

PINEVIEW HOUSING ASSOCIATION LTD

ALLOCATIONS POLICY

Date Approved by Management Committee:	16 September 1991
Date of 1st Review:	3 August 1995
Date of 2nd Review:	August 1996
Date of 3rd Review:	25 November 1997
Amended:	24 March 1998
Amended:	19 May 1998
Amended:	9 October 1998
Amended:	16 February 1999
Amended:	20 April 1999
Date of 4th Review:	22 February 2000
Date of 5th Review:	24 April 2001
Amended:	18 September 2001
Amended:	15 January 2002
Amended:	5 February 2002
Date of 6th Review	12 March 2002
Amended:	18 June 2002
Date of 7th Review	11 March 2003
Amended:	29 April 2003
Amended:	10 June 2003
Amended:	9 December 2003
Date of 8 th Review	16 March 2004
Amended:	22 June 2004
Amended:	8 July 2004
Amended:	7 September 2004
Date of 9 th Review	1 March 2005
Amended:	20 September 2005
Date of 10 th Review (Letting Plan)	7 March 2006
Date of 10 th Review (Policy)	30 May 2006
Amended:	5 September 2006
Amended:	26 September 2006
Amended:	16 January 2007
Date of 11 th Review:	27 March 2007
Amended:	5 June 2007
Amended:	23 October 2007
Date of 12 th Review:	25 March 2008
Date of 13 th Review	8 December 2009
Date due for Review:	December 2010

CONTENTS

	<u>Page No</u>
SECTION 1: THE POLICY	2
SECTION 2: PROCEDURES	8
SECTION 3: INTERNAL TRANSFERS	14
SECTION 4: ASSESSMENT OF HOUSING NEED	18
SECTION 5: OTHER SOURCES OF REHOUSING	31
SECTION 6: ADDITIONAL INFORMATION	34
BIBLIOGRAPHY	41
 <u>APPENDICES</u>	
Appendix I: Letting Plan: 2007- 2010	43
Appendix II Administration Targets 2009/10	53

SECTION 1: THE POLICY

- 1. POLICY AIMS**
- 2. ACCESS TO ASSOCIATION HOUSING**
 - 2.1 Equal Opportunities**
 - 2.2 Joint Tenants**
 - 2.3 Pineview Owner-Occupiers and Sharing Owners**
 - 2.4 Applicants Leaving the Armed Forces**
 - 2.5 Asylum Seekers and Refugees**
 - 2.6 Ex-Offenders**
 - 2.7 Sex Offenders**
- 3. PUBLICITY**
- 4. BENEFITS FOR STAFF AND COMMITTEE MEMBERS**
- 5. LETTING PLAN**
- 6. MEMBERSHIP OF THE ASSOCIATION**
- 7. CONFIDENTIALITY**
- 8. APPEALS/COMPLAINTS**
- 9. POLICY REVIEW**

SECTION 1: THE POLICY

It should be noted that any policy changes as a result of the annual review shall be implemented on 1st April each year. Any amendments during the year shall be implemented immediately.

1. POLICY AIMS

- 1.1 To contribute to the regeneration of Drumchapel through the provision of quality housing and services at affordable levels which will meet the changing needs and aspirations of our customers.
- 1.2 To allocate properties in a demonstrably fair manner and principally on the basis of housing need.
- 1.3 To make the best use of housing stock and thus ensure a balanced community.
- 1.4 To recognise and meet the varying housing needs and aspirations of both current and prospective tenants as far as possible.
- 1.5 To operate a system which is suitably comprehensive whilst easily understood and simple to administer.
- 1.6 To build a strong and involved community by encouraging Association membership.

2. ACCESS TO ASSOCIATION HOUSING

2.1 Equal Opportunities

- 2.1.1 There is open access to the Association's Housing List at all times.
- 2.1.2 It is also the Association's intention to operate a non discriminatory allocations policy and access to Association housing will be open to any person irrespective of their race, ethnic origin, nationality, religion, cultural background, gender, political or sexual orientation, family circumstances, marital status, disability, illness, age (if 16 years or over) or ex-offence, in accordance with our Equal Opportunities Policy.
- 2.1.3 No Housing List applicant will be excluded from consideration for rehousing by the Association (see Section 6 of the policy, however, in relation to suspensions).

Applications will only be removed from the Housing List under the following circumstances:

- (a) the applicant has requested removal from the Housing List, in writing;
- (b) The death of the applicant;
- (c) The failure of the applicant to respond to a periodic review of the Housing List.

2.1.4 Section 5.1.2 of the Association's Equal Opportunities Policy requires housing applications to be monitored annually in order to ensure a fair distribution of allocations across all groups.

Housing List application forms will therefore include an equal opportunities section and information gathered will relate to:

ETHNICITY

DOMESTIC CIRCUMSTANCES (i.e. single; couple; single parent; couple with children)

GENDER

AGE (16-24) (25-59) (60 and over)

DISABILITY

This information will be analysed e.g. client types who applied/client types rehoused on an annual basis, with a statistical report being submitted to the Association's Housing/Technical Services/Development Committee for their consideration.

2.2 Joint Tenants

Pineview joint tenants who wish to be rehoused on their own shall be considered under Housing List criteria and awarded SHARING AMENITY points, plus any other points to which they may be entitled.

2.3 Pineview Owner- Occupiers and Sharing Owners

2.3.1 Pineview owner-occupiers (either via Improvement for Sale, Right to Buy or Shared Ownership Staircasing) and sharing owners may apply for rented housing via the Housing List and their applications will be treated in a similar manner to the equivalent groups applying from outwith the Association.

2.4 Applicants Leaving the Armed Forces

The Scottish Government have published a Housing and Regeneration Circular, HAR1/2009, on housing people leaving the armed forces. The guidance advises that:-

RSL's and Local Authorities should give applications from Ex-service personnel fair and sympathetic consideration but should not afford them priority over those with a similar level of housing needs. While this basic principle is overriding, no residential qualifications should be imposed which

put service personnel and/or former spouses/civil partners who have to vacate military provided accommodation at a disadvantage compared to other applicants; and those personnel returning after several years' absence to a locality in which they lived before joining the forces have a special claim to no less sympathetic consideration than any other application.

As the Association does not award points for locality, people from the armed forces would be treated the same as any other applicant.

The Guidance will be referred to and adhered to when considering all applications received from people leaving the armed forces.

2.5 Asylum Seekers and Refugees

Asylum seekers and refugees shall be considered for rehousing by the Association, irrespective of their refugee status.

However, the applicant will require to produce their Home Office status documentation and meet with the Association's Welfare Benefits Adviser to ensure that they are fully aware of their benefits entitlement and rental liabilities.

2.6 Ex-Offenders

Where an applicant declares that they have an unspent conviction under the Rehabilitation of Offenders Act 1974, they will be counselled in respect of any support requirements, if applicable, and Section 2.10 of the policy (Housing Mix) may also apply.

2.7 Sex Offenders

2.7.1 The Association has a duty to co-operate within the Scottish Office National Accommodation Strategy of Sex Offenders. Glasgow City Council have soon to write to Associations asking them to sign the protocol and it is anticipated that Pineview will do so.

2.7.2 The Association will work with MAPPA (Multi-Agency Public Protection Agency) and the SOLO (Sex Offenders Liaison Officer) should any sex offender be referred to the Organisation. The identified link officer who will work with MAPPA and SOLO will be the Housing Services Manager.

2.7.3 Procedures for before and after rehousing will be in accordance with current national guidance, which will also be applicable to existing Association tenants convicted of or suspected of sex offending.

2.7.4 Direct applicants who have been convicted of or are suspected of sex offending will be referred to the SOLO Officers.

2.7.5 If there are doubts, after MAPPA and SOLO have completed assessment of offenders referred to the Association, as to the suitability of an applicant for rehousing in the Association Areas then application will be refused.

3. PUBLICITY

3.1 The Association will publicise the availability of its housing via the distribution of posters and leaflet to other local landlords, Social Work Department and community facilities.

3.2 A supply of the above documentation will also be sent to Positive Action in Housing in order to encourage ethnic minority applicants.

3.3 Information can also be obtained from the internet address:
www.pineview.org.uk

4. BENEFITS FOR STAFF AND COMMITTEE MEMBERS

4.1 Any tenancy, transfer of tenancy, mutual exchange or shared ownership allocation/resale granted to employees, committee members, former employees, former committee members and close relatives of all of the aforementioned will comply with Scottish Homes Guidance note 2003/02 relating to Part 1, Schedule 7, of the Housing (Scotland) Act, 2001.

5. LETTING PLAN

5.1 The Association's Letting Plan, which sets out our priorities for the next three years in terms of priorities, quotas and targets, is attached at Appendix 1. This Letting Plan will be updated annually.

6. MEMBERSHIP OF THE ASSOCIATION

6.1 New tenants will be requested to become members of the Association, at a cost of £1.00, which will entitle them to attend and vote at Annual General Meetings and to become committee members.

7. CONFIDENTIALITY

7.1 All information contained within applications will be treated in the strictest confidence and access will be restricted to staff, only.

7.2 Maintenance of the information and external access to it will be in accordance with the Association's Openness, Confidentiality, Data Protection and Access to Personal Files Policy.

8. APPEALS/COMPLAINTS

8.1 All applicants having their applications suspended or being refused an offer of housing will be given reasons, in writing, by the Housing Services

Manager If they are dissatisfied with this they may appeal to the Association's Director, then its Staffing Sub-Committee, then its Management Committee and then the Ombudsman, in accordance with the Association's Appeals/ Complaints Procedure.

9. POLICY REVIEW

- 9.1 The policy will be reviewed every year or as determined by new legislation and guidance, whichever is sooner.
- 9.2 An analysis of allocations made will be undertaken annually to ensure that aims are being met and to prevent anomalies.

SECTION 2: PROCEDURES

- 1. APPLICATION FORMS**
- 2. APPLICANTS WITH MEDICAL/SOCIAL NEEDS**
- 3. ACKNOWLEDGEMENT OF APPLICATIONS AND REVIEWS**
- 4. APPLICANT QUERIES**
- 5. TENANCY CHECKS**
- 6. JOINT APPLICANTS NOT CURRENTLY LIVING TOGETHER**
- 7. HOUSE VISIT/PROOF OF RESIDENCE/
SUPPORT REQUIREMENTS**
- 8. ALLOCATION PRIORITIES**
- 9. ASPIRATIONAL ALLOCATIONS**
- 10. HOUSING MIX**
- 11. OFFERS OF HOUSING**
- 12. WELFARE BENEFITS ADVICE**

SECTION 2: PROCEDURES

1. APPLICATION FORMS

- 1.1 Requests for application packs can be made to the Association either in writing, by telephone, by coming into the office or downloading via www.pineview.org.uk Assistance with completion of forms can be given.
- 1.2 A summary of the Association's Allocations Policy will be issued to each applicant. Copies of the full policy can be obtained upon request at no charge.
- 1.3 Upon receipt of the application, the Equal Opportunities questionnaire will be removed and the data monitored.
- 1.4 Any applicant whose circumstances change whilst awaiting rehousing must inform the Association in order that their application can then be amended. (This is especially important in the case of Housing List applicants who change their address).

2. APPLICANTS WITH MEDICAL/SOCIAL NEEDS

- 2.1 Applicants applying under medical grounds should also complete a Medical Assessment Form, which will be provided by the Association, and it must be demonstrated how rehousing by the Association would improve living conditions. Further information, eg from the applicant's G.P. may be required in certain cases.
- 2.2 Applicants applying under social grounds will normally be required to supply written confirmation from a statutory agency (e.g. current landlord; police).

3. ACKNOWLEDGEMENT OF APPLICATION AND REVIEWS

- 3.1 Applications will be acknowledged in writing, within seven days of receipt.
- 3.2 Details of points will follow within 28 days, providing a breakdown of the applicant's points total and their prioritisation within the housing list. Those applicants with particularly low priority will be informed of rehousing being unlikely.
- 3.3 There will be an annual review of applications and all applicants will be contacted.

3.4 Administration targets are contained in Appendix II of the Policy.

4. APPLICANT QUERIES

4.1 Applicants wishing to discuss any aspect of their housing application should, where possible, restrict contact to Tuesday afternoons (2.00pm – 4.00pm) to ensure that staff will be available.

4.2 Applicants wishing to inform the Association of a change in their circumstances can make contact at any time, since the change may affect their prioritisation.

5. TENANCY CHECKS

5.1 Permission will be sought in order to carry out tenancy checks with the applicant's current and/or previous landlords, generally following a visit to the applicant having been made. These checks will cover the previous five years.

5.2 Applicants, including current and former tenants of the Association, may have restrictions placed upon their rehousing where, for example, their current or previous tenancy has been conducted unsatisfactorily (See Section 6.11 of the Policy for clarification).

6. JOINT APPLICANTS NOT CURRENTLY LIVING TOGETHER

6.1 Joint applicants not currently living together will only be rehoused where there is a care or support need and where there is an acceptable reason for the applicants not having moved in together at the point of applying to the Association for rehousing, e.g. overcrowding; current location of property e.g. hilly area and there are mobility difficulties; current type of property e.g. stairs. (See also 6.4 and 6.5).

6.2 Only the higher prioritisation points of the applicants will be considered.

6.3 Where, for example, two brothers or sisters qualify under 6.1, then they will be eligible for a house, as would be the case if they were being rehoused from the same household.

6.4 Where a couple are applying from separate addresses, then rehousing will be permissible unless one or both of them has a current tenancy, when the following procedures will apply:

6.4.1 Ascertain reasons why the applicants are living apart.

6.4.2 If overcrowding is eased by living apart, e.g. children are involved, then this is acceptable.

6.4.3 If there are social or medical reasons, then this is also acceptable.

6.4.4 If there does not appear to be any reason for living apart, then the applicant who does not currently have a tenancy shall be awarded NIL points in respect of their application.

6.5 Where a couple with children are applying from separate addresses and neither one has a current tenancy, then rehousing will be permissible and FAMILY SPLIT points may apply.

7. HOUSE VISIT/ PROOF OF RESIDENCE/ SUPPORT REQUIREMENTS

7.1 House visits will be required to verify circumstances where points have been awarded but the landlord cannot verify them. This would also apply if the applicant had a private landlord or was an owner occupier.

7.2 It would be expected that tenant's houses would be in good repair.

7.3 Office interviews will be carried out if house visits have not been required as all the relevant information to the application has been gained, without having to visit the house to verify details.

7.4 All applicants will require to provide the following:

1. National Insurance Numbers for all persons aged 16 years and over who are being considered for rehousing.
2. Proof of residence at the current address in the form of benefits letter, driving licence or medical card, in respect of all residents in (1).
3. Child Benefit award letters in respect of all children being considered for rehousing.
4. Proof of residence (if applicable) for all other persons who live in the property from which the application is being made, but only at the discretion of staff where there is any doubt about the situation, or in all cases where a person has been added following receipt of the application.

7.4 The house visit will provide an opportunity to consider the possible support requirements of the applicant, e.g. from family; Social Work Department. Where support is considered to be required in order for the applicant to sustain a tenancy and they refuse to accept it, then the Association reserves the right to suspend the application, with the applicant being given specific reasons and also informed of their right of appeal.

7.5 Where an applicant is visited and they are not at home, they will be informed in writing that their application will be deferred until they inform the Association of their availability for a visit.

8. ALLOCATION PRIORITIES

8.1 Applications will be pointed as per the categories within Section 4 and allocations will ordinarily be made to applicants with the highest points within each quota group. (See also Letting Plan in Appendix I).

8.2 Where applicants' points are the same, consideration will then be given to date of application or date that any additional need has arisen. (See also Section 4.4 of policy in relation to new build 3 apartment houses).

9. ASPIRATIONAL ALLOCATIONS

9.1 A small number of allocations are made to applicants for reasons other than housing need.

Section 3.3.2 of the policy relates to aspirational allocations in respect of Internal Transfer applicants.

In the case of Housing List applicants, a quota of lets is given to Waverley area applicants under the aspirational criteria. This quota was introduced in order to bring a balance or stability to the area and relates to applicants who:

- Are employed in Drumchapel but who currently live outwith the area; or
- Are currently in employment but who do not have a tenancy at present; or
- Have a tenancy of at least 10 years in their current home.

This initiative will be reviewed in March 2009 and further details are contained within Section 5 of the Association's Letting Plan (Appendix I)

10. HOUSING MIX

10.1 Prior to tenancy selection, the Association reserves the right to apply its discretion in order to consider the residential mix within an area.

10.2 Any applicant affected by this discretion will retain their previous rehousing priority when a subsequent suitable property becomes available.

11. ELIGIBILITY FOR OFFERS OF HOUSING

Applicants will be eligible for offers of housing where their applications have been prioritised at the point where the selection process is taking place in respect of a vacant property. Prioritisation shall not exceed 28 days from the date of application.

12. OFFERS OF HOUSING

- 12.1 Offers of housing will be made in writing and applicants will have 3 working days in which to accept or refuse the offer. If notification has not been received by the Association within this period, then the offer will be withdrawn, also in writing, with the applicant being requested to make contact in order to confirm that they remain interested in rehousing.

13. WELFARE BENEFITS ADVICE

- 13.1 Following allocation of a property, the new tenant will be offered Welfare Benefits advice in order to ensure the maximisation of their income and other entitlements.
- 13.2 Particular attention will be given to those between the ages of 16 and 18 years.
- 13.3 The Association has a Rent Arrears Policy and Procedures outlining the processes that will occur if tenants are in rent arrears. A copy of which can be made available on request.

SECTION 3: INTERNAL TRANSFERS

- 1. AIMS OF TRANSFER POLICY**

- 2 ALLOCATION OF PROPERTIES**
 - 2.1 Housing Need Applicants**
 - 2.2 Aspirational Applicants**

- 3. NEW PARTNERS IN HOUSEHOLD**

- 4. INTERNAL TRANSFER APPLICANTS AND RIGHT TO BUY**

SECTION 3: INTERNAL TRANSFERS

1. AIMS OF TRANSFER POLICY

- 1.1 To allocate vacant properties within the Association in such a way that it will provide existing Association tenants with the opportunity to apply.
- 1.2 To meet the needs and aspirations of current tenants to enable them to remain in the Pineview Housing Association areas and maintain a stable community.

2. ALLOCATION OF PROPERTIES

It should be noted that internal transfer applicants can be considered for both a housing need and an aspirational transfer at the same time.

2.1 Housing Need Applicants

- 2.1.1 Applicants wishing to apply for a transfer for reasons of housing need, require to complete an Application Form. Their form will be assessed in terms of the criteria set out in the next section.
- 2.1.2 Where more than one applicant wishes a particular property and they have equal points, then date of application followed by length of time in need would be the deciding factor.
- 2.1.3 Quotas for housing need transfers are contained in the Letting Plan in Appendix I

2.2 Aspirational Applicants

- 2.2.1 Aspirational transfers relate to existing Association tenants who wish to move for reasons other than housing need.
- 2.2.2 Priority for such moves will be given to tenants of tenemental properties who wish to move to cottage flats or houses, as opposed to tenants who are already in those house types.
- 2.2.3 Tenants already living in new build properties will not be permitted to move to another new build property that is coming off site, unless it is to a property type considered superior to their own, for example from a flat to a house. However, tenants in rehabilitated tenements would have priority over tenants in new build tenements.

This is to ensure that the ethos of aspiration is adhered to as far as possible and to enable as many applicants as possible to move into a brand new property.

- 2.2.4 Aspirational transfers are also permissible to a similar type of property, eg tenemental flat to tenemental flat; house to house.
- 2.2.5 Applicants wishing to request an aspirational transfer require to complete a Transfer Application Form.
- 2.2.6 Before being eligible to apply for an aspirational move, a tenant would require to have lived three or more years in their current home and, for the purposes of aspirational transfers, an assignee's tenancy start date shall be the date that the assignation took place.
- 2.2.7 Any aspirational transfer applicant who has received at least a written warning regarding either their tenancy conduct or the physical condition of their property or garden will have their application suspended for six months from the date of such a warning.
- 2.2.8 Where there is more than one applicant for a property, the deciding factor will be length of tenancy (Length of tenancy relates to the tenancy of the current property, only. Thereafter date of application will apply, followed by a ballot. The situation is most likely to happen when properties in a new scheme are being allocated. In addition, where a tenant leaves the Association then returns to the same property, they will lose their original tenancy date, no matter how short the tenancy break was).

If the property in question is a tenemental flat, then applicants who are already residing in the same close as that of the vacant flat will be given priority over other aspirational applicants from outwith the close. This could be helpful to tenants wanting to move to a ground floor property or from a ground floor property.

- 2.2.9 Quotas for aspirational moves are contained in the Letting Plan in Appendix I

2.3 **Secondary Stage Transfer of GHA Stock**

- 2.3.1 At the time of this review the Association is going through a ballot period for the transfer of the stock it currently manages on behalf of The Glasgow Housing Association (GHA). As part of the Business Plan submitted for the purchase of the stock it was agreed that after the transfer, the tenants would retain the right to apply for other GHA owned properties. If one of the tenants at the time of transfer obtains another tenancy with GHA, Pineview Housing Association will accept nominations from GHA for the allocation of the void property. This will only occur the first time each of the properties purchased from GHA becomes void and only if the original tenant obtains a tenancy from GHA.

- 2.3.2 In addition to the above the LHO tenants at the point of transfer who already had an application for housing with Pineview Housing association, would be regarded as internal transfer applicants at the time of transfer. In terms of aspirational transfers former LHO tenants would require to wait until 3 years after the transfer date to qualify. If there was more than one application then we would look at date of application and then date of entry to their current tenancy. We would not take into account any compulsory moves etc.
- 2.3.3 In terms of housing need this would be decided on points, date when need occurred, date of application and then date of entry to current tenancy.

3. NEW PARTNERS IN HOUSEHOLD

- 3.1 Where an existing Association tenant registers a new partner (as opposed to spouse) within the household, with or without a dependent child or children who will be residing with them on a permanent basis, then they must reside for a minimum period of six months before the household will qualify for a transfer.
- 3.2 The above relates to medical need by the partner and the child or children, as well as overcrowding.

4. INTERNAL TRANSFER APPLICANTS AND RIGHT TO BUY

- 4.1 As at 30 September 2002, all applicants who obtain an internal transfer shall lose their original Right to Buy entitlement (where it was applicable) and become entitled to the modernised version. There may be exceptions in the case of tenants who are transferring as a result of serious harassment (The Association's Neighbour Complaints, etc Policy refers).
- 4.2 All applicants shall be counselled regarding any change to their Right to Buy status prior to any offer of rehousing being made. Applicants are also advised of this when writing to make them the offer of another tenancy.

SECTION 4: ASSESSMENT OF HOUSING NEED

1. POINTS CATEGORIES

- 1. Overcrowding**
- 2. Underoccupation**
- 3. Clearance Areas/Condition of Property/
Lack of Amenities**
- 4. Insecure Tenancies/Owner-Occupiers**
- 5. Medical Priority/Social**
- 6. Homelessness**
- 7. Clearance**
- 8. Children at Height**
- 9. Relationship Breakdown**
- 10. Harassment**
- 11. Support Needs**
- 12. Family Split**
- 13. Distance to Work**

2. EXPLANATORY NOTES TO POINTS CATEGORIES

3. SIZE OF ACCOMMODATION TO BE OFFERED

4. EXPLANATORY NOTES TO SIZE AND TYPE OF ACCOMMODATION TO BE OFFERED

4.1: POINTS CATEGORIES

NOTE: No person(s) can be included on more than one Association application for housing. Where a separate application is made, that person is not taken into account when needs are being assessed and points awarded for overcrowding.

1. OVERCROWDING

The minimum number of apartments required by a household is calculated as follows:

- 1 double bedroom for each husband and wife/cohabiting couple/single parent/single applicant
- 1 single bedroom for each person 16 years or over
- 1 double bedroom for each two persons of the same gender under 16 years
- 1 double bedroom for each two persons under 10 years
- 1 single bedroom for each person 10 years or over who would require to share with a person of the opposite gender

5 POINTS
per person
overcrowded

(N.B. Single persons currently residing in a 1-apartment will be awarded 3 POINTS)

Couples/single parents/single applicants will be awarded a total of 5 POINTS

2. UNDEROCCUPATION

- Any existing Association tenant currently underoccupying any size of property, as per the criteria in (1).

3 POINTS
per bedroom
underoccupied

3. CLEARANCE AREAS/CONDITION OF PROPERTY/LACK OF AMENITIES

(Maximum award: 8 POINTS)

- Tenants within Clearance Areas 8 POINTS
- Sharing Amenities (including parental home) 8 POINTS
- No inside W.C. 5 POINTS
- No Fixed Bath/Shower 5 POINTS
- Low Occupancy of Close 4 POINTS
- Inadequate Hot Water Supply 3 POINTS
- No Central Heating 2 POINTS
- No Drying Facilities (outwith property) 2 POINTS
- No Double Glazing 1 POINT
- No Controlled Entry System 1 POINT

4. **INSECURE TENANCIES/OWNER-OCCUPIERS**

• **Private Landlords/Temporary Furnished Flats**

Tenants of Private Landlords

Tenants of Temporary Furnished Flats

Tied Accommodation

5 POINTS

• **Insecure Residency**

Under Notice to Quit

Mortgage Repossession Pending

Caravan dwellers

Have sold their home due to financial difficulties or separating from a partner

10 POINTS

In all of the above situations proof will be required before an offer can be made.

5. **MEDICAL PRIORITY/SOCIAL**

(It should be noted that only one type of the undernoted medical points can be awarded per household. However, where other members of the applicant's household also have medical problems, then a further 2 POINTS in total will be awarded.)

• **MEDICAL A**

Where there are severe restriction upon mobility and it is imperative that rehousing is obtained at the earliest opportunity on the ground floor.

25 POINTS

Where the applicant requires wheelchair accommodation and is currently residing in an unsuitable property or in hospital.

25 POINTS

• **MEDICAL 'B'**

Where there are restrictions upon mobility and ground or first floor accommodation is required.

9 POINTS

• **MEDICAL 'C'**

Where there are no mobility problems, but medical problems exist.

5 POINTS

• **SOCIAL**

Where a social situation exists, making it difficult to remain in the present accommodation (see also 'HARASSMENT')

5 POINTS

6. HOMELESSNESS

- Referrals under the Homelessness protocol with Glasgow City Council N/A POINTS
- Direct Housing List applicants who have been awarded homelessness status by Glasgow City Council, or other local authorities 18 POINTS

7. CHILDREN AT HEIGHT

Applicants with a child or children under 10 years living in multi-storey accommodation, irrespective of floor. 5 POINTS

8. RELATIONSHIP BREAKDOWN

Applicants wishing to separate from their partners within a tenancy. 13 POINTS

9. HARASSMENT

Where an applicant is the victim of racial or other harassment to the extent that it may be dangerous for them to remain in their present accommodation. 20 POINTS

Where there is less serious harassment. 10 POINTS

Each case will be considered on its merits. However, the higher points are more likely to be given to applicants not currently residing in Drumchapel and the lower points given to those already residing in Drumchapel and who want to remain there.

10. SUPPORT NEEDS

10.1 General

Applications for Association rehousing may be accepted where a move to within one mile of the relative is required in order to:

- Provide support and assistance 9 POINTS
- Obtain support and assistance 9 POINTS

(N.B. Applicants currently residing with relatives in Association housing who require to provide/receive support and assistance will also qualify under this category, but will not also be awarded SHARING AMENITY points).

10.2 Applicants Leaving Care Homes/Hospitals/Family

Applicant who are leaving care homes, hospitals, or family and who will have a support package in place (from Social work Department, for example to enable them to live independently.

9 POINTS

11. FAMILY SPLIT

Where joint applicants with children are forced to live in separate households because there is insufficient room for them to live together.

5 POINTS

12. DISTANCE TO WORK

Where an applicant or their partner work – or are due to take up work – in the Drumchapel area and are currently required to travel more than 5 miles.

5 POINTS

4.2: EXPLANATORY NOTES TO POINTS CATEGORIES

1. OVERCROWDING

- 1.1 Applicants who are expecting their first child will have the unborn child taken into account for overcrowding purposes after six months' confinement and upon submission of evidence, but only where they will require 3 apartment housing.
- 1.2 Single applicants who have applied for a 3-apartment flat on the basis of access to children will not have this access taken into account when considering their current housing circumstances.
- 1.3 Overcrowding points will be awarded where the applicant requires an additional bedroom for medical reasons and has submitted evidence to that effect.
- 1.4 Couples applying for a 3-apartment and currently residing in a 2-apartment will not be awarded overcrowding points, unless there are medical reasons for requiring a 3-apartment.
- 1.5. Single parents/single applicants who currently have the use of only a single bedroom will not be awarded overcrowding points.
- 1.6 Where more than one family are living in a household, no additional points will be given where children who are related or unrelated are required to share a bedroom (unless under gender/age criteria), although the Housing Services Manager will have discretion in respect of this.
- 1.7 All lodgers, whether authorised or unauthorised, qualify for overcrowding points.

2. UNDEROCCUPATION

- 2.1 Points refer to Association transfer applicants only.
- 2.2 Only transfers to 2 and 3-apartment properties will normally be considered.
- 2.3 However where, for example, a family wish to transfer from a 6-apartment to a 4-apartment and have the appropriate family size for the 4-apartment, then such a transfer might be considered where it is either beneficial to the Association or the applicant has exceptional reasons for wishing to transfer.
- 2.4. Single applicants, for example, who wish to transfer from a 4-apartment to a 3-apartment, will be considered to be underoccupied by one bedroom, only.

3. CLEARANCE AREAS/CONDITION OF PROPERTY/LACK OF AMENITIES

- 3.1 Where clearance areas are unconfirmed, e.g. outwith Glasgow, then confirmation should be sought from the relevant local authority.
- 3.2 All lodgers, whether authorised or unauthorised, qualify for Sharing Amenity points, but not for other points such as lack of central heating or double glazing. However, where the current living conditions are particularly poor, then Social Points may be awarded at the Housing Services Manager's discretion.
- 3.3 Low Occupancy of Close points will generally be awarded only where 25% or less of flats within the applicant's current close are occupied although some discretion may be used depending upon the close type or occupancy rate of the surrounding area in general.

4. INSECURE TENANCIES/OWNER - OCCUPIERS

- 4.1 This category does not apply to applicants who are lodgers, since they already attract 'Sharing Amenity' points. The category 'Tenants of Temporary Furnished Flats' includes applicants who are currently residing in Women's Aid accommodation and applicants who are currently in hostels.

5. MEDICAL PRIORITY/SOCIAL

- 5.1 Points will only be awarded where rehousing would improve the applicant or household member's situation.
- 5.2 Prioritisation will be awarded from the date that the Housing List Application Form is submitted unless the medical condition occurs at a later date, when prioritisation will be awarded from the date that the Medical Assessment Form is submitted.
- 5.3 Occupational Therapists/Independent G.P.'s are not generally considered necessary in assessing medical priority. However, proof of medical related DSS Benefits, e.g DLA will be requested from applicants.
- 5.4 Applicants for wheelchair accommodation will be prioritised equally, whether they are currently residing in an unsuitable property in terms of layout or location, or in hospital and have no suitable property to return to. These applicants will also be eligible for consideration under other points' categories.
- 5.5 If applicants appear to require a shower, as opposed to a bath which they are willing to accept, then they will require to submit confirmation from Social Work Department that they can negotiate a bath.
- 5.6 All medical conditions will be considered in terms of how they are exacerbated by the applicant's current housing conditions, e.g. the effect of dampness or stair-climbing upon asthma could result in points being awarded. It should be noted, however, that dampness must be in a bedroom.

5.7 Applicants applying under social grounds may be required to provide proof of their social need (e.g. from current landlord; police). Social points may be awarded where, for example, overcrowding involves an elderly person sharing with a child; an applicant living c/o another family and a member of the other family's illness is being made worse by the situation; problem neighbours. The Housing Services Manager will, however, have the discretion to consider awarding social points under other circumstances.

5.8 MEDICAL and SOCIAL points can both be awarded to one applicant. This should be particularly noted in the case of applicants being awarded MEDICAL 'C' points where, for example, it is difficult to distinguish between medical and social problems as being the cause of their condition and the situation is causing serious difficulties within their current home or environment. Alternatively, there can also be a social problem which is unrelated to a medical condition.

6. HOMELESSNESS

6.1 Proof of Homelessness status is required by either a section 5 referral and/or providing a letter detailing the outcome of the Homeless Assessment by Glasgow City Council

6.2 Homeless applicants may achieve greater points' total under the other Association points' categories and this should always be taken into considered for the applicant.

6.3 Applicants may also be entitled to medical/social points.

7. CHILDREN AT HEIGHT

7.1 Applicants who are eligible under this point's category will be ineligible for MEDICAL / SOCIAL points if these are related to living in multi- storey accommodation. In such cases, the MEDICAL/SOCIAL points can be awarded and the CHILDREN AT HEIGHT points cancelled, where this is advantageous to the applicant.

8. RELATIONSHIP BREAKDOWN

8.1 Applicants who have been awarded RELATIONSHIP BREAKDOWN points will also be eligible for consideration under MEDICAL criteria, only, and only where the medical condition is not directly related to the breakdown of the relationship.

8.2 Separating Association partners who apply for rehousing will be treated as transfer applicants while they either remain within the household or remain upon the tenancy agreement.

8.3 Where none of 8.2 applies, the Association applicant will be regarded as a normal Housing List applicant and awarded points accordingly. This is

deemed to be fair because it is considered that the person who left at least had somewhere to go. An applicant who remains in the home may not have anywhere to go to, thus increasing tensions. Anyone proposing to leave the family home will be counselled regarding their status, where the Association becomes aware of the situation.

8.4 Criteria for awarding Relationship Breakdown points is as follows:

- (a) Couples must agree that partner with responsibility for the children will retain the original tenancy. Where they cannot agree, then they will be counselled by the Association's Housing Officer for allocations who will advise them of the lack of availability of larger accommodation, which would be required where the partner with responsibility for the children required to be rehoused by the Association. Where disagreement remains, the partner with responsibility for the children will be advised to seek legal advice in terms of the Matrimonial Homes, etc Act, in order to resolve the housing situation.
- (b) If not married/civil partners and not joint tenants, must have both been registered within the household for a minimum of six months. If married, this timescale is waived, although must still have been registered.

8.5 Applicants being rehoused under this category will be eligible for either a 2-apartment, or 3-apartment flat/cottage flat if they so choose, where they have access to their children.

8.6 It remains Association policy not to rehouse applicants who have separated as a result of domestic violence, where the properties are in close proximity. Each case will be considered on its merits, however.

In an Association tenancy, where the partner responsible for the violence has been rehoused and the other partner had already left, the other partner will then be offered the original accommodation back.

9. HARASSMENT

9.1 In all cases of harassment, proof must be provided by official agencies, e.g. Police; Social Work Department; Housing Department.

9.2 The above may be waived in the case of Pineview tenants, either where staff are aware of the harassment or where particularly urgent rehousing is required.

9.3 The Association's Neighbour Complaints, Anti Social Behaviour and Harassment Policy also refers, in terms of harassment.

10. SUPPORT NEEDS

10.1 General

10.1.1 Applicants must demonstrate the benefits accrued from this support and this may require to be confirmed by, for example, a G.P. or the Social Work Department.

10.1.2 'Relatives' to mean parents; children; brothers; sisters; grandparents and grandchildren. (Some discretion may be applied where support from a friend is substantial).

10.1.3 This category may be particularly relevant to, for example, ethnic minority applicants who have family or friends in the Association area and who would feel less isolated as a result of being rehoused in the area. Therefore, further discretion in respect of 10.1.2 may be applied in such circumstances.

10.2 Applicants Leaving Care Homes/Hospitals/Family

Support package to be confirmed prior to allocation of property.

11. FAMILY SPLIT

11.1 Points for this will be awarded where neither of the joint applicants have a tenancy and are forced to live apart due to overcrowding or other circumstances. Evidence of residency at each address must be provided.

12. DISTANCE TO WORK

12.1 Proof of employer must be provided by applicant or partner.

12.2 Where an applicant qualifies under both DISTANCE TO WORK and SUPPORT NEEDS (Section 10) points' categories, they must fully satisfy the criteria for the SUPPORT NEEDS category, since there is an element of duplication between these two categories.

4.3: SIZE OF ACCOMMODATION TO BE OFFERED

Household Type	2apt(2p) (small)	2apt(2p)	2apt(2p) (large)	3apt(3p)	3apt(4p)	4apt(5p)	4apt(6)	5apt	6apt
Single Person	*	*	see note 2	see notes 2,3,4	see notes 1,2,3,4				
Couple		*	*	*	see note 1				
Single person with access to children; 2 Adults; Family with 1 child; Expectant Mothers				*	see note 1				
Family with 2 children of same gender aged under 16					*				
Family with 2 children of opposite gender aged under 10					*				
3 Adults; 2 non-couple adults with 1 child						*	See note 5		
Family with 2 children of same gender, at least one of whom is aged 16 or over						*	See note 5		
Family with 3 children, who do not each require a separate bedroom						*	See note 5		
Family with 4 children, none of whom require a separate bedroom						*	*	*	
Family with 3 children, who each require a separate bedroom							*	*	
Family with 4 children, one/two of whom require a separate bedroom								*	
Family with 5 children, none/one of whom require a separate bedroom								*	*
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									*

4.4: EXPLANATORY NOTES TO SIZE AND TYPE OF ACCOMMODATION TO BE OFFERED

1. Flats, which include cottage and main door flats, can be allocated to any applicant.

Houses will be allocated to families, only. Definition of 'family' is any of the following:

1. Any parent(s) and child(ren)
2. Expectant mothers with six months or more confinement.
3. Immediate family members such as sisters; brothers; a brother and sister; etc.
4. Any adult and a child under 16 years who is not their own but who they are looking after on a long-term basis and can provide evidence to that effect.
5. Couples, without children.
6. Any other household which satisfies the size criteria for a 3 apartment property, e.g. two cousins ; two friends ; tenant and lodger ; etc and where the non tenant member has been resident for a minimum of 5 years and proof can be provided.

Couples without children, or with access, only (section 1.5 above), and household types within section 1.6 above will have the same prioritisation status as the family types in section 1.1-1.4 for 3 apartment houses. However, in the case of new build houses, where those in 1.5 & 1.6 and those in 1.1-1.4 have the same points (or length of tenancy where applying for an Aspirational Transfer), then those in 1.1-1.4 will be given priority for the house, followed by 1.5, then 1.6.

3. Single applicants or couples without children who are expecting a baby, may only apply for a 3-apartment.
4. Single applicants with access to children may apply for a 3-apartment flat (not house), where proof of access is submitted. Access will not be taken into account, however, where this would result in accommodation larger than a 3 apartment being required.
5. Households which only technically require a 4-apartment, 4 person property (of which there are none in the Association) will be considered for a 4-apartment, 6 person property, but only after the needs of those who already qualify for a 4-apartment, 6 person property have been satisfied.

6. Overcrowding will not generally be permissible, although some flexibility may be allowed in larger accommodation, where there is exceptional housing need.
7. Amenity / alarm flats will be allocated to those applicants who qualify under the Policy.
8. Generally when a flat or house being offered has a walk in shower rather than a bath, we will endeavour to offer the property to someone who has confirmation of the need for this type of property. If however, we are unable to allocate the property to someone who has this need, the shower will remain in place however the Technical Services Manager will have delegated authority to remove the adaptation if it is deemed necessary.

SECTION 5: OTHER SOURCES OF REHOUSING

- 1. NOMINATIONS/SECTION 5 REFERRALS**
- 2. OTHER REFERALLS**
- 3. SUPPORTED YOUTH HOUSING**
- 4. MUTUAL EXCHANGES**
- 5. OTHER LANDLORDS IN AREA**
- 6. OTHER UK LANDLORDS**

SECTION 5: OTHER SOURCES FOR REHOUSING

1. NOMINATIONS/SECTION 5 REFERRALS

Previous, formal Nominations Arrangements between the Association and Glasgow City Council have now ended as a result of the transfer of Council functions to Glasgow Housing Association.

However, the Association now has a statutory obligation under Section 5 of the Housing (Scotland) Act 2001 to accept referrals of homeless persons from Glasgow City Council.

2. OTHER REFERRALS

2.1 While it is intended that the Allocations Policy be suitably comprehensive to deal with all categories of applicant, there may be occasions when needs are exceptional and urgent rehousing is required. Applicants will only qualify under this category where suitable housing is available – or due to become available – at the point of application.

2.2 Such referrals will only be accepted from specialist agencies such as the Social Work Department and each case will be considered on its own merits.

2.3 All cases will require support from appropriate agencies and rehousing with the Association will only be considered where it would be:

- (a) the most beneficial move for the applicant.
- (b) not detrimental to the community as a whole.

2.4 Where the Housing Services Manager is satisfied that the case has priority for rehousing, then it will be referred to the next appropriate Committee Meeting and, if approved, the next available suitable accommodation will be offered to the applicant. Should the offer be refused, then the application will lose referral priority and any subsequent offers will be made in accordance with normal allocation priorities and procedures.

3. SUPPORTED YOUTH HOUSING

The Association has an initiative to provide self-contained supported flats for young (16-25) homeless persons with a Drumchapel connection.

Other local landlords and other organisations are involved, and further details can be obtained from the Association.

4. MUTUAL EXCHANGES

The Association will permit mutual exchanges in accordance with its Mutual Exchanges Policy.

5. OTHER LANDLORDS IN AREA

A list of all other Drumchapel landlords will be provided to every applicant who applies for housing with the Association.

6. OTHER UK LANDLORDS

The Association shall assist any applicants (generally internal transfer applicants) who wish to move elsewhere in the UK by providing them with landlord contact details from our national accommodation directory. The applicant can then apply directly to the landlord.

SECTION 6: ADDITIONAL INFORMATION

- 1. AUDIO AND TRANSLATIONS**
- 2. AVAILABILITY OF HOUSING**
- 3. PROPERTY TYPES**
- 4. ACCOMMODATION WITH COMMUNITY ALARMS**
- 5. FURNISHED ACCOMMODATION**
- 6. TYPE OF TENANCY**
- 7. RIGHTS OF NON-ENTITLED SPOUSES/
CIVIL PARTNERS**
- 8. LODGERS**
- 9. DOGS**
- 10. SUSPENSIONS**
 - 10.1 Conduct of Applicants**
 - 10.2 Voluntarily Leaving a Tenancy/Abandonment**
 - 10.3 Arrears**
 - 10.4 Anti-Social Behaviour**
 - 10.5 Condition of Property**
 - 10.6 False Information**
 - 10.7 Housing Support Requirement**
 - 10.8 General**

SECTION 6: ADDITIONAL INFORMATION

1. AUDIO AND TRANSLATIONS

- 1.1 Applicants who require a translation service will have this arranged and paid for by the Association.

2. AVAILABILITY OF HOUSING

- 2.1 Applicants should note that the Association has a low housing turnover, especially in relation to its larger properties.
- 2.2 Relets to Housing List applicants were 25 in 2005/2006 and 22 in 2006/07.
- 2.3 The Association regrets that it cannot predict the time it will take to rehouse applicants. However, applicants will be given details of their points' totals and the prioritisation that these points attract.

3. PROPERTY TYPES

- 3.1 All Association housing stock is either modernised or new build.
- 3.2 A significant number of our 2 and 3 apartments are tenemental flats.

4. ACCOMMODATION WITH COMMUNITY ALARMS

- 4.1 Accommodation with community alarms will be offered to applicants who are considered to be vulnerable and who wish this type of accommodation.
- 4.2 Vulnerability will be determined by the Association.

6. TYPE OF TENANCY

- 6.1 All Association tenancies are Scottish Secure Tenancies (SSTs) based on the terms of the Housing (Scotland) Act, 2001. Exceptions are the initial Short Scottish Secure Tenancies (SSSTs) granted to applicants rehoused via the Drumchapel Supported Youth Housing Project or SSSTs which are created as a result of the terms of Section 6.11.5 of the policy. The Association's Short Scottish Secure Tenancies Policy should be referred to in any respect of other exceptions.
- 6.2 Couples will be expected to become joint tenants of any Association property.

7. RIGHTS OF NON-ENTITLED SPOUSES / CIVIL PARTNERS

- 7.1 The Matrimonial Homes (Family Protection) (Scotland) Act 1981 protects a person's right to live in the family home. Where one spouse/ civil partner is the sole tenant, the other (non entitled spouse) will have statutory occupancy rights to the home. These rights arise automatically from marriage/civil partnership, whereas co-habitees require to go to court to have their occupancy rights granted.
- 7.2 When an Association tenancy is being terminated (including under internal transfer), the Association will have due regard to the above Act and will advise non-entitled spouses/civil partners/partners of their occupancy rights.

8. LODGERS

- 8.1 Association tenants wishing to take in a lodger, or with an existing lodger, should refer to the Association's Miscellaneous Tenancy Issue Policy.
- 8.2 A formal request for permission to take in a Lodger must be submitted to the Association and permission will not be unreasonably refused.
- 8.3 Irrespective of permission being granted, Association lodgers will be eligible to apply to the Association for rehousing in their own right.

9. DOGS

Only one dog per house or per landing will be permitted, in accordance with the Association's Dog Policy, which also contains reference to permitted breeds.

10. SUSPENSIONS

It should be noted that applicants who have been suspended shall retain their original application date upon expiry of any suspension period.

10.1 Conduct of Applicants

10.1.1 The Association reserves the right to suspend an application where the applicant has adopted threatening or violent behaviour towards a member of staff.

10.1.2 Such cases which are considered serious will be referred to the Association's Staffing Sub-Committee at the Director's/Housing Services Co-ordinator's discretion and each case will be considered on its individual merits.

10.1.3 The applicant will have the right to attend any meeting and/or be represented, or to make a written submission.

10.2 Voluntarily Leaving a Tenancy/Abandonment

10.2.1 Applicants who appear to have terminated a previous tenancy without good reason, and thus increasing their housing need, will have their Housing List application suspended for one year from the date that such a tenancy termination occurred.

10.2.2 Applicants who abandoned a tenancy in the previous five years, without mitigation, will be suspended for one year.

10.2.3 These applicants will, however, be informed of the Association's appeals procedure.

10.3 Arrears

10.3.1 Rent Arrears including Service Charges

- Allocations will not normally be granted to applicants where there are either current or former tenancy arrears (both Association and non Association) outstanding which are equivalent to more than one months' rent (either current or former tenancy amount, whichever is applicable) and where a paying arrangement has not been adhered to for at least three months and is continuing, unless it is considered that there are exceptional circumstances and/or exceptional housing need, or the arrears in question are more than five years old.

In the case of Association transfer applicants, any rent arrears outstanding at the point of transfer will be transferred to the new address, with reference being made to these within the new Tenancy Agreement being signed.

- However, Association transfer applicants with outstanding rent arrears who are applying under aspirational criteria will normally require to repay these in full prior to allocation, unless it is considered that there are exceptional circumstances. Where a transfer is granted under exceptional circumstances, the applicant's arrears will be transferred to the new address, with reference being made to these arrears within the new Tenancy Agreement being signed.

10.3.2 Rechargeable Repair Arrears

- Allocations will not normally be granted to applicants where there are either current or former tenancy rechargeable repair arrears (either Association or non Association) outstanding which are equivalent to more than one month's rent (either current or former tenancy amount, whichever is applicable) and where a paying arrangement has not been adhered to for at least three months and is continuing, unless it is considered that there are exceptional circumstances and/or exceptional housing need.
- However, Association transfer applicants with outstanding rechargeable repair arrears who are applying under aspirational criteria will normally require to repay these in full prior to allocation, unless it is considered that there are exceptional circumstances.

10.3.3 Combination of Arrears

Where the total of an applicant's rent and rechargeable repair arrears are equivalent to more than one month's rent (as defined in 11.3.1 and 11.3.2 above) and where a paying arrangement has not been adhered to for at least three months and is continuing, then allocations will not normally be granted unless there are exceptional circumstances and/or exceptional housing need

10.4 Anti-Social Behaviour

10.4.1 The following will apply to applicants in terms of anti-social behaviour within their household:

1. Applicants who are currently subject to a **NOTICE OF PROCEEDINGS** shall be suspended **UNTIL THE NOTICE HAS EXPIRED**. Where further action is being taken by their landlord, then further suspensions shall apply.
2. Applicants who are currently subject to an **ANTI-SOCIAL BEHAVIOUR ORDER (ASBO)** shall be suspended from **ONE YEAR** from the **DATE OF EXPIRY OF THE ASBO**.

3. Applicants who have **EVICTED** on **ANTI-SOCIAL BEHAVIOUR** grounds shall be suspended for **3 YEARS** from the **DATE OF EVICTION**.
4. Applicants who have been **CONVICTED** of an offence which would have resulted in the Association taking repossession action if they had been our own tenants shall be suspended for **3 YEARS** from the **DATE OF CONVICTION**.
5. Applicants **CHARGED** with a serious offence which was of a type that, if a conviction ensued, would result in the Association seeking eviction if it involved one of our own tenants, will have their application suspended until they have informed the Association of the outcome of their case, following which their application will be reconsidered. (See also Section 10.8).

10.4.2 There may, however be cases where it is considered that suspension periods should be shorter or longer than those prescribed, and such cases will be referred to the Association's Management Committee for consideration.

10.5 Condition of Property

10.5.1 Existing Association tenants who apply for an internal housing transfer or mutual exchange, must leave their property in a satisfactory state of repair. An inspection will take place prior to the move being authorised and the tenant will be given every opportunity to rectify any unsatisfactory situation.

10.5.2 Other applicants whose current property is considered to be in an unsatisfactory state of repair may be required to consider the acceptance of housing support (See Item 10.7) in any tenancy offered by the Association.

10.6 False Information

10.6.1 Any applicant found to have given false information – either verbally or in writing – will normally have their application suspended where it is reasonable to deduce that the act was deliberate.

10.6.2 Suspension periods will normally be between six months and two years, at the discretion of the Housing Services Co-ordinator and taking account of the needs of the applicant.

10.6.3 Where it is discovered, following allocation, that false information was given, then the Association will normally pursue recovery of the property where it is reasonable to deduce that the act was deliberate.

10.7 Housing Support Requirement

Item 11.5 aside, where an applicant is considered by the Association to have support needs in order to sustain a tenancy, e.g. housekeeping; communication issues; then we will seek to involve relevant organisations at an early stage. Offers of housing may be suspended until this process is concluded.

10.8 General

10.8.1 There may also be other circumstances whereby suspension periods are considered appropriate, e.g. the applicant has caused problems in a household/vicinity where they are not a tenant, and the Association reserves the right to apply suspension periods, but with regard to current legislation and good practice guidance.

10.8.2 In all cases, however, the suspended applicant will be informed of their right of appeal.

BIBLIOGRAPHY

1. Good Practice in Dealing with Domestic Abuse: Guidance Booklet No. 10 (SFHA, March 1999)
2. Good practice in Housing Management: Good Practice Note 7 – Medical Priority in Housing Allocations (SO, February 1999)
3. Housing (Scotland) Act 2001 (Scottish Executive 2001)
4. Housing (Scotland) Act 2001: Housing Lists and Allocations (Scottish Executive Feb 2002)
5. 'Housing' magazine (September 1999)
6. Housing and Neighbour Problems: Circular 16 - (S,O, November 1998)
7. Housing and Sex Offenders in Scotland (CIH, 1999)
8. National Accommodation Strategy for Offenders in Scotland (Scottish Executive 2007)
9. Practice Note Supporting National Accommodation Strategy (for sex offenders in Scotland) (SFHA, April 2006)
10. Housing Management Standards Manual (CIH, November 1998)
11. 'Inside Housing' magazine (various) (1999)
12. Low Demand Housing in Scotland: Identifying the Problems and Solutions (CIH, November 1998)
13. Performance Standards & Regulatory Guidance for Registered Social Landlords (SH, 2002)
14. Raising Standards in Housing – Allocations (SFHA, 2004)
15. Suspending Applicants on Housing Registers: A Guide for Housing Professionals (CIH, January 2002)
16. Housing Refugees and Asylum Seekers (SFHA, August 2002)
17. Rehabilitation of Offenders Act 1974
18. Housing for People Leaving the Armed Forces (Scottish Executive Circular HAR1/2009)

APPENDIX I: LETTING PLAN

PINEVIEW HOUSING ASSOCIATION LTD

LETTING PLAN

2009 – 2011

1. INTRODUCTION

This Letting Plan will form the basis for the way the Association will allocate its properties available for let for the period 2009-2011.

It will provide details of the Association's aims and objectives which form the context for the Plan, it will provide statistical information relating to supply and demand and will set quotas for the allocations of properties.

2. AIMS AND OBJECTIVES

The Association's corporate aim is to contribute to the regeneration of Drumchapel through the provision of quality housing and services at affordable levels which will meet the changing housing needs and aspirations of our customers.

We believe that in order to achieve our aim and create a balanced, stable community, we require to take into consideration issues other than extreme housing need. Although we recognise that housing is a scarce resource, in order to protect that resource and the investment made in it, it is important to have a wider view of how stock should be allocated rather than simple housing need.

We believe that factors such as household types and sizes, economic activity, special needs, support requirements and the ability to choose are important in ensuring a balanced, stable community. We also recognise that we do not operate in a vacuum and that what is going on in the wider Drumchapel community must be reflected in our Letting Plan.

3 SUPPLY

The Association has 543 rehabilitated/newbuild rented properties let or available for let as at 1 April 2008. **Table 1** gives a breakdown of this stock. It is anticipated that there will be an annual turnover of 35 - 40 properties.

Table 2 relates to future development projects however there are no developments at present.

4. DEMAND

The Association operates a transfer list for current tenants and a housing list for external applicants. To date there is more demand for housing than we can supply, particularly in popular family type accommodation such as back and front doors and larger properties such as 4 apartments. **Table 3** gives a breakdown of both these lists.

As a result of the transfer of Glasgow City Council Stock to Glasgow Housing Association, the Association is obliged to enter into a formal Protocol with the

Council in order to assist them with their statutory duty in the rehousing of homeless persons.

The Association is the Local Housing Organisation (LHO) for Glasgow Housing Association (GHA) properties in the Waverley area. Numbers 55 and 57 Drummore Road are soon to be demolished once SAMH moves from number 55 into their new accommodation with another LHO. This leave 91 core properties in Drummore Road and Summerhill Road. Tenants within these properties are currently being balloted to transfer the ownership of the stock to Pineview Housing Association.

5. LETTING PLAN

Table 4 sets out the proposals for lets over the period of the plan.

In particular, the following is proposed:

- Aspirational Allocations to Housing List Applicants

A letting quota currently exists in relation to aspirational allocations to internal transfer applicants and was also extended to Waverley area housing list applicants for a two-year period and, following analysis and review, has been extended for a further two years to the end of 2008/09.

We have introduced such allocations in an attempt to provide a reasonable number of lets to applicants who may not be in extreme housing need but who could perhaps bring a balance or stability to the community because of their family circumstances or their economic status. This is as a result of statistical information which indicates that there is a particular shortage of economically active residents in the Waverley area of Drumchapel.

Such allocations will relate to relet tenemental and cottage flats (2 and 3 apartments), 50% of which will be allocated to the following groups:

Group 1: Applicants who are employed in Drumchapel but who currently live outwith the area.

Group 2: Applicants where the prospective tenant or joint tenant is currently in employment and who do not have a tenancy at present.

Group 3: Applicants who have a tenancy of at least 10 years in their current home.

In terms of order of allocation, Group 1 will be given the first offer of a property irrespective of size then, if accepted, Group 2 will be given the next offer and, if accepted, Group 3 will be given the next offer, and so on.

- Allocations and Adaptations for Persons with Disabilities

The Association shall carry out adaptations from the DRS Disabled Adaptations Budget where a tenant's current home does not meet their requirements but could do so with an adaptation.

- Allocations to Drumchapel Supported Youth Housing Project

The Association provides 11 properties to DSYHP. These properties will be allocated when they become available to young people referred to the Association by the project. It is not the Association's intention to provide any additional flats to DSYHP.

This Project assists single homeless persons aged 16-25 in securing and sustaining tenancies within mainstream accommodation.

- Allocations to Scottish Association for Mental Health

The Association currently provides one, 2-apartment flat to SAMH for the housing of persons with mental health and vulnerability issues.

SAMH clients will have a tenancy directly with the Association and will receive housing support from SAMH, under Supporting People arrangements.

Where requested, provision of further flats will be considered by Committee on an ad hoc basis, whenever support has come to an end in respect of a client.

6. MONITORING AND REVIEW

The Letting Plan will be reviewed annually when letting outcomes are compared against quotas. If it is felt that quotas require to be altered, then this will be agreed at that time.

TABLE 1: BREAKDOWN OF HOUSING STOCK AS AT 12/12/09

Type	Size	Amount	Special Features
3 Storey Flat (Rehab)	2 apt	32	Includes amenity/alarm flats
3 Storey Flat (Rehab)	3 apt	70	Includes amenity/alarm flats
2 Storey Flat	2 apt	21	Includes amenity/alarm flat
2 Storey Flat	3 apt	15	Includes 2 for wheelchair
3 Storey Flat	2 apt	6	
3 Storey Flat	3 apt	4	
Main Door Flat (Rehab)	3 apt	3	
Main Door Flat (Rehab)	4 apt	2	
Main Door Flat	2 apt	4	
Main Door Flat	3 apt	2	
Cottage Flat	2 apt	42	Includes alarms, wheelchair and ambulant disabled flats.
Cottage Flat	3 apt	19	Includes alarms, wheelchair and ambulant disabled flats.
Cottage Flat	4 apt	1	1 Wheelchair
Mid Terrace	3 apt	45	
Mid Terrace	4 apt	41	
Mid Terrace	5 apt	10	
Mid Terrace	6 apt	6	
End Terrace	3 apt	15	Includes 1 for wheelchair(bungalow)
End Terrace	4 apt	29	
End Terrace	5 apt	9	
End Terrace	6 apt	2	
Semi Detached	3 apt	71	Includes 3 for wheelchair(bungalows)
Semi Detached	4 apt	63	1 wheelchair
Semi Detached	5 apt	22	
Semi Detached	6 apt	5	Includes 1 for wheelchair(bungalow)
Homelink Unit Bedroom	-	4	
TOTAL		543	

TABLE 2: FUTURE DEVELOPMENTS

None at present

TABLE 3: TRANSFER AND HOUSING LIST ANALYSES (at 02/12/09)

Transfer List

House Size Required	Number	Percentage
2apt	14	27%
3apt	20	38%
4apt	13	25%
5apt +	5	10%
TOTAL	52	100%

Housing List

House Size Required	Number	Percentage
2apt	89	36%
3apt	107	43%
4apt	44	18%
5apt	8	3%
TOTAL	248	100%

NOTE: Statistics as at 02/12/09

TABLE 4**LETTING PLAN: 2008-2009****QUOTA****Relets**

Transfer List (Housing Need	20%	(Note 1)
Transfer List (Aspirational Moves)	20%	(Note 1)
<u>Total Transfer List</u>	<u>40%</u>	
Housing List (Housing Need & Aspirational Moves)	37%	(Note 2)
Lets Under Homelessness Protocol	19%	(Note 3)
Referrals (Special Cases)	4%	
<u>Total Housing List</u>	<u>60%</u>	
<u>Drumchapel Supported Youth Housing Project</u>	11 <u>flats</u>	(Note 4 & 5)

NOTES:

1. Transfers to the same size and type of property (“like for like” moves) will count against the quota, and quotas have been increased to reflect this.

In the case of aspirational transfers, however, only half of the quota (10%) will be used for “like for like” moves, even if the full quota (20%) remains unused where, for example, no houses become available to enable tenants to move from flats to houses.
2. Direct Housing List applicants who are statutorily homeless will receive a quota of 20% of total Housing List allocations.
3. This quota figure is for guidance purposes, only, and may be exceeded.
4. These flats are provided to DSYHP who shall be entitled to relet any of the properties originally allocated to their clients.
5. Section 5 of the Plan refers.

**APPENDIX II:
ADMINISTRATION TARGETS**

ALLOCATIONS POLICY

ADMINISTRATION TARGETS – 2008/09

Item	Target
Application acknowledged within 7 calendar days of receipt.	90%
Prioritisation letter to applicant within 28 calendar days.	100%
Officer available for applicant queries during the stated period.	100%