part of community care programmes.

The Move UK scheme is the national mobility scheme that can assist people moving from one area to another. Further information on this scheme can be obtained from the Association's office

## **4.2 The points factors that we use to prioritise housing need**

The priority applicants receive will depend on a range of factors as follows:

- levels and types of housing available for let
- applicant's housing need
- applicant's preferences
- priority given to the various housing groups

It is also important to stress that applicants will not be offered housing where particular housing is not suitable to either their needs or stated preferences.

### **4.2.1 People who are homeless and those threatened with homelessness**

A. An applicant to the Association will be treated as homeless in the following situations:

- where s/he has no house anywhere
- where s/he has no accommodation which the person is entitled to occupy, for example, as a tenant
- where s/he has housing but cannot access it
- where occupation will lead to violence from someone either living in the house, or someone who used to live with the applicant
- where the person has a mobile home/houseboat and cannot pitch it or moor it
- where the house is statutorily overcrowded and likely to endanger the health of the occupants
- where it is not reasonable for the person to reside in their present house
- where the applicant lives in a council hostel, or other council emergency accommodation

Applicants who are statutorily homeless will be awarded **10 points**.

B. An applicant to the Association will be treated as threatened with homelessness if they are likely to become homeless within 2 months.

Examples of such applicants are as follows:

Lodger	<b>5 points</b>
Tied House	<b>5 points</b>
Living in Caravan	<b>10 points</b>
Tenants of Private Landlord (e.g. Short assured tenancy that is approaching termination)	<b>5 points</b>
Mortgage or Financial Difficulties	<b>5 points</b>

Applicants who are threatened with homelessness and have less than three months left in their present accommodation will be awarded an additional **5 points**

#### 4.2.2. People living in housing that is below the tolerable standard

The tolerable standard is the legal standard that all houses must meet. The council is obliged to ensure that houses below this standard are either brought up to it, or closed or demolished. A house will be below the tolerable standard if any of the following factors apply:

- house is not structurally stable
- house is not substantially free from rising or penetrating damp
- house has no satisfactory provision for natural and artificial lighting, for ventilation and for heating
- has no adequate piped supply of wholesome water available within the house
- has no sink provided with a satisfactory supply of both hot and cold water within the house
- has no toilet available for the exclusive use of the occupants that is suitably located inside the house
- does not have a fixed bath or shower and a wash-hand basin each provided with satisfactory supply of both hot and cold water and suitably located within the house
- has no effective drainage system for disposal of foul and surface water
- has no satisfactory facilities for the cooking of food within the house
- has no satisfactory access to all external doors and outbuildings.

- Unsafe electrical installation

Applicants whose housing is below the tolerable standard will be awarded **5 points**.

#### 4. 2.3. People living in unsatisfactory housing conditions

There are a variety of factors that make housing conditions unsatisfactory. The following factors are considered unsatisfactory within this policy.

##### Sharing Amenities

This arises when different households live together and share the use of facilities. A household is defined as any person or persons who want to live together.

An applicant who shares amenities with another household will be awarded points as follows:

Sharing a kitchen/cooking facilities	<b>5 points</b>
Sharing a bath/shower	<b>5 points</b>
Sharing inside WC	<b>5 points</b>
Sharing sleeping/living area	<b>5 points</b>

##### Defects

Condensation dampness	<b>5 points</b>
Rot (wet or dry)	<b>5 points</b>
Inadequate heating	<b>5 points</b>
Old wiring	<b>5 points</b>

##### Medical Factors

Points are not awarded for medical reasons simply because an applicant has some medical problem. Points are awarded only when the applicant's accommodation is unsuitable because of the applicant's medical condition, for example, a person who is unable to manage stairs because of a serious heart condition.

Applicants who believe their current housing is unsuitable for medical reasons should complete a Medical Self Assessment Form which is attached to the Housing Application Form

There are three categories for which points can be awarded:

1) Emergency Cases

Where the accommodation is wholly unsuitable to an applicant with severe physical/mental disabilities and either unable (or virtually unable) to leave their home or live independently. **30 points**

2) Physical Disability/Serious Medical Problems

Points may be awarded where the accommodation occupied is causing serious aggravation to the applicant's medical condition, for example, chronic bronchitis, severe arthritis, severe asthma, heart complaints. **20 points**

3) General Medical Cases

Points may be awarded where the accommodation occupied is causing aggravation but not of a serious nature, e.g. where the applicant has moderate asthma, arthritis etc. **10 points**

4.2.4. Overcrowding

Statutory overcrowding is defined by the Housing (Scotland) Act 1987. This overcrowding standard is based on the standard first introduced by the Housing (Scotland) Act 1935. This standard, therefore, may not reflect modern views on reasonable levels of occupancy. In developing this policy, then, the Association has established a points scheme that awards points for overcrowding based on the statutory standard and overcrowding based on the Association's own standard of overcrowding.

Statutory Overcrowding

In cases of statutory overcrowding, an applicant will be awarded **10 points**

Overcrowding and Large Households (Large Families)

Points will be awarded for applicants living in overcrowded households.

For the first additional room required to prevent overcrowding **5 points**  
Each additional room required **10 points**

(A house is overcrowded when two persons over 8 years of age, of opposite sexes, who do not live together as man and wife are required to sleep in the same room.)

#### 4.2.5. Under Occupation

Under-occupation of housing is not itself generally a housing need. In order to comply with the policy principle to make best use of the housing stock, however, the Association seeks to encourage tenants under occupying accommodation intended for larger households to transfer to smaller properties.

For the first bedroom under occupied **5 points**  
For each additional bedroom **10 points**

#### 4.2.6 Manageability of Accommodation

Where an applicant or household member lives above second floor and there is no lift and wishes to move to lower accommodation and can provide a valid reason for doing so **3 points**

Where an applicant is no longer able to cope with the garden **3 points**

#### 4.2.7. Harassment

Any form of harassment, including racial harassment and domestic abuse will be treated by the Association as signifying housing need. Harassment is defined by the Protection from Harassment Act 1997.

A victim centred approach will be taken in all instances of harassment/abuse. The Association also has a separate policy that covers racial harassment. This policy is available on request.

Evidence may be requested from appropriate agencies, for example, Social Work and West of Scotland Racial Equality Council.

Any applicant experiencing harassment and/or domestic abuse **10 points**

Points under this section will only be awarded on the basis of supporting information by official agencies such as Strathclyde Police, Social Work Departments, Medical Practitioners, Current Landlord, Positive Action in Housing, Womans Aid, Jewish Care etc.

#### 4.2.8. Social Points

Points may be awarded to an applicant who wishes to move into an area so that s/he can provide or receive necessary support for/from a relative or friend **5 points**

Points may be awarded if the applicant has cultural requirements that are not currently met or require accommodation where cultural links may be continued **7 points**

#### 4.2.9. Personal Factors (Sheltered/Very Sheltered Housing)

For admission to the sheltered housing list, applicants should be 60 years of age or over. In the case of a couple, one partner should be at least 60 years of age. Under special circumstance, applications may be accepted from persons below 60, for example, disabled people or others with particular needs who would benefit from the special facilities offered by sheltered housing. Under certain circumstances, the Association may be unable to offer sheltered housing because an applicant's degree of physical or mental disability requires a level of support services which are not available. Applicants in these circumstances may be advised about very sheltered housing.

Points are allocated for applications to sheltered /very sheltered housing to reflect the fact that sheltered housing does not simply provide relief from unsatisfactory housing, but is particularly suitable for maintaining the independence of older or disabled people within the community. Within the shared facilities currently enjoyed by tenants in some of its sheltered/very sheltered housing, the Association meets the special cultural needs of Orthodox Judaism.

Does applicant need help with:

	None	A Little	Quite a lot	A great deal of help
Housework	<b>0</b>	<b>1</b>	<b>3</b>	<b>5</b>
Meal preparation	<b>0</b>	<b>1</b>	<b>3</b>	<b>5</b>
Shopping	<b>0</b>	<b>1</b>	<b>3</b>	<b>5</b>
Bathing	<b>0</b>	<b>1</b>	<b>3</b>	<b>5</b>

Does the applicant have external/internal stairs which are negotiated:

Without difficulty	<b>0 points</b>
A little difficulty	<b>1 point</b>
A lot of difficulty	<b>3 points</b>
Only with assistance	<b>5 points</b>

Does the applicant walk:

Unaided	<b>0 points</b>
With a Stick	<b>1 point</b>
With a zimmer	<b>3 points</b>
Confined to a wheelchair	<b>5 points</b>

#### 4.2.10. Date of Application

Applications are assessed for points based on their housing need. Time on the list does not, therefore, result in any points award. Time on the list is important, however, in deciding priority where more than one applicant have the same points total. In such cases, the applicant who registers first will receive priority.

#### 4.2.11 Transfers

Tenants occupying Association property may apply for a transfer to another Association property. Priority will be given to tenants in housing need in accordance with the points scheme. Where rent arrears are less than one month rent, the arrears will not affect the allocation of housing. Where arrears of rent are more than one month, these will not affect the allocation provided that arrangements to repay the arrears are in place, arrangements are being maintained and have been maintained for three months.

#### 4.2.12 Local Authority Nominations and section 5 homelessness referrals

We operate agreements with local authorities to nominate applicants to the Association for rehousing and accept referrals from partner local authorities in respect to homeless persons under section 5 of the Housing (Scotland) Act 2001.

#### 4.2.13 Mutual Exchanges

The Association will consider any written request from tenants to exchange houses with other local council or Housing Association tenants.

The written approval of the Housing Association must be obtained before an exchange can take place. A separate policy and procedure exists for exchanges and this is available from the Association on request.

The Association will also consider exchanges with tenants registered with the Homes "Homeswap" Scheme who need to move to another area for employment or social reasons (for example, to give or receive support to/from a relative). Details of this scheme are given in Appendix 4.

### **4.3 Specific Factors Relevant to the Selection Process**

#### 4.3.1 Suspension/Cancellation of Applications

There are a variety of circumstances under which it may be deemed appropriate to cancel an application for housing.

Applications will be cancelled in writing stating clearly the grounds on which the decision has been made, detailing any options that may be open to them, including appropriate advice centres. Applicants will also be informed of their right to appeal.

The Association operates a suspensions policy which is available on request.

#### 4.3.2 False Information

Any applicant knowingly making a material false statement in their application will have their application cancelled.

#### 4.3.3 Confidentiality

All information provided by an applicant or sought by the Association to assess the housing need of that applicant will be treated in the strictest confidence.

#### 4.3.4 Review

The Association will review the allocation policy every three years as agreed with tenants and other service users. The purpose of the review will be to establish whether the policy is being implemented effectively and to establish whether the policy requires amendment. Reviews may be required within the three year cycle to take note of changes in Legislation, Good Practice Guidance or in the Associations procedures reflected in this policy.

## **Section 5: Other Issues**

### Internal Procedures

We have agreed a set of procedures to enable applicants to apply for housing as easily as possible. This section highlights the key principles of these procedures.

#### 5.1 Applying for a House

Application forms will be acknowledged within 1 working day.

Points will be awarded in accordance with the points system and applicants placed on the appropriate waiting list within 14 working days.

The award of points will be carried out by the Housing Services Assistant and checked by a Housing Services Officer.

The Housing Services Assistant will award medical points in the first instance and the points total will be checked by the Housing Services Officer. Assessment of a very sheltered housing applicant's medical condition will be determined by the Housing Services Officer and a KolCare senior staff member.

With regard to transfer requests where applicants have a physical disability, we shall offer advice on aids and adaptations to give applicants the choice to remain in their homes. Waiting list applicants will be given similar advice and, where appropriate, the local "Care and Repair" team information leaflet.

#### 5.2 Home Visits

Home visits will be carried out by the Housing Services Officer prior to offers of housing being made. Notification in writing of the intended date and time will be given 5 working days in advance. Respect for the person's home and privacy will be central to any home visit.

At the home visit the information supplied in the application form will be checked to ensure its accuracy.

In the case of applications received for very sheltered housing, both the Housing Services Officer and a KolCare senior staff member will carry out the visit.

### 5.3 Selection

The Housing Services Officer (together with a KolCare senior staff member in the case of very sheltered housing) will decide on which applicant is to receive an offer.

Offers will generally be made to those applicants at the top of the list. Where this does not happen, it will be recorded and the reason(s) given.

As indicated above, a home visit will be carried out before an offer is made to clarify circumstances and appropriate proof of residency must be supplied. Appropriate references will be sought with the applicant's consent prior to an offer being made, for example, to check former tenancy details with a previous landlord.

In the case of sheltered very sheltered housing and amenity, other factors such as an applicant's suitability on health grounds and support needs will be taken into account.

The Community Care assessment report will also be a consideration in allocating very sheltered housing.

Ensuring an appropriate mix of households within our developments will be an important consideration. In assessing this mix, we shall have regard to the following factors:

- the existing household mix
- the medical and support needs of the entire development
- the interaction between residents in very sheltered housing, given the communal nature of the development and the shared dining facilities
- the agreement which provides for a continued Chinese presence in the amenity development at Cartvale Road
- the support needs of adults with learning difficulties at Cosgrove Court
- the support needs of clients supported by Renfrewshire Association for Mental Health at Balgownie Court

### 5.4 Offer of Accommodation

Once an applicant has been selected, a pre offer letter will be sent, with applicants having 7 days to return an interest form. After this is received the Association will make an offer of housing in writing and may choose to send the offer by recorded delivery. An applicant will normally be allowed 1 working day to accept/refuse an offer. If no decision has been received from the applicant after 1 working day (ie not including Saturday, Sunday and public holidays) the offer will be withdrawn and recorded as a refusal.

## **Section 6: Appeals and Complaints**

### **6.1 Appeals**

If an applicant is unhappy regarding any decision made in the allocation process, s/he has the right to appeal. For example, the applicant may believe that their circumstances have not been fully taken into account.

The appeal should be made in writing to the Director.

If unresolved, the Association's Management Committee will consider the appeal.

### **6.2 Complaints**

Appeals must be distinguished from complaints for which a separate procedure exists. Complaints could involve applicants not receiving housing to which they are entitled, or service delivery not being offered in line with Association standards. A copy of the Complaints Policy & Guidance is available on request from the Association's office.

Applicants who believe they still have a complaint after the Association's complaints procedure has been followed can appeal to the Scottish Public Sector Ombudsman. This is a free and impartial service and a leaflet giving details is available at the Association's office.

The Ombudsman can be contacted at:

Scottish Public Services Ombudsman  
4 Melville Street  
Edinburgh  
EH3 7NS

Tel 0800 377 7330  
Text 0790 049 4372  
Fax 0800 377 7331  
[Email ask@spsso.org.uk](mailto:ask@spsso.org.uk)

## **Appendix 1: Law and Good Practice**

In implementing the allocation policy, we shall comply with the following law and good practice guidance. Copies of this documentation is available at the Association office.

### Law

Housing (Scotland) Act 1987 (as amended )

Sex Discrimination Act 1975 (as amended)

Race Relations Act 1976 (as amended)

Disability Discrimination Act 1995

Matrimonial Homes (Family Protection) (Scotland) Act 1981

Protection from Harassment Act 1997

Data Protection Act 1998

Human Rights Act 1998

Asylum and Immigration Act 1999

Protection from Abuse Act 2001

### Good Practice

Scottish Federation of Housing Associations Standards.

Chartered Institute of Housing Standards

## **Appendix 2: Performance Management**

Applications by age, disability, ethnicity and gender.

Lets by age, disability, ethnicity and gender.

Lets by local authority area

Number and type of unlet houses

Period houses are unlet

### **Appendix 3: Consultation Arrangements**

We shall review Allocation Policy formally on a regular basis. Amendments will be made as required after full consultation with service users and other agencies: -

Those to be consulted include: -

- Glasgow Housing Association
- Glasgow City Council
- East Renfrewshire Council
- South Lanarkshire Council
- Positive Action in Housing
- Glasgow Centre for Inclusive Living
- Cosgrove Care
- Renfrewshire Association for Mental Health

This list is not exhaustive and other organisations and groups will be consulted as the need arises, especially in relation to special needs housing.

