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# ALLOCATIONS POLICY

## 1.0 Introduction

Provanhall Housing Association is a community based not-for-profit organisation located in the Provanhall area of Easterhouse. The Association is run by an elected and voluntary Management Committee made up of local tenants and residents. Policies of the Association are agreed and approved by the Management Committee with the implementation of these policies the responsibility of staff.

The main aim of the Association is to provide good quality affordable accommodation and to allocate our houses in a way that gives reasonable preference to those in the greatest housing need, while at the same time, helping to maintain a balanced, stable and sustainable community.

## 2.0 Aims of the Allocations Policy

The aims of the Allocations Policy are:

- 2.1 To help maintain a balanced, stable and sustainable community while making the best use of available stock of housing.
- 2.2 To allocate our houses in an objective, fair, accountable and efficient manner by means of a published Allocations Policy that meets both legislation plus the requirements contained in 'Performance Standards' (Communities Scotland) and 'Raising Standards in Housing' (Scottish Federation of Housing Associations).
- 2.3 To recognise the different needs and aspirations of all groups of applicants and prospective applicants and to give reasonable preference to those in greatest housing need.
- 2.4 To minimise the turnover of housing and the time empty houses lie vacant.
- 2.5 To operate an Allocations Policy that is easily understood and simple to administer.

The Management Committee believe each of these aims can be achieved through the operation of an open Housing List in which targets are set to rehouse different groups of applicants who are rehoused in order of points.

## 3.0 Equal Opportunities

Provanhall Housing Association continually strives to be an equal opportunities organisation. The Association's Equal Opportunities Policy seeks to ensure that all allocations of housing are made on the basis of housing need and that people are not disadvantaged in terms of access to its housing services.

The Allocation Policy and procedures will not unfairly discriminate against any individual, household or group of persons applying for housing on the grounds of:

- 3.1 Race, ethnicity, national or social origin.
- 3.2 Disability including physical, learning or mental health.
- 3.3 Gender or marital status.
- 3.4 Sexuality or sexual orientation.
- 3.5 Religion, religious beliefs or opinions such as political opinions.
- 3.6 Age, appearance or financial status.

The Association wishes to ensure there are no barriers in accessing its Housing List. Relevant documents can therefore be translated into a range of languages on request. We will also ensure that translation services are available for those who wish more detailed information and to assist those who wish to make personal enquiries. For anyone with visual impairment relevant documents can also, on request, be made available in larger print, on tape or in Braille.

## 4.0 Legal Framework

All aspects of the Allocation Policy and procedures adhere to the following Equality & Housing legislation:

- 4.1 Race Relations Act 1976 & Race Relations (Amendment) Act 2000.
- 4.2 Sex Discrimination Act 1975.
- 4.3 Disability Discrimination Act 1995 & Disability Discrimination Act 2005.
- 4.4 Human rights Act 1998.
- 4.5 Data Protection Act 1998.
- 4.6 Matrimonial Homes (Family Protection) (Scotland) Act 1981.
- 4.7 Housing (Scotland) Act 1987.
- 4.8 Housing (Scotland) Act 2001.
- 4.9 Homelessness etc (Scotland) Act 2003.

## 5.0 Section 63, Schedule 7 of the Housing (Scotland) Act 2001

The Association will follow the strict guidelines outlined in Section 63, Schedule 7 of the Housing (Scotland) Act 2001. This section and schedule controls the types of payments and benefits that landlords can make to their employees, committee members or close relative of employees or committee members. This includes any former employees or committee members within the previous 12 months. This section and schedule are designed to make sure that none of the above either abuse their position or benefit in any way from their connections with the Association. They therefore play an important part in maintaining the Association's good reputation. The Association will aim to not simply meet the legal requirements but to exercise at all times good governance and judgement and maintain high ethical standards of honesty, integrity and probity.

There is however circumstances under which payments can be made and benefits granted and these are allowed in the following ways:

The Association may grant a tenancy, transfer of tenancy or mutual exchange to an employee, former employee, committee member or former committee member providing that the person:

- 5.1 Fully meets the Association's published allocations criteria

- 5.2 Has had no involvement in or influence over the process by which the Association has allocated the tenancy in question

There is a duty on all applicants to declare if they are related or connected to any staff or committee member in the appropriate section of the Housing Application Form.

Any application that falls under into this criteria being considered for a tenancy will be formally referred to the Management Committee for approval prior to any offer of housing being made. If necessary, a special meeting of the Management Committee will be called to avoid delay in an allocation that would result in rent loss. Any such allocation will be recorded in the Section 63 Register.

- 5.3 A list of all current staff and committee members, including former staff and committee members in the previous twelve months, will be on display in the reception area of the office.

## **6.0 Guidance and Good Practice**

Every effort has been made to develop the policy with regards to the following guidance and good practice:

- 6.1 Performance Standards (Communities Scotland, SFHA, Cosla, 2001)
- 6.2 Raising Standards in Housing Allocations (SFHA, 2004)
- 6.3 Suspending Applicants on Housing Registers (Chartered Institute of Housing, 2002)
- 6.4 Housing (Scotland) Act 2001 – Housing Lists and Allocations (Scottish Executive, 2002)
- 6.5 Schedule 7 of the Housing (Scotland) Act 2001, Control of Payments and Benefits, Communities Scotland Guidance Note 2003/02.

## **7.0 Publicity and Information**

The Association will publish and publicise its Allocation Policy and Housing List in the following ways:

- 7.1 At each policy review copies of the Allocations Policy shall be sent to Communities Scotland, Glasgow City Council (Hamish Allan Centre, local Community Casework Team, Social Work Department, Housing Benefit Office and Councillor) Positive Action in Housing, GECOF landlords plus any other relevant local organisations and venues that may become apparent.
- 7.2 Regular articles in the 'Provanhall Post', the Association's newsletter.
- 7.3 Allocations Policy made available free of charge on request.
- 7.4 Allocations Information Summary Leaflet to be made easily available.
- 7.5 Allocations Policy made available on request in any of the ways outlined under Section 3 of this policy 'Equal Opportunities'.
- 7.6 Local press when required given our low turnover of stock.

## **8.0 Partnership Working**

The Association is a member of the Greater Easterhouse Community Ownership Forum (GECOF) that comprises eight local landlords. GECOF landlords work closely together to

ensure applying for housing in the Greater Easterhouse area is made as simple and as straightforward as possible for all applicants.

To this end a GECOF Common Housing Application Form was developed in which seven of the GECOF landlords participate. This means any applicant seeking housing with any number of the seven GECOF landlords need only complete one Housing Application Form. A GECOF Common Housing Register (CHR) has also subsequently been established and is in operation. In addition an annual GECOF wide review of all applications on the CHR takes place. Again the aim is to make the process as simple as possible for applicants as regardless of how many landlords each applicant has requested housing, the applicant will receive and need only respond to a review letter from one landlord.

## **9.0 Role of the Management Committee**

Staff will undertake the day to day operation of every aspect of the allocations process. The role of the Management Committee is to agree and review the policy, consider any appeals or special cases and monitor and review the outcomes of the policy.

## **10.0 Access to the Housing List**

The Association operates an open Housing List in which all applicants aged 16 years or over are entitled to be placed on the Housing List and have their application assessed.

## **11.0 Groups of Applicants**

The Association has four different groups and lists of applicants on the Housing List:

### **11.1 Waiting List**

The majority of applicants seeking to be rehoused by the Association will be placed onto this list.

### **11.2 Section 5 Referral List**

The Association has a legal duty under Section 5 of the Housing (Scotland) Act 2001 to comply with a request from Glasgow City Council to rehouse statutory homeless applicants. In meeting its duties under the Act the Association will also have regard to the 'Homelessness Duty Protocol for Glasgow' established between Glasgow City Council and Glasgow RSL's (Registered Social Landlords).

### **11.3 Internal Transfer List**

Current tenants of the Association who wish to transfer to another property within the Association will be placed onto the Internal Transfer List. Please refer to the Internal Transfer Policy which is integral to this policy.

### **11.4 Nominations List**

In giving preference to and seeking to rehouse those in greatest housing need the Association will accept nominations under the HOMEMOVE Scheme and nominations from other agencies

working with applicants with high levels of housing need including Women's Aid, GENR8 and Homelink. Please refer to the Nominations Policy which is integral to this policy.

## 12.0 Target System of Allocations

As made clear in Section 2 'Aims of the Allocation Policy' the Association wishes to help maintain a balanced, stable and sustainable community within Provanhall and to allocate our houses in an objective, fair and accountable manner. As such, the Management Committee believe the best way to achieve these aims is by a target system of allocations that seeks to rehouse different groups of applicants in order of points. Targets have therefore been agreed by the Management Committee to rehouse Housing List applicants from the following groups:

12.1	Waiting List	(45%)
12.2	Section 5 Referral List	(25%)
12.3	Internal Transfer List	(20%)
12.4	Nominations List	(10%)

## 13.0 Housing Need and the Points System

The Association does all it can to make certain that we meet both our legal obligations and the aim of this policy to rehouse those in greatest housing need. The Association operates a points based system that awards different levels of points based on the individual circumstances of each applicant as demonstrated in their Housing Application Form.

The Association will award points to each application assessed to determine their housing need relative to other applicants. Applicants will be placed on the appropriate Housing List by apartment size in a queue starting with the highest assessment award of housing need points and descending. The level of points will determine where on the queue each applicant is placed. The queue changes frequently depending on a number of factors including new applicants being added and as applicants are rehoused.

The Association considers the following circumstances contribute towards housing need:

- 13.1 Living in accommodation lacking amenities or that is unimproved
- 13.2 Overcrowding
- 13.3 Having a medical, health or disability problem where rehousing will alleviate the condition
- 13.4 Homelessness
- 13.5 Sharing amenities
- 13.6 Living in insecure accommodation
- 13.7 Underoccupation
- 13.8 Relationship breakdown
- 13.9 Living with children 4 storeys and above
- 13.10 Elderly people living 4 storeys and above
- 13.11 Harassment related to domestic or social abuse, race or religion
- 13.12 Giving or receiving support
- 13.13 Applicants taking up permanent employment, education or vocational training on a permanent basis in the Greater Easterhouse area

- 13.14 Members of the same household living apart and who require to live together
- 13.15 Clearance and demolition of current property

The above is not an exhaustive list but is aimed at the majority of circumstances dealt with by the Association.

The awarding of points for housing need and the guidelines for assessment are outlined in Appendix 1 and Appendix 2.

In the event of two applicants being awarded the same level of points, priority will be given to the application with the earliest date of application.

## 14.0 Size of House Required

In all circumstances the following method will be applied:

- 14.1 Applicant and partner require 1 bedroom.
- 14.2 2 persons of the same sex under 16 require 1 bedroom.
- 14.3 2 persons of different sex over 10 years old each require 1 bedroom.
- 14.4 Each person 16 and over requires 1 bedroom.
- 14.5 Unborn Children  
Unborn children will be considered members of the household once official confirmation is received.
- 14.6 Access to Children  
Applicants with access to children will be given a maximum of one additional bedroom above the needs of the permanent household members for access purposes. Although the applicant may have access to more than one child, the maximum one additional bedroom aims to strike a balance between the needs of the applicant while recognising the children are permanently housed elsewhere. Allowing applicants with access arrangements to be rehoused in larger properties is not a good use of available stock, given the small number of larger houses available together with the high demand for such houses from households in which family members will make full use of all rooms permanently.
- 14.7 Temporary Members of the Household  
Applicants who are seeking rehousing and including any members of the household who require to be away on a temporary basis, e.g. soldiers, Territorial Army, working abroad etc will require to provide confirmation of their temporary absence.
- 14.8 Applicants Living Apart but Applying Separately  
Applicants who currently live apart but wish to form a new household together will be assessed and receive points as two separate applications. The joint application will receive in total only the same points awarded to the applicant who has been assessed and receives the highest level of points.
- 14.9 Medical Conditions  
In some circumstances the household may require separate bedrooms for household members who have medical conditions or other problems.

## 15.0 Permission to Reside

Applicants who have applied living care of a Provanhall Tenant, GHA Tenant or Tenant of any other Landlord but have no permission to reside from the landlord, will still be placed onto the Housing List and have their application assessed. As these applicants could be intentionally overcrowding their current household and potentially receive high awards of overcrowding points:

15.1 Applicants with no permission to reside will therefore not receive any overcrowding points.

They will still receive however the following points:

15.3 Sharing amenities.

15.2 Insecure accommodation.

Applicants with no permission to reside can also still be considered for all other categories of points.

The onus will be on the applicant to prove permission to reside has been granted.

## 16.0 Applicants with Particular Housing Needs

The Association has developed guidance for applicants with particular housing needs or who have a need for community care. This is outlined in Appendix 3.

## 17.0 Special Cases

Applicants whose need is exceptional and who cannot be accommodated within the terms of the Allocations Policy will be recommended at the discretion of the Housing Services Sub-Committee as a Special Case.

The Housing Services Manager or any statutory or voluntary agency has the right to request that the Housing Services Sub-Committee consider an application as a Special Case.

The Housing Services Manager will prepare a report for the Housing Services Sub-Committee outlining the details of the case and making a recommendation regarding the suitability of rehousing. The Housing Services Sub-Committee must be satisfied that rehousing is the most suitable option for the applicant prior to approval.

Special Cases should be highly exceptional. If it is found that approval is being sought frequently then the Allocations Policy will be reviewed and amended in order to bring most of the cases within the policy.

## 18.0 Management Transfers

The Association may consider that a Management Transfer is the solution to a particular housing situation. The Management Transfer may result in a move either internally or outwith

the Association depending on the specific circumstances. The Association may consider this where grounds of harassment or a clash of lifestyles occurs which are unlikely to be resolved in the short / medium term or an immediate move is required for the applicant.

The Association may enter into reciprocal arrangements with other Landlords on Management Transfers.

A full report similar to that of a Special Case will be presented to the Housing Services Sub-Committee by the Housing Services Manager for recommendation and approval.

All Management Transfers will be in accordance with the provisions of the Scottish Secure Tenancy or as agreed mutually between the tenant and the Association.

## **19.0 Tenancy References**

The Association when considering offers of rehousing will request a tenancy reference for all applicants who have held a tenancy within the previous 5 years.

The Association will request tenancy references from other landlords or the employer in the instance of tied accommodation. Where the applicant has bought their own property, a reference may be requested from their lender. Should there be a charge applied by the lender for a reference this will be paid by the Association. Where a person has lived care of, a letter of confirmation may be requested from the person with whom they stayed.

## **20.0 Offers of Housing**

There are no limits on the number of offers of housing an applicant can receive.

However, in order to accommodate and meet the needs of the applicant a full discussion following each refusal must take place to make sure their application is updated to reflect their actual wishes and requirements regarding type of house and location etc. This discussion should make clear to the applicant their prospects for rehousing and establish if the Association can in fact meet their wishes and requirements.

## **21.0 Failure to Provide Information or Access for Home Visits**

The Association operates an open Housing List in which all applicants aged 16 years or over are entitled to be placed on the Housing List and have their application assessed. In order to properly assess an application, all GECOF partners in administering the GECOF Common Housing Application Form and GECOF Common Housing Register have agreed a basic level of information that must be included by the applicant on their application. The type of information required is detailed in the Common Housing Register Procedure Note that is regularly reviewed and agreed by all the GECOF partners. If an applicant does not provide this basic level of information to assess accurately their circumstances, a request may be made by Association staff for the applicant to provide additional information.

Similarly, assessment and confirmation of an applicant's current circumstances may be required by a home visit prior to an applicant being considered for rehousing.

Failure by applicants to provide requests for additional information or failure to allow repeated access for home visits will result in cancellation of their application.

## **22.0 Suspended Applications**

There are circumstances in which applicants on the Housing List can be suspended from receiving offers of housing for a period of time. Applicants will only be suspended for the following reasons:

- 22.1 Where there are current or former tenant rent arrears or other rechargeable tenancy related costs of more than the equivalent of one month's rent outstanding and no payment agreement is in place, or the full payment agreement has not been paid for at least a three months period.
- 22.2 Where there is clear evidence of anti social behaviour regardless of whether legal action seeking eviction has been instigated or carried out or ASBO granted.
- 22.3 Where the responsibilities of an applicant, who is a current tenant, in relation to their legal and/or contractual duties regarding their tenancy, are clearly not being adhered to. Examples of this may include:
  - Very poor condition of the tenant's home with evidence of vandalism and examples of abuse over and above general wear and tear.
  - Applicant not taking their turn of cleaning and keeping tidy their garden or other common areas such as landing and stairs.
  - Not controlling pets etc.
- 22.4 Where applicants have displayed threatening or violent behaviour towards staff of the Association or its representatives including committee members and contractors.
- 22.5 Where a false declaration has been proven to be made by the applicant.

Each application will be considered on its own merit with clear, reasonable and justifiable reasons for suspension. Each applicant suspended will be notified in writing together with details of why the suspension has been applied, length of time the suspension will be in force and what action can be taken to end the suspension. Details confirming their right of appeal and information on the Association's complaints procedure will also be included. Regular reviews of each suspended application will take place.

## **23.0 Cancelled Applications**

The Association will cancel and remove an application from the Housing List in the following circumstances:

- 23.1 The applicant has failed to provide additional information requested in order for their application to be accurately assessed.

- 23.2 The applicant has repeatedly failed to allow access for a home visit.
- 23.3 The applicant has requested a property which the Association does not have e.g. 6 apt, sheltered housing etc.
- 23.4 The applicant has requested removal from the Housing List. The Association should endeavour to have written confirmation of this request.
- 23.5 The applicant has failed to respond to the periodic review of the Housing List.
- 23.6 Death of an applicant.

An applicant who has had their application cancelled will be notified in writing together with details of why their application has been cancelled. Details confirming their right of appeal and information on the Association's complaints procedure will also be included.

## 24.0 Appeals

An applicant dissatisfied with any decision taken regarding their application or any part of the allocation process can request an appeal. This process is as follows:

- 24.1 Appeals will be dealt with by the Director of the Association. An appeal can be made either in writing, verbally over the telephone or in person by booking an appointment.
- 24.2 The Director will provide a written response within 10 working days.
- 24.3 If the applicant does not accept the decision of the Director they can make a further appeal to the Management Committee of the Association. This appeal can be made either in writing or in person. The appeal will be considered by a specially convened Appeals Sub-Committee as per Section 2 'Ad hoc Sub-Committees' of the Standing Orders Policy. The Housing Services Manager will prepare a full and confidential report regarding the appeal. Following the meeting of the Appeals Sub-Committee the applicant will be written to and notified of its decision within 5 working days.

## 25.0 Complaints

The Association has a separate Complaints Policy and Procedure whereby a complaint will be dealt with regarding the following:

- 25.1 The outcome of a Policy.
  - 25.2 The treatment by a staff member.
  - 25.3 How the applicant has been dealt with.
- Applicants are advised they may use the Complaints Policy and Procedure of the Association if they choose to complain about any aspect of the above. Leaflets are available from the Association office summarising the Association's Complaints Procedure. This leaflet also includes information regarding final recourse to the Scottish Public Services Ombudsman.

## 26.0 Confidentiality

Any information, including sensitive information, provided by an applicant or sought by the Association in assessment of an application will only be seen by staff directly involved. Information at all times will be treated with the strictest confidence.

Information which is required to reach Committee level, e.g. special cases, will be provided in a way that protects the identity of the applicant. The applicant's name and address etc shall not be used.

The Association will not divulge any details of any application to a third party without the applicant's written consent.

## 27.0 Review of Housing List

The Association will review all applications on the Housing List on a yearly basis or sooner if required.

## 28.0 Monitoring and Reporting

It is important for the Association through the Management Committee to establish whether the aims of the Allocations Policy are being met. Regular monitoring and reporting of the Housing List, allocations and rehousing outcomes, helps to establish whether or not these aims are being met. Reports, including details of actual performance against targets set, will therefore be provided to The Housing Services Sub-Committee on the following areas:

### 28.1 Quarterly

Allocations Report showing total lets in year so far by:

- Applicant group
- Ethnic origin
- Disability

Void/Lettings Report for total lets in quarter by:

- Size of house
- Void days (quarterly & cumulative figure for year)
- Rent loss (quarterly & cumulative figure for year)

### 28.2 Annually

- Number of live applications on Housing List by applicant group at 31<sup>st</sup> March each year
- Number of applications received, suspended or cancelled throughout the year
- Number of applications received by ethnic origin throughout the year
- Number of applications received from those with a disability throughout the year
- Number of houses available to rent at 31<sup>st</sup> March each year
- Details of RTB sales throughout the year.

## 29.0 Lettings Plan

The Association will produce a Lettings Plan for each financial year outlining the likely allocation of properties to the different group of applicants. The Lettings Plan will take account of any potential new developments coming off site; projected lets throughout the year and any strategic objectives the Association aims to meet such as assisting in the rehousing of applicants within clearance areas.

The Lettings Plan will be produced in March of each year and be based on a review of lets in the current year and on the Target System of allocations detailed in Section 11. Please see Appendix 4 for the current year's Lettings Plan.

### **30.0 Audit Trail**

An audit trail shall be maintained for every allocation to clearly show why any given let was made to that particular applicant.

### **31.0 Review of Policy**

This policy will be reviewed three years from date of approval.

## Housing Need Points and Guidelines for Assessment

	<u>Points</u>
<b><u>Overcrowding</u></b>	
Points for each room required	15
<b><u>Underoccupation</u></b>	
Points for each room not required	10
<b><u>Lacking Amenities / Unimproved Accommodation</u></b>	
Please note points will only be awarded to the tenant, owner or permanent resident. Applicants living care of will not qualify unless permission to reside has been granted.	
No inside W.C.	15
No / lack of fixed bath or shower	10
No / lack of adequate cooking facilities	8
No / lack of adequate heating	8
No / lack of double glazing	8
Evidence of severe dampness	5
<b><u>Lacking Amenities / Unimproved Accommodation</u></b>	
A combined maximum level of points will be awarded for each of the above.	15
<b><u>Medical, Health or Disability Problems</u></b>	
Medical A – Severe Mobility problem	40
Medical B – Less Severe Mobility problem	20
Medical C – Medical problem	10
<b><u>Accommodation at Height</u></b>	
Living with children 4 storeys high and above	8
Elderly people living 4 storeys high and above	8
<b><u>Sharing Amenities</u></b>	
<b><u>Social &amp; Family Support</u></b>	
Giving or receiving support - high	15
- medium	10
- low	5
<b><u>Applicants taking up permanent employment, educational or vocational training on a permanent basis</u></b>	
The position must be in the Greater Glasgow area and applicant must currently have more than 30 minutes travelling time.	5

### **Living in Insecure Accommodation**

No fixed abode	15
Rough sleepers	15
Living c/o / with parents or guardian / another household	10
Living in a hospital, hostel, tied accommodation, caravan	10
Notice to Quit	10
Short Assured Tenancy / No Tenancy Agreement	5

### **Homelessness**

Statutory homeless	25
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### **Clearance and Demolition**

Clear evidence has been provided that the property is due for clearance and demolition in the next year.	10
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### **Relationship Breakdown**

One partner has to leave the permanent or matrimonial home due to relationship breakdown	15
Information provided which indicates domestic or physical violence or abuse	15

### **Harassment**

It can be demonstrated that the applicant's household is suffering from severe harassment, victimisation or other extreme social problem which is specific to their household. It can be demonstrated that the applicant's household is suffering from sustained harassment or victimisation and the circumstances can be improved by rehousing.	15
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### **Aspiration**

Points will be given in this category to current tenants of the Association only who have no other recognised housing need and therefore no points already awarded	5
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### **Purpose Built / Specially Adapted Property (added May 08 following Mgt Cttee approval)**

Points will be given to applicants who currently reside in a PHA purpose built / specially Adapted property who no longer require such a property. 'Allocation of Purpose Built Wheelchair Property' mandate must have been signed at sign up stage.	100
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## Guidelines for Assessment

### Overcrowding

Points will be awarded for every room needed but not available using the Association's definition of size of house required under Section 14 of the Policy.

### Underoccupation

In order to make the best use of available stock and create availability of larger properties, points will be awarded for every room the applicant currently has but is not needed using the Association's definition of size of house required under Section 14 of the Policy.

### Lacking Amenities / Unimproved Accommodation

1. No Inside W.C.  
Points will be awarded where the applicant's present residence has no inside toilet.
2. No Fixed Bath or Shower  
Points will be awarded where the applicant's present residence has neither a fixed bath or shower.
3. Lack of Adequate Fixed Bath or Shower  
Points will be awarded where the applicant's present residence does have a fixed bath or shower but this facility is deemed to be inadequate.

For example, if the fixed bath or shower is in serious disrepair.

Facilities for applicants living in multi-occupied or hostel accommodation would be deemed inadequate if these had to be shared with 2 or more households.

4. No Cooking Facilities  
Points will be awarded where the applicant's present residence has no kitchen.

Hostel dwellers who only have access to one large communal kitchen (normally restricted to certain hours per day) will fall into this category.

5. Lack of Adequate Cooking Facilities  
This applies where applicant's present residence does have a kitchen, but this is deemed to be inadequate.

Examples of factors which would render a kitchen inadequate include no ventilation (no window and no proper form of mechanical air extraction), no sink-unit, extremely low space standards / very poor layout (e.g. space for only 1 or 2 electrical white goods) and inadequate storage space (3 or less wall units / base units / cupboards in total).

Applicants living in multi-occupied or hostel accommodation who did not fall into category 4 above would be deemed to have inadequate kitchen facilities if sharing with 2 or more households.

6. No / Lack of Adequate Heating  
Points will be awarded where there is no form of central heating in all bedrooms, hallway, living area and bathroom.
7. No / Lack of Double Glazing  
Points will be awarded where there is no double glazing or it is not in all windows.
8. Evidence of Severe Dampness  
Applicants should be aware that the issue of dampness is complex and has a variety of causes. Officers of the Association are not specialists in this field and therefore only a general assessment can be made. To take account of this, points have been awarded in this same category regarding the condition of the property that may contribute to dampness such as lack of adequate heating, double glazing etc.

Only in the event of severe and visible dampness will these points be awarded. Confirmation will be provided either through a house visit or by an independent source e.g. staff member from another landlord.

### **Lacking Amenities / Unimproved Accommodation**

Applicants will be awarded this maximum level of points where the application assessment suggests, or home visit confirms, the property has at least one of the above.

### **Medical, Health or Disability Problems**

See Appendix 2 for further details.

### **Accommodation at Height**

The points will be awarded to permanent residents who are elderly or there are children under 10 in the household living on the 4<sup>th</sup> floor or above. This is to recognise the difficulties of households who live in multi-storey accommodation or similar.

There will only be one award of 8 points irrespective of floor height or number of children in household.

### **Sharing Amenities**

Points will be awarded to applicants currently sharing with anyone who will not be rehoused with the applicant. This section would normally apply to applicants living care of, children living with their parents and seeking their own tenancy and a person or family living together with another person or family such as friends or relatives. Also applicants living in shared accommodation such as hostels.

In certain cases, applicants can be awarded points for sharing amenities as well as lacking amenities. For example, a hostel dweller may have a lack of adequate kitchen facilities on the basis that they have to share a kitchen with 2 or more households. So, regardless of whether or not the facilities are adequate, points will be awarded for actually having to share a kitchen with several households.

### **Social & Family Support**

The Association recognises the importance of formal and informal methods of support and care that applicants and residents currently give and receive. Applicants will be required to indicate the level of support or care on their Housing Application Form.

An award will be made according to the nature and level of support on a sliding scale of 15, 10 and 5 points.

To receive the points the criteria for the above is as follows:-

1. The support must be from or to a person who lives within the Associations area of activity, i.e. Provanhall. If the applicant giving or receiving support already resides in the Provanhall area they will not be awarded the high or medium level of support points.
2. The support should be either:-
  - to assist with personal, medical or bathing and toileting on a regular basis - high
  - to assist with shopping or attendance at day care on a regular basis - medium
3. The advice of a medical professional (such as a GP) may possibly be sought in order to confirm someone's status as a carer.
4. Lower level points will be awarded to:
  - Applicants who have always stayed in the family home and are applying for their first tenancy. It is recognised these applicants have a degree of housing need and support to help maintain and sustain their first tenancy.
  - Applicants who require help and assistance with childminding etc.

### **Applicants Taking up Permanent Employment, Education or Vocational Training on a Permanent Basis**

Points will be awarded for the following criteria:

1. Applicants must provide proof of a position which is permanent, i.e. held or to be held for over 1 year.
2. The position must be in the Greater Glasgow area.
3. The applicant must currently have a travelling time of more than 30 minutes.

### **Living in Insecure Accommodation**

The points will be awarded to applicants who have no permanent tenancy, do not own their own home or if their residency is being threatened. The onus if required will be on the applicant to provide proof of the status of their current residency.

Applicants currently in tied accommodation will require their employer to confirm the termination date of their employment and tenancy. There will be an award of only one category of points.

### **Homelessness**

Applicants should be aware that the Association has a separate referral agreement with Glasgow City Council with regard to the Association's legal duty to house homeless applicants upon request by Glasgow City Council under Section 5 of the Housing (Scotland) Act 2001.

The Association does not have the resources to investigate and assess whether an applicant is homeless under the legislation and therefore can only accept statutory homeless applicants who have been assessed as such by Glasgow City Council. Written confirmation will need to be provided by the applicant.

Applicants awarded homelessness points will receive only this level of points.

Homeless applicants applying directly to the Association who have not applied to Glasgow City Council will be referred to the Community Casework Team of Glasgow City Council who support homeless or potentially homeless applicants. The Community Casework Team can give further advice and assistance and can provide temporary accommodation.

### **Clearance and Demolition**

The onus is on the applicant to provide evidence from their landlord that the property is due for clearance and demolition within the year from date of application. This only applies to permanent tenants, residents or owners and not applicants living care of.

### **Relationship Breakdown**

The Association will accept the definition of a relationship as between two adults of either the same or different sex who have been either married, have signed the civil partnership register, or who have been co-habiting.

The application for housing should be as a direct consequence of the relationship breakdown. If appropriate, both sets of points may be awarded. Evidence may be sought from either a Solicitor or Court Order regarding the breakdown. The Association will also take into account the issue of interdicts or legal orders which decide on the occupation of the marital home or distance between the residency of the partners.

### **Harassment**

This category of housing need will apply to applicants suffering harassment, victimisation or another severe social problem. Examples of this could be victims of racial harassment or domestic abuse or violence. Account will need to be taken of the level and frequency of abuse being suffered by the applicant's household. Documentary evidence of such circumstances will normally be required, for example, reports from the Police, Social Work, other Landlords, victim support and other relevant agencies.

### **Aspiration**

Points will be given in this category to current tenants of the Association who have no other recognised housing need and therefore no points already awarded. Points will only be awarded to those tenants wishing to move from a shared access property such as a tenement to a property with its own front door such as a house or cottage flat. This is to assist in meeting the aims of the Allocations Policy in terms of helping to maintain sustainable communities and recognising aspiration as a legitimate, albeit lesser degree of housing need.

**Purpose Built / Specially Adapted Property (added May 08 following Mgt Cttee approval)**

Points will be given to applicants who currently reside in a PHA purpose built / specially adapted property who no longer require such a property. 'Allocation of Purpose Built Wheelchair Property' mandate must have been signed at sign up stage.

### Medical Points and Guidelines for Assessment

- 1.0 The Association will assess and consider an award of medical points based on the completed 'Medical Support Needs' section of the Housing Application Form. Further information however may be sought from the following personnel only if absolutely necessary, to confirm aspects of the condition and the affect of housing on the applicant:
  - Occupational Therapist
  - General Practitioner
  - Health Visitor
  - Consultant
  - Psychiatrist or Counsellor
  - Physiotherapist
- 2.0 Medical points will only be awarded where there is clear evidence that rehousing can substantially alleviate the applicant or household member's condition. Having a particular health condition in itself will not lead to an award of medical points.
- 3.0 In the case where two or more members of the household have a health problem that would qualify for medical points, the application will receive in total only the same level of points awarded to the household member who would receive the highest level of points.
- 4.0 The Association will consider the applicant's receipt of incapacity benefits as an indication of previous medical assessment when assessing and awarding medical points. However, as per point 2 above, being in receipt of incapacity benefits will not in itself lead to an award of medical points.
- 5.0 The Association will consider all forms of medical, health or disability of a physical or psychological nature.
- 6.0 Applicants who have stated they need a separate bedroom for medical reasons may be required to have this confirmed by medical personnel. If required by the Association and there is a charge, the Association will pay the cost of this confirmation.

### **Medical A – Severe Mobility Problem**

This category will be applied in situations where a medical condition is severely exacerbated by current housing conditions and rehousing is the only solution.

Examples of this include:

- Applicants housebound due to their current housing.
- Applicants who need wheelchair accommodation.
- Applicant's current accommodation is totally unsuitable in either design, layout or location.

Points will only be awarded for a move to ground floor accommodation. However, housing with internal stairs may be considered but only where the property has adequate bedroom, living, kitchen and toilet facilities on the same level.

### **Medical B – Less Severe Mobility Problem**

This category will apply to applicants whose access and mobility are restricted because of a less severe medical condition.

Examples of this include:

- The applicant has difficulty in using stairs or problems occur due to the location such as steep hills, far away from shops, bus routes.

Examples of severe medical conditions could be heart complaints, chronic bronchitis, severe arthritis, etc.

Points will only be awarded for a move to ground or first floor accommodation.

### **Medical C – Medical Problem**

Points may be awarded where applicants have a medical condition which although not necessarily a physical problem, could still be improved by being rehoused in alternative accommodation. Examples of this include persons suffering from nervous complaints, depression, phobias, stress or allergies as a result of their present living circumstances. This would also apply to applicants with asthma but only due to the level or location of their dwelling.

### Guidance for Applicants with Particular Housing Needs

The Association has adopted the following guidance with relation to applicants and tenants living in or applying for specially adapted accommodation.

1. A tenant or household who have originally been allocated a specially adapted property due to a disability within the household may not be required to move house if the person with the disability is no longer resident. However, if it was made clear to them at the start of the tenancy they would be required to move and a mandate signed to this effect, they will be required to move.
2. The Association will consider the demand for the specially adapted property and if high, discuss with the tenant or remaining household members the possible options for rehousing to a general needs house.
3. Tenants of the Association or members of their household who require a specially adapted property will require an assessment by the Occupational Therapist from Glasgow City Council's Social Work Department. The Association will do all it can for the tenant and family to remain in their own home. Where this is not feasible, discussion will take place with the tenant to identify a suitable property that will suit the needs of the tenant and their household. Please refer to the Association's Disabled Adaptations Procedure.
4. Applicants may have a medical / health problem or disability which would be alleviated by a move from their current property to one of the Association's properties. Applicants will only be offered rehousing under the conditions that:
  - i) The applicant will not receive further medical points.
  - ii) Once rehoused the tenant will not be able to apply for a transfer on the basis the house is unsuitable for their needs due to medical grounds.

The above will apply unless there is a substantial and material change to their medical condition.

5. External applicants will also require assessment from the Occupational Therapist. Applicants will be considered for properties which are in a suitable location and adapted to meet their needs.
6. Tenants will not be considered for a property which does not substantially alleviate the tenant's or household member's medical condition or it is likely the tenant's or household member's medical condition will deteriorate within a 1 year period and the property will become unsuitable.
7. Applicants who need support to sustain their tenancy will be considered for housing on the basis that the necessary support is available.

## APPENDIX 4

### Lettings Plan 2006/2007

	Waiting List	Section 5 Referrals List	Internal Transfer List	Nominations List	Total
Target	45%	25%	20%	10%	100%
Actual					