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1. Introduction

1.1 West Whitlawburn Housing Co-operative is a community owned and controlled non fully mutual Housing Co-operative based in the Cambuslang area on the outskirts of Glasgow. The 543 flats were transferred from Glasgow District Council to community ownership on 1st April 1989. One further flat has been acquired under the Mortgage to rent scheme.

1.2 The Co-operative owns the following properties:

2, 3 & 4 Apartment Multi-Storey Flats

Ailsa Tower

Arran Tower

Benmore Tower

Bute Tower

Kintore Tower

Roslin Tower

2, 3 & 4 Apartment Tenement Flats

Albany Terrace

Belmont Road

Clifton Terrace

Hilton Terrace

Brown Place

1.3 This document outlines the Co-operative's Allocations Policy, which is one of the key documents we produce. In line with legal and good practice requirements, the underlying principle is to allocate our housing stock to those households displaying the highest levels of housing need.

1.4 In achieving this, we are committed to:

- Providing quality rented accommodation affordable to those in housing need
- Contributing to the physical, social and economic regeneration of the area
- Providing a safe environment in which all residents can live

1.5 Formulation of Policy

1.5.1 This policy takes account of good practice documents, such as Section AS1.1 of Performance Standards for Social Landlords (March 2004) and the Scottish Federation of Housing Associations' Raising Standards document, Chapter 1, as well as seeking to comply with the requirements of the Housing (Scotland) Act 2001.

2. Confidentiality

2.1 The Co-operative will treat all applications as completely confidential and will only release information about an application with a signed mandate by the applicant or to the bodies outlined in the Co-operative's Data Protection Policy.

3. Access to the Housing List

3.1 Anyone who is 16 years or older has the right to apply for housing and to be admitted

to our Housing List irrespective of their current circumstances¹. This means that we will accept applicants onto the list irrespective of where they currently live or whether they currently own or rent their home (or whether they live with family/friends).

What Does Admission to the Housing List Mean?

- 3.2 Applicants must, however, understand the difference between the right to be admitted to the Housing List and the right to be allocated a house. Section 9 of the Housing (Scotland) Act 2001 gives anyone over the age of 16 the right to be admitted to the Co-operative's list. However, our turnover is relatively low in relation to the number of applicants we have and we are therefore unable to provide offers for the majority of those interested in housing in our area. Consequently, we cannot provide any guarantees that any applicant will be successful in being made an offer of housing.
- 3.3 All applicants will be advised of the likelihood of being housed by the Co-operative once their points total has been assessed. This may be of particular importance to households whose applications attract few or no points as, unless there is a change in circumstances, it may be extremely unlikely that the Co-operative will be able to make an offer in the foreseeable future.

Periodic Review of the List

- 3.4 In order to help ensure that the information held is up-to-date and that each applicant still wishes to be considered for housing by the Co-operative, the lists will be subject to review. There will be two review cycles – one year and three years – and the length of the cycle will depend on whether applicants are above or below a needs-based threshold, sometimes known as a “cut-off” point (as outlined in the procedures).
- 3.5 For the avoidance of doubt, it is important to emphasise that all applicants will remain on the same list and that their applications will be “active”. The different review cycles are to (i) allow the Co-operative to manage the review more efficiently and (ii) to avoid frequent approaches being made to applicants who are not going to have sufficient points for an offer. This will be explained to all applicants, who will be advised to contact the Co-operative to report any changes in circumstances.
- 3.6 At the time of the review, the Co-operative will ask applicants to confirm that (i) all details held are still relevant or (ii) a change in circumstances has occurred and this needs to be taken into account. This will initially be done by post, but applicants can respond by telephone if this is an easier option. Where there is no response, the Co-operative will try to make contact by telephone and/or by email, as well as sending a second letter. If there is no response to this within 21 days, the application will be removed from the list. All of this will be made clear in the correspondence sent out. All applicants removed in this manner will, of course, retain the right to be re-admitted to the list upon request, and this will help address any problems caused by, for example, someone not being able to respond because of a temporary absence from home.

4. Provision of Accurate Information

- 4.1 Applicants are expected to give a full and true disclosure of all information with regards to their application and in order to help confirm their circumstances all applicants will be asked to provide 2 pieces of official mail, from different sources, linking them to their

¹ Unless the applicant is already a tenant of the Co-operative, in which case they will be admitted to the Transfer List as opposed to the Housing List.

application address. This mail could take the form of a driving license, utility bill, bank statement, benefit letter etc. In order to assist applicants in giving full and true information we encourage applicants to attend an interview with a Housing Officer to complete their application.

- 4.2 On signing the application form the applicant is confirming that they have provided a full and true disclosure of the information requested by the Co-operative i.e. the information on the application is correct.
- 4.3 If an applicant is found to have provided false information regarding their circumstances, prior to an allocation they will be contacted immediately and their application corrected. They may also be asked to provide further confirmation of their circumstances.
- 4.4 If a tenant is found to have been granted a tenancy due to false information on their application form, the Co-operative will consider taking action to recover the property and the tenant will be contacted to discuss the situation. A full report of the circumstances and recommendation will be made by the Senior Housing Officer for approval by the Depute Director.

5. Consultation

- 5.1 In line with Section 54 of the Housing (Scotland) Act 2001 and with the Co-operative's tenant participation strategy, this policy was developed in consultation with tenants, other residents and members of the housing list. The consultation period lasted from March to June 2005, and was done via a summary report being sent to 50 applicants and to all tenants. Consultation meetings were also held to give all tenants the opportunity to discuss the changes with the Co-operative's staff.
- 5.2 Co-operative attempted to address all issues raised by consultees, although this clearly had to be done within the context of the law. For example, we are unable to award points for waiting time or local connection as this is prohibited by the law.

6. Equal Opportunities

- 6.1 West Whitlawburn Housing Co-operative aims to be an equal opportunities organisation. To this end we have a separate equal opportunities policy, supplemented by an Equal Opportunities Plan.
- 6.2 An integral part of this means that we will seek to ensure that all applicants have an equal right to access both the Housing List and that:
 - The Co-operative will not directly or indirectly discriminate against any applicant, on the grounds of ethnic origin, sex, religion, marital status, gender, disability, sexuality or political belief as detailed within the Co-operative's Equal Opportunities Policy
 - In the provision of housing services, employment of staff and access to Membership of the Co-operative, we will seek to ensure equality of opportunity and equal treatment of everyone
 - The records of the ethnicity, gender and disability of each applicant will be monitored to fulfil the Co-operative's commitment to equal opportunities
- 6.3 Other legislation governing equal opportunities for all applicants is within the Disability

Discrimination Act 1995 and the Sex Discrimination Act 1975.

- 6.4 In order to promote equal access to housing for all, the Co-operative commits itself to advertising its open waiting list across a range of communities of varying cultural and ethnic backgrounds.

7. The Tenancy Agreement

- 7.1 The Housing (Scotland) Act 2001 introduced the Scottish Secure Tenancy (SST), and the vast majority of lets after 30 September 2002 will be made on this basis.

- 7.2 In certain very limited circumstances, however, the Co-operative may decide to let on the basis of a Short Scottish Secure Tenancy. The circumstances are:

- where the tenant/joint tenant has been evicted for anti-social behaviour in the past three years
- if the tenant or member of the household is subject to an anti-social behaviour order
- accommodation let on a temporary basis to someone in receipt of housing support services

- 7.3 The short SST will be let for a period of at least six months and is subject to tacit relocation in the same way as a Short Assured Tenancy was. We will, however, aim to convert any short SST to a full SST within 12 months.

- 7.4 The Co-operative will not unreasonably reject a request for a joint tenancy with another household member.

8. Basis for Selection – Points System

- 8.1 The Co-operative operates a points system for assessing applications for housing as it is the most embracing, objective and accountable method and helps to exclude inconsistency and discrimination. The points system is used to compare the housing needs of all applicants so that accommodation is offered to those in the greatest need.

- 8.2 All applications are treated in exactly the same manner under the system: the same needs assessment being applied to all. The number of points awarded to an application is based on the points system, as outlined in [Appendix 1](#).

9. Reasonable Preference

Statutory Requirements

- 9.1 In line with the requirements of the Housing (Scotland) Act 2001, the Co-operative seeks to give priority (the legal term being “reasonable preference”) to applicants in one or more of the following categories:

- (i) applicants who are occupying houses which do not meet the tolerable standard;
- (ii) applicants who are occupying overcrowded houses; or
- (iii) applicants who have large families
- (iv) applicants who are living under unsatisfactory housing conditions
- (v) applicants who are homeless and or who are threatened with homelessness (within the meaning of Part II of the Housing (Scotland) Act 1987 (as amended by the 2001 Act).

- 9.2 The term “reasonable preference” is not easy to define and, like many legal terms, has a meaning which can ultimately be decided upon only by the courts. Raising Standards in Housing have provided some general guidelines, and these have been used in formulating this policy.
- 9.3 The Co-operative will use the points system to help ensure that reasonable preference is given to applicant in the above categories; in addition, we will use compliance with Section 5 of the 2001 Act to help enhance degree of preference to homeless applicants.

Defining Unsatisfactory Housing Conditions

- 9.4 There is no statutory definition of unsatisfactory housing conditions so the Co-operative decided to use to consultation with residents and applicants for housing to help identify the following as unsatisfactory:
- where a house move would help alleviate or improve a medical condition experienced by the applicant or a member of their household
 - where a house move would allow the applicants, or a member of their household, to more easily give or receive support (for example, someone needing to move to West Whitlawburn in order to provide necessary care to a relative)
 - where an applicant, or a member of their household, is experiencing harassment in their present accommodation

Applying Reasonable Preference

- 9.5 As noted above, the Co-operative uses a points system to assess housing need. Applying reasonable preference is therefore achieved by ensuring that the categories included outlined in section 7.1, above, attract a sufficiently high number of points.
- 9.6 This has been addressed in the points system, although it should be noted that not all of these attract equal priority (as is permissible as per section 4.2 of Raising Standards). No category, however, gets more priority than those who are statutorily homeless as recommended by the Homelessness Code of Guidance.

Large Families

- 9.7 There is no statutory definition of large families, but this is taken to mean:
- families with four or more dependant children **or**
 - households with five or more adults **or**
 - household with six or more persons (ie children and adults)
- 9.8 At present, the Co-operative does not have any stock larger than 4-apartment, and the scope to house large families is therefore extremely limited. Should this change in the future, then appropriate amendments will be made to this policy.

10. Internal Transfers

- 10.1 Internal transfers occur where a current tenant wishes to move to another one of the Co-operative’s properties. As with Housing List lets, allocations are made principally on the basis of housing need. All applicants for an internal transfer must therefore complete an application form, following which a number of points will be awarded.

- 10.2 All current tenants have the right to apply and be admitted to the Internal Transfer List. However, given the relatively low turnover of stock, it is not possible to guarantee that any offers will be made, and applicants will be made aware of this.
- 10.3 Transfer applicants should also note that those with rent arrears may be suspended from the list, depending on the level of the arrears owed, unless a repayment arrangement has been in place for at least three months prior to an offer being made – please refer to section 19.

11. Equal Rating of Applicants

- 11.1 In line with recommended practice, the allocation system prioritises housing need over time on the list. However, should two applicants have the same points total at the top of the list, the offer will be made to the applicant who has demonstrated their current level of housing need for the longer period.

11. Nominations Agreement – South Lanarkshire Council

The Co-operative has a 50% nominations agreement with South Lanarkshire Council although, despite attempts to have this renewed, the formal written agreement lapsed in 2002. In common with other RSLs in the area, however, the Co-operative continues to apply the terms of the agreement, which means that the Council is asked to provide nominees for half of the Co-operative's annual lets. The Co-operative believes that this is good practice and consistent with the spirit of the partnership working that is developing between the Council and the Co-operative.

- 11.2 Where the Council provides a suitable nomination, the Co-operative will make an offer to the applicant. In the case of assessing nominees, "suitable" is taken to mean:
- That there will be no over-crowding or under-occupation resulting from the let
 - That there are no medical or other reasons that would make the let unsuitable, for example, someone who could not climb stairs being offered a house where this could not be avoided
 - That none of the criteria outlined at section 19 applies
 - That the information contained in the application form can be verified by the Co-operative at a pre-let visit
- 11.3 The Co-operative's void management policy requires rental loss to be minimised, and this means that new tenants have to be identified as soon as possible. If the Council is not able to provide a suitable nominee within three days of being asked, the Co-operative will let the property to its housing or transfer list. In such cases, the Co-operative will record the let as contributing towards the 50% to be offered to the Council.

Section 5 Referrals

- 11.4 It is the Co-operative's duty, under Section 5 of the Housing (Scotland) Act 2001, to assist the local Council in housing homeless people. This is done via referral from South Lanarkshire Council and is governed by a protocol agreed with the Council and all of the RSLs operating in the area.
- 11.5 It is the Co-operative's policy that all applicants referred under Section 5 will be made an offer of accommodation, providing that a suitable property is available, ie there is a property of the required size and meets the household's medical and other

requirements.

12. National Homes Mobility Scheme

12.1 The Co-operative participates in the HA Homes scheme and, in line with recommended practice, has set a target of 4% of total lets to go to HOMES applicants. The Co-operative will publicise the scheme appropriately, and the eligibility criteria below will apply:

12.2 Criteria for Accepting HOMES Nominations

1. Employment
On the basis of a specific local job offer which cannot be accessed from current residential status.
2. Relative In Need
Giving or receiving support to/from a relative in need on the basis of medical supportive evidence and historical analysis of the need factor where support cannot be accessed from their current residential status.
3. Training/Education
On the basis of a specific local training/education offer within the area.

13. THE QUOTA SYSTEM

13.1 In order to maintain a balance between the various categories of lets, the Co-operative operates a quota system. Target percentages within the different categories are as undernoted:

Category	Target %age
Housing List	30%
Internal Transfers	20%
Nominations/Section 5 Lets	50%
HOMES	4%

It is difficult to set a meaningful target for either HOMES lets or referrals given the relatively low turnover experienced by the Co-operative. Instead, we will make such lets on an ad hoc basis. We would expect to let only a very small number in this way over the year and, where this does occur, a report, prepared by the Housing Officer and endorsed by the Senior Housing Officer, will be retained for audit inspection within the house file. Details on numbers only will be passed to the Management Committee as part of the annual report on the allocations policy.

13.2 The percentages outlined in the quotas are not absolute figures which must be attained. Rather, they are indicative percentages to help ensure that there is some balance within the lets made. If there is an imbalance towards the end of a year, for example, this does not mean that all subsequent lets will be made in order to “catch up”.

13.3 Housing Officers will make selections throughout the year on a rotational basis (as outlined in the allocations procedures) to help ensure that the target percentages are broadly achieved on an ongoing basis.

13.4 The Nominations category of 50% **includes** lets made under Section 5 – ie to provide accommodation for homeless people at the Council's request. We have decided to combine these two categories for the purposes of the quotas for the current year. This is principally because the outturn percentage under the Nomination Agreement (50% on its own) has historically been low. This category will be kept under review and can be amended as required following discussion with the Council.

14. NUMBER OF OFFERS

14.1 There is no limit to the number of offers that can be made to an applicant. However should one offer be refused the areas of choice will be reviewed in conjunction with the applicant.

15. TIMING OF OFFERS

15.1 Where notice has been given of a termination of tenancy and the property is in a good condition, ie where it can be returned immediately to the letting pool, a selection should be made on the property before the end of tenancy date. This will allow viewings to begin as soon as the outgoing tenants leaves and will help reduce lost rents through empty houses.

16. CHANGES IN CIRCUMSTANCES

16.1 Applicants whose circumstances change from their first application must advise the Co-operative of these changes.

16.2 All applications will be checked at the time of allocation and should any changes affect the points level by reducing it, the offer will not proceed unless the new total results in the case remaining at the top of the list.

16.3 All applicants will be reviewed on an annual or three year basis (depending on the points level outlined in the accompanying procedures) and re-assessed as appropriate. Notwithstanding this, any changes advised by the applicant will be processed as they are advised and a new points total calculated.

17. MEMBERSHIP

17.1 All applicants who are offered and subsequently accept an offer of accommodation must become a Member/Joint Member of the Co-operative as a condition of their tenancy.

18. APPEALS

18.1 The Co-operative has a clear procedure for dealing with appeals arising from decisions made in the allocations process.

18.2 If any applicant is unhappy regarding their application or the treatment they have received then appeals should be made by:

- 1. Raising it with the Depute Director.**
- 2. If not resolved then the applicant can raise it with (or request personal attendance at) the Housing Management Sub Committee.**

3. Raising it with the full Management Committee.

19. SUSPENSIONS, EXCLUSIONS and REMOVAL FROM THE LISTS

Suspensions from the Housing List

- 19.1 The Co-operative will ensure a continuous opportunity for people to apply for housing, be assessed using the needs-based points system and be able to access the housing list. This means that, in the vast majority of cases, we will not deny access to, or suspend anyone from, the Housing List. (It is important to note that the Co-operative will no longer exclude or refuse an application, the difference being that a suspension will be for a specified period of time and we will retain the applicant's details during this time).
- 19.2 However, in the following circumstances, the Co-operative **will suspend** an application:
- Where an applicant has rent arrears equivalent to one month's charge **and** where an arrangement to repay this amount has not been adhered to for a period of three months. The period of suspension will be six months, at which point the applicant will be eligible to receive an offer, providing that the rent arrears criterion no longer applies.
 - Where there is a current Anti-Social Behaviour Order (ASBO) against the tenant or a member of the household to be re-housed, the suspension will last until six months after the ASBO has been removed.
 - Where there has been an eviction in the last three years, the suspension will last for a period of six months after the three year period has ended.
 - Where there has been violence to staff in the past three years, the suspension will last for a period of six months. (This final criterion would have to be evidenced and legal advice sought on an individual case basis).
- 19.3 In line with recommended practice, the Co-operative would expect the number of suspensions to be very low and, in all cases, applicants will be advised in writing specifically why the application has been suspended and the period of the suspension. The Co-operative will also seek advice from its legal advisor on Article 8 of the Human Rights Act ('respect for private and family life') to check that there is no conflict with this Right.

Suspensions from the Transfer List

- 19.4 The same suspension criteria will apply to applicants for internal transfers.

Exclusion from the List

- 19.5 The Co-operative will not exclude any applicant over the age of 16 from the housing or transfer lists.

Removal from the Lists

19.6 It will not be usual practice for the Co-operative to remove applicants from the lists and, where this does occur, it will be confined to the following circumstances:

- the applicant has been offered a tenancy by us and this has been accepted
- the applicant has requested to be removed from the list
- the applicant has died
- the applicant has not responded to the review process
- the applicant has not responded to a contact letter/offer
- the applicant has not provided the required proofs of residency

20. LETS TO STAFF OR COMMITTEE OR MEMBERS OF THEIR FAMILIES

20.1 The staff and Committee of the Co-operative (and their families) are prevented by law from obtaining any benefit as a result of their connection with the Co-operative. The appropriate legislation is Schedule 7 Part 1 of the Housing (Scotland) Act 2001. This means that any lets made to staff, Committee or their families **must only be done** on the basis of housing need as defined in [Appendix 1](#) of this policy. The Management Committee will approve all Schedule 7 lets in advance of the let being finalised.

20.2 In other words, the let would have been made to that person in any case as he/she exhibited the greatest housing need at the time the selection was made.

20.3 The Co-operative has a Schedule 7 Register in which it details every allocation made in this way. This provides additional safeguards to our tenants and members as this Register is inspected by Communities Scotland as part of its regulatory function and our internal auditor as part of any audit visit, with individual allocations being selected at random and checked for appropriateness by either of these parties. Penalties for breaching this legislation are significant.

21 MEASURING THE OUTCOMES OF THE POLICY

21.1 This policy will be reviewed in December 2007 and then every three years thereafter. In order to do this effectively, the Management Committee must be able to assess how well the ways in which the policy has been operated accords with the agreed objectives.

21.2 The current reporting framework used by the Management Committee provides quarterly reports and an annual report on numbers on the housing lists and details on lets made. This will continue to be the case, however, the annual report will contain the following **additional** information:

- the number of cases where points have been awarded in the “exceptional circumstances” category
- details on any Short Scottish Secure Tenancies let in the year
- details on any instances where the Co-operative has not complied with a request from the Council to provide accommodation to a homeless household
- the number of suspensions applied in the year and the reasons for these
- the approximate number of summary leaflets requested/taken in the year
- details of alternative formats requested
- equal opportunities monitoring information (this will be supplementary to the outturn report on the Equality Action Plan)

- number of lets to internal transfer applicants, housing list applicants, council nominees, mutual exchanges, successions/assignments and HOMES

- 21.3 There will also be a commentary on how the main objectives of the policy have been achieved, together with suggestions on any improvements that need to be made at the next review (or immediately if this is required).
- 21.4 A summary of this report will be disseminated to the tenants and members as part of one of our regular newsletters and will also be used as part of the consultative process. Other interested parties can receive a copy on request.

22. POLICY REVIEW

- 22.1 The Co-operative will review this policy in December 2007 and every three years thereafter. In the case of changes to legislation or significant changes to best practice, the review period may be reduced.

ALLOCATION POLICY - POINTS AWARD LEVELS**Allocations Policy – Points Award Levels****1. Medical Condition**

Points will be awarded on a graded basis, up to a maximum of 200, where ill-health is caused or aggravated by housing conditions and will be improved by alternative accommodation. Applicants will be issued with a pro-forma for self completion. Supporting evidence from the applicant's doctor will at times be required in order to confirm health problems and discuss suitable forms of rehousing.

Each application will be assessed on its own merits where an applicant or member of the household is affected.

A	Extremely severe	200 points
B	Severe	150 points
C	Less severe	100 points
D	Mild	50 points

No distinction is made between medical conditions that are physical in nature and those which relate to mental health: what is important is the severity of the condition and whether re-housing will help it. Further guidance is outlined in the Co-operative's procedures on assessing applications for housing and information on these procedures is available to anyone who wishes it.

Applicants should note that medical points can only be awarded where re-housing would alleviate or improve the medical condition – the presence of a medical condition in itself will not therefore attract medical points. It should also be understood that applicants with medical points will only be allocated housing suitable to their needs, for example, someone who had medical points because of an inability to manage stairs would not be offered a house where they would have to climb stairs.

Sample of Points Levels

- A - 200 where access and mobility are restricted because of a severe medical condition e.g. severe heart condition, and ground floor accommodation is required. e.g. where an applicant is effectively housebound because they cannot go up and down stairs.
- B - 150 where access can only be gained with extreme difficulty due to a severe medical condition e.g. where an applicant has severe problems due to location, hills etc, internal or external stairs.
- C - 100 where an applicant has a less severe medical condition affected by housing.
- D - 50 where housing conditions are causing mild inconvenience in relation to a medical condition.

In these instances housing conditions must have a direct impact on the health of the

applicant or a member of the applicants family.

2. **Lacking Amenities**

Points will be awarded, up to a maximum of 125, for each of the amenities detailed were the applicant has no access to/use of as follows:

Lacking internal W.C.	40 points
Lacking Bath/Shower	40 points
Lacking Hot Water Supply	30 points
Lacking Cooking Facilities	15 points

If all facilities are denied to the applicant, 125 points will be awarded.

In situations where a Closing Order is placed on an applicants home, confirmation will be required from the Environmental Health Department to allow the maximum award of 125 points. (A Closing Order is placed on property which is unfit for human habitation).

3. **Overcrowding**

Overcrowding can cause serious difficulties to families living in such conditions, so points will be awarded per bedroom short.

The minimum housing requirements used to determine overcrowding under the terms of this Policy are as follows:

- One living room for each household

Plus

- One bedroom for the applicant /and partner

Plus

- One bedroom for each person aged 14 years or over

Plus/or

- One bedroom for up to 2 persons of the same sex who are both aged under 14

Plus/or

- One bedroom for two children aged under 5 irrespective of sex.

In addition to the above, the Co-operative's appreciates the further difficulties caused for families where 2 children of different sexes are sharing a bedroom and one of them is over 12. Where this is the case an additional 10 points will be awarded. The Co-operative also appreciates the further difficulties caused when more than 2 children have to share a bedroom and in this instance a further 10 points will be awarded for each additional child to a maximum of 20 points.

An unborn child will be considered as part of the household where the birth will result in overcrowding in terms of the above criteria. (Pregnancy must be confirmed in writing from a medical source).

Access To Children: Where an applicant is overcrowded as a result of regular (i.e. weekly) overnight access to children, overcrowding points will be awarded. Written proof must be submitted by the applicant that access has been arranged either legally or through an `in principle` agreement between the two parents. **Where such proof cannot be provided or where access arrangements are in dispute between the two parents, overcrowding points in respect of children will not be awarded.**

Overcrowding points for cases with confirmed access to children will be awarded.

Per Bedroom short	90 points
2 children sharing bedroom and 1 is over 12	10 points
For each additional child sharing a bedroom with 2 other children	10 points (max award 20 pts)
Access - per bedroom short	
1 night	20 points
2 nights	40 points
3 nights	60 points
4 or more nights	90 points

4. Underoccupation

Using the same criteria for minimum requirements as with overcrowding: an award of 70 points per bedroom surplus will be awarded for underoccupation.

Where the application is for same size accommodation, points for overcrowding or underoccupation will not be awarded, regardless of household composition.

Per Bedroom Surplus	70 points
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5. Sharing Amenities

Points will be awarded to applicants who share all or any of the following amenities with non-close family members -

Bathroom OR Kitchen

Close family members being: mother; father; brother; sister; son; daughter.

1. Sole applicants sharing amenities will be awarded 60 points.
2. Joint applicants where one is sharing amenities will be awarded 60 points in total.
3. Joint applicants, from one address, where both are sharing amenities will be awarded 60 points in total.

4. Joint applicants, from different addresses, where both are sharing amenities will be awarded 120 points in total (2 x 60 points).

Points will be awarded to applicants who share all or any of these amenities with close family members.

With non-close family members	60 points
With close family members	20 points

6. Children at a height

Where an applicant who has a child/children under 14 years of age, living on the 7th floor and above of a multi-storey block, and wishes to transfer to the 6th floor and below 21 points per child will be awarded.

Per child under the age of 14, where living above 6 th floor	21 points
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7. Move nearer work

The Co-operative recognises that disruption to lifestyle can be caused by travelling long distances to the workplace and as such recognises this as an area of housing need.

To alleviate this problem, the Co-operative shall award 15 points where an applicant is in employment or about to take up employment and either of the following applies:

- 1) The distance from current residence to work is reduced by moving to West Whitlawburn; or
- 2) Access to transport required for travelling to work is improved by moving to West Whitlawburn.

Move Nearer work	15 points
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8. Social Points Award

Social points will be awarded where housing and social conditions are causing stress problems and other difficulties that cannot be resolved under other needs factors.

In order to address the unusual circumstances which social point assessments often involve, policy is designed with flexibility in mind, which allows each application for social points to be assessed on its own merits, taking all factors into account.

Social conditions that result in points being awarded are usually associated with factors other than the property itself.

Points will be awarded on a graded basis, up to a maximum of 200, depending on the severity of the case.

Each application will be assessed on its own merits where an applicant or member of the household is affected.

A	Extremely severe	160 – 200 points
B	Severe	100 – 150 points
C	Less severe	50 – 90 points
D	Relatively Minor	20 – 40 points

Consistency in social points awards will be achieved by comparing award levels with previous applications, where similarities in circumstances exist. Subjectivity will be avoided through: the involvement of Housing Officers and the Senior Housing Officer in agreeing awards up to a maximum of 40 points; and through the involvement of the Senior Housing Officer and Director in agreeing all other awards.

Supporting evidence may be requested in order to aid the accuracy of the assessment and confirm circumstances, however, this may not be necessary in all cases.

Social Points award levels should follow the general guidelines below.

Sample of Points Levels

- A 160-200 Serious harassment, actual violence or threats of violence, marital /relationship breakdown involving domestic violence, etc,
exceptional circumstances, where no other element of housing need exists.
- B 100-150 Where social conditions cause severe problems to the applicant or family members to a lesser degree than extremely severe.
- C 50-90 Circumstances leading to less severe problems
move nearer local support where medical need exists, marital/relationship breakdown, severe neighbour problems where the applicant is not causing the problem, etc.,.
- D 20-40 Relatively minor problems
move nearer child care facilities, move nearer local support where no medical need exists.

It is not expected that exceptional circumstances will apply on a regular basis and such cases will be the subject of committee reporting.

3. Overcrowding
- | | |
|---|-----------|
| per Bedroom short | 90 points |
| two children (different sex) where one over 12 sharing same bedroom | 10 points |
| additional children over and above sharing a bedroom | 10 points |

Access - per bedroom short

1 night	20 points
2 nights	40 points
3 nights	60 points
4 or more nights	90 points