

## Hanover (Scotland) Housing Association Limited

# Statement of Policy on Allocations for Rented Housing

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## 1. Introduction

1.1 This is a statement of Hanover (Scotland) Housing Association Limited's Allocations Policy for rented housing and is intended to represent a fair and objective means of reflecting the Association's philosophy.

1.2 This policy applies to:

- Amenity and sheltered housing
- Very sheltered housing <sup>1</sup>
- General needs housing

1.3 All allocations including transfers, exchanges and homelessness referrals from local authorities will be made in accordance with the Housing (Scotland) Act 2001.

## 2. Philosophy

2.1 General:

2.1.1 The Association will provide housing opportunities for applicants who show a demonstrable need for the type and size of accommodation provided.

2.1.2 The Association will work closely with other agencies to maintain frail older people in the community.

2.2 Applies to sheltered housing:

Sheltered housing provides accommodation and housing support services for older people with varying levels of dependency according to their housing and social needs, whilst maintaining a balanced community within the development. There should be a demonstrable need for housing support services.

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<sup>1</sup> This includes the 'Housing with Care' development at Colinshiel Court, Armadale, West Lothian where the local Council holds the waiting list and a 100% nominations agreement applies.

### 2.3 Applies to amenity housing:

Amenity housing is similar to sheltered housing but without on-site staffing. A community alarm system may or may not be fitted. Amenity housing provides accommodation and in most cases housing support services for older people with varying levels of dependency according to their housing and social needs. There are a small number of amenity developments where no housing support services are provided, and these applicants will not be assessed for housing support needs.

### 2.4 Applies to very sheltered housing:

2.4.1 Very sheltered housing provides housing, designed to barrier free standards, incorporating housing support and a meals service for older people as defined in their needs assessment. There should be a demonstrable need for housing support services.

2.4.2 Very sheltered housing will be allocated to those assessed as most in need of this type of accommodation and services provision.

2.4.3 The Association will offer very sheltered housing to applicants using the following guiding principles:

- a) those who require the type of accommodation and services provided by the Association and are currently having difficulty coping in their own home.; and
- b) those who, without the provision of this accommodation, would have a requirement for long stay residential or nursing care.

## **3. Housing support services**

3.1 Housing support services cover a range of activities that allow people to maintain their accommodation, meet their responsibilities as a tenant and live independently in the community. The range of services has been defined by the Housing (Scotland) Act 2001 (Housing Support Services) Regulations 2002.

3.2 The Association particularly values the preventative role of housing support at all levels of intensity to help maintain independence for older people.

- 3.3 Housing support services provided by Association staff are regulated under the Regulation of Care (Scotland) Act 2001 by the Scottish Commission for the Regulation of Care.
- 3.4 The Association is committed to the provision of housing support services to its residents and to the principles of dignity, privacy choice, safety, realising potential and equality and diversity<sup>2</sup>.

#### **4. Acceptance onto the waiting list**

##### **4.1 Applies to amenity, sheltered and very sheltered only:**

4.1.1 The Association maintains an open waiting list for each development and applicants may apply to go on the waiting list for as many developments as they wish. To qualify for admission applicants should be a minimum of 58 years of age, and in the case of joint applicants, one person must be age 58 or over.

4.1.2 If an applicant has other housing or housing support needs, which would be met by the allocation of amenity, sheltered or very sheltered housing, exceptions to the age restriction may be made on a discretionary basis. The Area Manager will make decisions on whether or not to make exceptions to the age criteria for applicants.

4.1.3 All applicants should be capable of living independently with support from care and health agencies.

##### **4.2 Applies to general needs:**

A housing list will be maintained for each development and applicants may apply for as many developments as they wish. Applicants must be at least 16 years of age to qualify for acceptance onto the list.

##### **4.3 Applies to all:**

4.3.1 When considering applications, no account will be taken of an applicant's personal financial circumstances or their current tenure and no priority will be given to applicants with a local connection. Priority will not normally be given to time on the waiting list.

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<sup>2</sup> Reference National Care Standards, Housing Support Standards, Scottish Executive, March 2005.

- 4.3.2 The Association may seek references from the applicant's previous landlord(s) where it is considered appropriate.
- 4.3.3 No account will be taken of any outstanding liabilities eg rent arrears, attributable to a tenancy of which the applicant was not the tenant when the liability accrued<sup>3</sup>.
- 4.3.4 Applicants whose applications cannot be accepted by the Association will receive notification in writing of the reasons for this.
- 4.3.5 Applicants whose applications have been accepted onto the waiting list but are subsequently cancelled, will be notified in writing of the reason(s) for this. Approval of any request for re-instatement would be at the discretion of the Area Manager.

## **5. The points system**

- 5.1 The points system is intended to be an objective means of carrying out an assessment of the applicant's housing and related needs.

All applicants accepted onto the waiting list will have these needs assessed, in accordance with this Policy.

- 5.2 The points system is provided as follows:

Appendix I - Definitions used in the points systems

Appendix II - Amenity, sheltered and very sheltered housing

Appendix III - General needs housing

## **6. Assessment of need**

- 6.1 Applies to all:

6.1.1 On receipt of the completed application form, points will be allocated, in accordance with this policy, based on the information contained in the application and any subsequent visit carried out to the applicant(s).

6.1.2 In the case of joint applicants points will be allocated to the person who would attract the higher number of points.

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<sup>3</sup> Reference Raising Standards in Housing - Allocations (revised)  
Scottish Federation of Housing Associations, March 2004

## 6.2 Applies to amenity, sheltered and very sheltered:

6.2.1 Applicants for each development are considered in relation to:

- personal needs (in relation to current housing conditions)
- housing and social needs
- housing support needs

6.2.2 Housing support needs will be considered in accordance with housing support assessment criteria listed at Appendix IV.

## 6.3 Applies to amenity and sheltered:

In line with the Association's philosophy of offering housing to older people with varying levels of dependency, when assessment is completed, applicants will be placed into a dependency category (high, medium or low) according to their assessed needs.

## 6.4 Applies to very sheltered:

6.4.1 Hanover will invite Social Work and other appropriate agencies to participate in an allocations steering group for each very sheltered development or, where appropriate, groups of very sheltered developments.

6.4.2 Social Work referrals will be given priority for vacancies that arise up to 14 days after termination and can be drawn from the waiting list for the development as agreed at the allocations steering group. On receipt of referrals a meeting of the allocation steering group will be convened as soon as possible in order to make a decision on the allocation.

6.4.3 When Social Work are unable to provide a suitable referral for a vacancy within 14 days of the termination of tenancy or are unable to attend a meeting of the allocations steering group then Hanover staff will assess applicants and decide on the allocation of the property.

## **7. Special cases**

7.1 The Association recognises that there may from time to time be applications which require special consideration, and may receive extra, discretionary points (ref Appendix I, paragraphs 1, 9.1 and 13). Each case for extra points will be considered carefully on its own merit and referred to the Area Manager for a decision.

- 7.2 Any such decision will be based on the exceptional merits of an individual's case and in terms of maintaining accountability to existing applicants on the housing list. A record of all decisions will be retained.

## **8. Allocations of accommodation**

- 8.1 General: Applicants will be offered the size of accommodation which best suits their assessed needs. Allocations, including transfers and mutual exchanges, which would result in a property being under-occupied will only be made in exceptional circumstances, at the discretion of the Area Manager. In considering under occupation it is noted that there is increasingly an expectation that a couple living in a two bedroom property does not constitute under occupation. As a result, this criteria will be used when considering whether or not a property could be under occupied. Allocations which would result in a household being overcrowded will not be made.
- 8.2 No account will be taken of outstanding liabilities eg rent arrears which are outstanding but where the amount outstanding is not more than 1/12<sup>th</sup> of the annual amount payable (or which was payable) by the applicant to the landlord in respect of the tenancy; or the applicant has agreed arrangements with the landlord for paying the outstanding liability; has made payments in accordance with that arrangement for at least three months; and is continuing to make such payments<sup>4</sup>.

- 8.3 Age Criteria

### Amenity, Sheltered and Very Sheltered Housing

Applications from people under 60 years of age but who are over 58 years of age will not normally be considered for an offer of accommodation until the applicant reaches 60 years of age unless they evidence a demonstrable need for the type of housing or services provided. A report will be prepared by the Assistant Area Manager for allocations to people under 60 years of age and referred to the Area Manager for a decision. A record of such allocations will be maintained by each Area Office.

- 8.4 Amenity and sheltered housing:

- 8.4.1 Allocations will be made taking into account the assessment of need referred to in paragraph 6 within a dependency category. The offer will be made to the applicant with the highest number of points awarded for assessed needs, whose accommodation requirements match the characteristics of the vacant property.

8.4.2 Each vacancy within a particular development will be offered to one of the dependency groups, high, medium or low. In order to achieve a balanced community on a development, vacancies are normally offered on a rotational basis. By the third vacancy in a particular development, each dependency group will normally have received an offer.

8.4.3 Exceptions are made to the above, where there is a need to re-balance a community within a development. For example where there are existing high support needs amongst tenants within a development, a vacancy would be offered to an applicant from the low or medium dependency category in order to redress the balance. This allocation would be made at the discretion of the Area Manager.

8.4.4 Where two or more applicants have the same number of total points and are equally suited to the property, consideration will be given to the applicant with the highest number of points awarded for personal factors. Where this does not provide a solution, the date of the application indicating 'time spent in need' will become the determining factor.

#### 8.5 Very sheltered housing:

8.5.1 Allocations will be made taking into account the assessment of need referred to in paragraph 6 and the views of the allocations steering group .

8.5.2 When a vacancy occurs, the allocations steering group will meet to consider a short list of a suitable number of assessed applicants. The group will consider all of the information available to them and make recommendations based on the needs of each individual and information gathered from:

- the application for tenancy to the Association;
- the assessment carried out by the Association;
- home visit carried out by the Association;
- the assessment of care needs carried out by the local authority; risk factors; and
- the availability of appropriate housing.

8.5.3 The Association will make the final decision in approving an allocation, based on the recommendations of the members of the allocations steering group.

## 8.6 General needs housing:

8.6.1 Accommodation will be allocated to the applicants with the highest number of points. Where more than one applicant has the highest number of points, a decision will be made based on time in need.

8.6.2 The size of property offered will normally be based on the applicant's family size and circumstances.

8.6.3 Applicants may, in exceptional circumstances, be offered larger accommodation than they require. This may occur in the following circumstances:

- a) When the Association has exhausted all possible options.
- b) When the Association has consulted with the relevant local authority.
- c) If all endeavours, including consultation with other providers, fail to match house size with need.

The Association will, in these rare circumstances, allow under-occupation to occur, in order to minimise voids and allow its property to be occupied within a reasonable amount of time.

## 9. **Offer of accommodation**

9.1 A maximum of two offers of accommodation will be made to applicants. If both offers are refused their application for rehousing will be deferred for one year.

9.2 The tenancy offered by the Association would normally be a Scottish Secure Tenancy. Where this is not appropriate the Association would consider offering an alternative form of agreement, including a Short Scottish Secure Tenancy. The reasons for doing this would be given to the applicant in writing.

9.3 The Association will offer joint tenancies to joint applicants who apply for and are allocated housing.

## 10. **Review of waiting list**

10.1 Applications for those who are on the waiting list will be reviewed each year. Applicants who do not respond to a review will be assumed to be no longer interested in remaining on the waiting list and their application will be removed.

- 10.2 Replies received more than six months after the date of removal from the waiting list will be reinstated from the new application date providing they still meet the criteria for acceptance onto the waiting list. Time spent on the waiting list is not normally a material factor in the allocation of the Association's housing.

## **11. Transfers**

### **11.1 Transfers between the Association's developments by tenants**

- 11.1.1 Transfer applicants will be assessed as far as possible using the same criteria as other applicants.
- 11.1.2 Transfer applicants for very sheltered housing will be considered by the allocations sub-group on the same basis as other applicants and should meet the eligibility criteria.
- 11.1.3 Transfer applicants will be placed on the waiting list according to their personal circumstances. In the first instance they will be assessed on the basis of their personal needs relative to other dependency applicants within the same assessed group. In the event of this proving inconclusive, the allocation will be determined on the basis of housing and social needs.
- 11.1.4 Where there is more than one transfer applicant within the above category with the same number of points the date of transfer application indicating 'time spent in need', will become the determining factor.
- 11.1.5 Transfers will only be allowed to proceed where the tenant has conducted all other aspects of their tenancy in a satisfactory manner and is leaving their house in an acceptable condition in respect of decoration and repair.
- 11.1.6 Transfer applicants with arrears. These are treated in the same way as applicants with arrears.

### **11.2 Transfer outwith the Association**

- 11.2.1 The Association's tenants can apply directly to other housing organisations.
- 11.2.2 The Association will also nominate tenants to another landlord who participates through moveUK [formerly HOMES (Housing Mobility and Exchange Scheme)].

11.2.3 The tenant is expected to leave their house in an acceptable condition in respect of decoration and repair.

## **12. Mutual exchanges**

- 12.1 Exchanges between two Hanover tenants will be permitted provided that both parties have conducted their tenancies satisfactorily and have provided a written undertaking to accept the other property in the condition it is at the time of the exchange. The Association will not accept responsibility for any repairs or redecoration in connection with the exchange. Any rechargeable repairs, or damage caused by smoking, will become the responsibility of the tenant who moves into the property.
- 12.2 Exchanges between a Hanover tenant and the tenant of another agency will be allowed with the consent in writing of the respective landlords. Consent will be granted in terms of Section 33 of the Housing (Scotland) Act 2001 and provided that both tenants have conducted their tenancies satisfactorily, the incoming tenant meets the Association's allocation criteria and that they have provided a written undertaking to accept the property as it stands, as the Association will not accept responsibility for outstanding/existing rechargeable repairs or redecoration.
- 12.3 Mutual exchange applicants for very sheltered housing will be considered by the allocations sub-group on the same basis as other applicants and should meet the eligibility criteria for very sheltered housing.

## **13. Registered tenancies**

- 13.1 Where a tenant who holds a registered tenancy transfers to another property either within or outwith the Association, or is involved in a mutual exchange then they will lose their registered tenancy, as this is linked to the property they occupy and is not transferable to another property.

## **14. Relationship breakdown**

- 14.1 Where there is a breakdown in the relationship between joint tenants or the partner of a tenant of the Association's property, the Association will endeavour to assist. The Association would normally accept an application for rehousing from one or both parties. Written confirmation must be obtained from the parties that the breakdown has occurred. They would also be advised to seek assistance from the local authority homelessness section.

## **15. Change of circumstances**

- 15.1 It is the responsibility of the applicant to notify the Association of any change in circumstances that may affect their application. Failure to do so may result in the applicant not being given the appropriate level of priority.

## **16. Nominations**

- 16.1 In accordance with formal nomination agreements with local authorities 50% per annum of available vacant properties for each development will be made available to applicants nominated by the local authority. This will normally include any homelessness referrals made under Section 5 of the Housing (Scotland) Act 2001. In certain circumstances this percentage may vary according to written agreements or local arrangements made with local authorities. These applicants shall also be subject to the Association's Allocation Policy and allocations will be made accordingly.
- 16.2 Where a local authority is unable to provide an adequate list of nominations within the timescale contained in the nominations agreement the Association may revert to its own waiting list and count the vacancy against the local authority.

## **17. Housing (Scotland) Act 2001 - homelessness and allocation of Housing**

- 17.1 Local authorities will establish protocols and processes, under Section 5 of the Housing (Scotland) Act 2001, with the Association to cover the referral of homeless people from them to the Association. These protocols will include information sharing between local authorities and the Association.
- 17.2 The Association will comply with a request from a local authority, in connection with its homelessness function, for information about Hanover's housing in the local authority area.
- 17.3 The Association will comply with a request from a local authority to provide accommodation for a homeless applicant within a reasonable period, unless there is good reason for the Association not to comply.

## **18. Common housing registers**

- 18.1 The Association supports the development and implementation of a National Common Housing Register and other such initiatives on common housing registers, which provide improved access to housing.

## **19. Monitoring**

19.1 Allocations will be regularly monitored and reports presented to the Housing and Care Services Committee on a quarterly basis.

Such reports will detail:

- total relets by accommodation type, including average time to relet;
- total new lets by accommodation type, including time taken to let;
- ethnic origin by existing tenants, applicants on waiting list and new lets/relets.

This monitoring will take account of targets set by the Association.

## **20. Equal opportunities**

20.1 The Association's policy concerning equality of opportunity in housing and related services states that the Association's services are mainly aimed at meeting the needs of older people in these areas. Consequently, eligibility for access to and use of Association services will, where applicable, be governed by age related selection criteria.

Unfair and unlawful discrimination will be avoided on grounds of:

age; colour; disability; ethnic origin; gender; marital status; nationality; race; religious belief; other personal beliefs; sex; sexuality; transexualism; these and any other condition or requirement that cannot reasonably be justified.

20.2 The Association will manage a fair housing policy for applications and allocations, ensuring that an objective assessment of needs is undertaken in all cases.

## **21. Committee Members, employees and their relatives**

21.1 Committee Members, former Committee Members, employees, former employees and their close relatives are able to apply to the Association for accommodation in accordance with Schedule 7 of the Housing (Scotland) Act 2001.

21.2 There are certain procedures which the Association is legally required to follow in respect of these applications. Applicants affected by this will be advised of these procedures when they apply.

21.3 Where such an allocation is made, the Association will keep a record of the decision.

## 22. Access to information

22.1 Under the provisions of the data protection legislation, the information given by applicants regarding their housing application will be used for the purposes of allocating the Association's properties, providing housing support services (where appropriate) and ensuring maximum welfare benefit take up. This information will not be disclosed to a third party without the express written permission of the applicants. Individuals may make a written request to view personal data which is held by the Association. The Association may make a charge covering the administrative costs of providing this information.

## 23. Confidentiality

23.1 The Association will at all times respect the confidentiality of an applicant or tenant in respect of their application for accommodation with the Association.

## 24. Right to appeal

24.1 The Association's Complaints Procedure is available to applicants who may wish to appeal against a decision taken by the Association. Copies of the Complaints Procedure are available from the following offices:

### Hanover (Scotland) Housing Association Limited

East Area Office  
95 McDonald Road  
EDINBURGH  
EH7 4NS

Tel: 0131 557 7404

West Area Office  
Pavilion 5 (Ground Floor)  
Watermark Business Park  
345 Govan Road  
GLASGOW  
G51 2SE

Tel: 0141 553 6300

North Area Office  
12 Institution Road  
ELGIN  
IV30 1QX

Tel: 01343 548585

HSHA 34/99  
24.09.99

HSHA 27/02  
07.06.02

HSHA 31/05  
8.7.05

HSHA 38/06  
29.09.06

COM3 Sep09 48/09  
25.09.09

Next Review: Sep 2012



## Definitions used in the Points Systems

### 1. Homelessness

1.1 An applicant may claim to be homeless if:

- they do not have accommodation in the United Kingdom or elsewhere
- they are potentially homeless - that is, it is likely they will become homeless within the next 2 months
- they are leaving tied accommodation

1.2 Homelessness claims will be verified as part of the assessment process and applicants will be asked to provide evidence to support their claim. The allocation of homelessness points will be at the discretion of the Area Manager, who may also award 'special cases' points to homeless applicants.

1.3 Applicants can only be assessed as statutory homeless, that is 'unintentionally homeless and in priority need' if they have been assessed as such by a local authority. It is anticipated that such cases would normally reach the Association by referral from local authorities.

### 2. Bedroom Occupancy

2.1 Bedrooms in the Association's properties will be defined as single (one person occupancy) or double (two person occupancy).

2.2 The standard for maximum occupancy of each double bedroom is:

- applicant and partner
- two children under the age of 8 years (irrespective of gender)
- two children aged 8-15 years inclusive, of the same gender

2.3 The following require exclusive use of a separate bedroom:

- each adult aged 16 years and over not applying for housing as part of a couple.
- two children age 8 years and over, of different genders.

2.4 In practice two children aged 8 years and over would be allocated a separate bedroom whenever possible.

### **3. Under occupation**

- 3.1 This will apply where the applicant's home contains one or more bedrooms which are not permanently occupied.

### **4. Lack of amenities**

- 4.1 Where the applicant's current house lacks:

- Bath or shower
- Toilet
- Separate kitchen
- Hot or cold water supply
- Central heating or a satisfactory heating system

### **5. Condition of property**

- 5.1 Where the applicant's current house has some or all of the following:

- Is below the tolerable standard (as defined in Schedule 18 and Section 86 of the Housing (Scotland) Act 1987 as updated in Section 6 (102) of the Housing (Scotland) Act 2001.
- Has serious maintenance problems or is in a poor state of repair.
- Suffers from condensation problems due to low insulation standards.

### **6. Sharing facilities**

- 6.1 This applies where applicants share a kitchen, bathroom, toilet or living room with people who are not included on their application form. This could be members of their family or people who are unrelated to them.

### **7. Insecurity of tenure**

- 7.1 These are applicants who are not immediately threatened with homelessness but living in situations where they have no long term security of tenure. This includes lodgers, living in hostel accommodation, or having a short assured tenancy. It does not include assured tenancies in the private rented sector.

## **8. Medical**

- 8.1 Applicants are requested to complete a self assessment on their application form. This is intended to give the Association an idea of the applicant's current state of health, whether their medical condition is affected by their current home, the support services they receive and the services they may require if they move into accommodation provided by the Association. This information may be verified by a visit.

The Association, with the applicant's permission, may approach other agencies to obtain background reports to confirm the applicant's medical condition and to ensure the allocation of the appropriate points.

## **9. Harassment**

- 9.1 Any unsolicited and unwelcome hostile or offensive act, expression or derogatory statement including incitement to commit such behaviour, which causes distress to an individual. The intention is less important than the effect on the individual. Applicants claiming they are experiencing any form of harassment at their current address should be visited as part of the assessment. Supporting evidence from the applicant and other agencies will be required. The allocation of points for harassment will be at the discretion of the Area Manager.

## **10. Support/social isolation**

- 10.1 Applies where applicants require:

- to move from their present accommodation to provide support for or receive support from family and/or social networks.
- are isolated from family/social networks in present accommodation.

## **11. Moving to an area for work purposes**

- 11.1 To enable and assist applicants moving to an area to fulfil work commitments.

## **12. Lifestyle clashes**

- 12.1 Where applicants are living in a situation which is inappropriate for their lifestyle.

**13. Special cases**

- 13.1 Other housing and social factors not appropriately covered by this policy at the discretion of the Area Manager.

## Points System for Amenity, Sheltered and Very Sheltered Housing

Points will be allocated to applicants in accordance with the system laid out below which is intended to be an objective means of carrying out an assessment of the applicant's level of need and independence.

Applicants are assessed in two distinct ways:

1. Personal needs (in relation to current housing conditions).
2. Housing and social needs.

### 1. Personal needs in relation to current housing conditions.

- 1.1 The Association recognises that personal needs may be affected by an individual's housing conditions.
- 1.2 Applicants will be asked to complete a self-assessment of their personal needs in relation to their current housing conditions. The self assessment is intended to give the Association an idea of the applicant's current state of health and the support services which the applicant receives and may require if they move into accommodation provided by the Association.
- 1.3 The following questions will be pointed on the basis of the applicant's own self assessment given on their housing application.
- 1.4 Inside and outside the home where applicant now resides:

Category	Points
Applicant has difficulty with eyesight	3 points
Applicant has difficulty with hearing	3 points
Applicant has difficulty with walking	3 points
Applicant uses a wheelchair	3 points
Applicant has difficulty using stairs	3 points
Applicant has difficulty operating the heating system	3 points
Applicant has difficulty getting to shops and amenities	3 points
Applicant has difficulty getting to an upstairs bathroom	3 points

Category	Points
Applicant has difficulty getting in or out of the bath/shower	3 points
Applicant has difficulty using a toilet independently	3 points
Applicant has difficulty preparing and cooking food	3 points
Applicant has difficulty managing the garden	3 points
Home has serious damp problems	3 points
Dampness in the home affects applicant's health	3 points
Applicant takes regular medication	3 points
Applicant has difficulty managing their medication	3 points
Applicant has problems with balance and/or sometimes faints/falls	3 points
Applicant's home makes their medical problems worse	3 points
Applicant has other medical problems (unrelated to their home)	3 points

### 1.5 For amenity and sheltered housing only

Applicants will be placed in either a high, medium or low dependency category, according to the number of points awarded.

These groups are:

#### Level of need

Low                      applicants with 1 - 15 points;  
 Medium                applicants with 16 - 30 points;  
 High                     applicants with 31+ points.

## 2. **Housing and social factors**

Category	Points	Comments
Homelessness	15	At the discretion of the Area Manager (AM).
Overcrowding	3	
Under-occupation	3	
Lack of amenities:		
Bath or shower	3	
Toilet	3	
Separate kitchen	3	
Hot or cold water supply	3	
Satisfactory heating system	3	

Category	Points	Comments
Below tolerable standard or serious maintenance/repair issues	3	
Sharing facilities	3	Addition to points awarded for overcrowding
Design of house prevents any member of household from using a wheelchair	3	
Harassment	15	At the discretion of the Area Manager.
Isolation from friends or relatives	3	
Isolation from social activities	3	
Special cases	3	At the discretion of the Area Manager.

## Points System for General Needs Housing

Points will be allocated to applicants in accordance with the system laid out below which is intended to be an objective means of carrying out an assessment of the applicant's level of need and independence.

Category	Points	Comments
Homelessness	50	At the discretion of the Area Manager .
Overcrowding	20	Per bedroom short of required number.
Under-occupation	10	Per bedroom in excess of requirements.
Lack of amenities/Condition of property:		10 points per relevant factor to a maximum of 40 points in this section.
Bath or shower	10	
Toilet	10	
Separate kitchen	10	
Hot or cold water supply	10	
Satisfactory heating system	10	
Below tolerable standard	10	
Serious maintenance/repair issues	10	
Sharing facilities with another household		
With relations	15	
With people not related to	20	
Insecurity of tenure	20	
Harassment	30	
Move required for family/social report	20	
Move required to alleviate social isolation	20	
Medical	50 40 30 15	Exceptional Urgent Medium Low
Moving to an area for work	20	
Lifestyle clashes	10	
Special cases	50	Maximum; at the discretion of the Area Manager.

## Housing Support Assessment

An applicant's requirements for housing support are determined by assessing which of the following are required:

1. General counselling and support which includes befriending, reminding and non-specialist support.
2. Assistance with the security of their home.
3. Assistance with the maintenance of the safety of their home.
4. Advice and assistance on the use of domestic equipment and appliances.
5. Assistance with arranging minor repairs to and servicing of domestic equipment and appliances.
6. Advice and assistance in maintaining the dwelling and curtilage in an appropriate condition such as advice on issues of cleanliness, maintenance and safety.
7. Assistance to engage with people, professionals, and other bodies with an interest in their welfare, for example, housing staff, social workers, medical staff, etc.
8. Help with arranging adaptations to enable the applicant to cope with disability.
9. Advise or assist the applicant with personal budgeting and debt counselling.
10. Advise or assist the applicant in dealing with relationships and disputes with neighbours.
11. Advise or assist the applicant in dealing with benefit claims and other tenancy related correspondence.
12. Advise or assist the applicant with resettlement, for example, help the applicant move to new accommodation.
13. Advise and assist to enable the applicant move to accommodation where less intense support is required.

14. The applicant requires access to an emergency alarm and call system.
15. The applicant requires an emergency alarm call service where such calls relate to any of the housing support services set out in this assessment.
16. Control access to the applicant's accommodation when required because of disability or vulnerability.
17. Encourage the applicant to socialise with neighbours and provide regular welfare checks.
18. Help with arranging social events.