



ALLOCATIONS POLICY

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If you have difficulty with sight or hearing, or if you need a copy of this Policy in a different language, please let us know. We will provide the information in a form that suits your needs.

1. Introduction

This Policy describes how New Gorbals Housing Association will manage access to its housing list, and how it will let houses to people on the list.

New Gorbals currently owns around 1,100 properties for rent, around a quarter of all of the social rented houses in the Gorbals, Laurieston and Hutchesontown.

The Association is also the Local Housing Organisation (LHO) for around 2,500 houses in the area owned by Glasgow Housing Association (GHA). New Gorbals currently has a contract to manage GHA's houses. In due course, New Gorbals may become the landlord of these houses, if this is what tenants want. In the meantime, the GHA houses in the Gorbals are let under the GHA allocations policy, rather than New Gorbals' policy.

2. Allocations Policy objectives

The objectives of New Gorbals' Allocations Policy are:

- To provide access to good quality, affordable rented housing to people in the greatest housing need;
- To support the ongoing regeneration of the area, by meeting local housing needs (including those resulting from demolition and redevelopment) and helping to create a stable and sustainable community;
- To respond to the needs of people who wish to return or move to the area, for example for employment, social or medical reasons or because of factors such as harassment or domestic abuse;
- To provide people with the chance to express choice when they apply, with good information about our housing to help inform those choices;
- To support Glasgow City Council in addressing the needs of people who are homeless;
- To manage access to our houses in a way which is clear, fair to all, and focused on the needs of housing applicants.

The Allocations Policy covers all of our properties and everyone who applies to us for housing.

3. The local context

The Association's houses are located in 5 main areas (Crown Street, Gorbals East, Hutchesontown, Laurieston and Queen Elizabeth Square), and comprise a mix of house sizes and types. More information is provided in Appendix 3.

The Allocations Policy reflects a number of information sources about local housing needs. These include the needs assessment carried out in 2002 by the Gorbals Area Housing Partnership, the Association's own housing list and lettings information, and information about the local population from the 2001 Census. The most important features of housing needs and demand in the Association's area can be summarised as follows:

- There are very high levels of demand for good quality housing for rent in the Gorbals.
- Demand is much lower for properties in the areas which are owned by Glasgow Housing Association (GHA). This contributes to high levels of local demand for New Gorbals' houses, from GHA tenants.
- The area is undergoing sustained regeneration activity, with some of the GHA stock likely to be demolished and replaced. New Gorbals will play a major part in rehousing residents whose homes are demolished, whether or not there is a second stage transfer from GHA to the Association.
- Within the Gorbals as a whole, four apartment or larger housing is a very small part of the available housing.
- While there is a larger concentration of two apartments, much of this is of poorer quality or in housing areas with low demand. The Association's area has a much higher proportion of single person households than the city as a whole.
- Our own housing list indicates that the highest levels of demand, relative to our available houses, are for 2 apartments and for houses which have 4 or more apartments. Overcrowding is one of the main types of housing need being addressed by the Association.
- The Association has much lower levels of tenancy give-ups than other RSLs, locally and across the city as a whole. This indicates that we are succeeding in creating a stable, sustainable community – but it also reduces re-housing prospects for people waiting for a house from us.
- Most people applying to us for housing have low incomes, and there are high levels of disability and poor health among housing applicants and in the area as a whole. The 2001 Census suggests that people living in our area are more than two and a half times more likely to say they have a limiting long-term illness and poor health, compared with people in Scotland as a whole.

The proportion of pensioner households in our area is above the city average. The Black and Minority Ethnic (BME) population is below the city average, but housing applications from BME households are increasing significantly, particularly for larger-sized accommodation.

Taking account of demand and turnover levels, the Allocations Policy is based on a points-based system which aims to measure a range of housing needs. The points system reflects our analysis of local housing needs, the objectives described in Section 2, and the Association's legal obligations.

To ensure that the Policy is responsive to the housing needs we have identified, we will:

- Regularly review the housing list, as described in Section 6, ***Access to the housing list***.
- Develop lettings plans each year, to forecast how many properties will become available for letting in the year ahead, and the broad targets for meeting different types of housing need.

4. Legal and regulatory requirements

New Gorbals will assess applications and let its houses in line with all applicable legal and regulatory requirements.

Our main legal obligations are set out in the Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001. The law requires us to:

- Provide open access to our housing list.
- Give reasonable preference, when letting houses, to:
 - People who are homeless, or threatened with homelessness;
 - People living in houses which do not meet the tolerable standard;
 - People living in houses which are overcrowded;
 - Large families;
 - People living under unsatisfactory housing conditions.
- Take no account of certain factors (eg applicants' age, income, property ownership, residence in our area of operation) when we are letting houses.
- Publish our rules for letting houses.
- Meet equal opportunities requirements in all of our services.
- Provide Glasgow City Council with access to some of our houses, for people who the Council has assessed as being homeless.

We have a legal duty to ensure that nobody who applies for housing experiences discrimination because of their sex, race or any disabilities they may have.

The letting of houses to past and present employees and committee members of the Association, and their close relatives, is subject to Schedule 7 of the Housing (Scotland) Act 2001 and guidance published by Communities Scotland. This ensures that if anyone in these categories is applying for a tenancy, they will not receive any special treatment as a result of their connection with the Association.

This is a brief summary. We have taken account of all of the Association's legal obligations in the rest of this Policy, and in our procedures for dealing with housing applications and letting houses.

New Gorbals is committed to working in accordance with "Performance Standards for social landlords", published by our regulator Communities Scotland. "Performance Standards" oblige us to:

- Ensure that people have fair and open access to our housing list and assessment process.
- Work with others to maximise and simplify access routes into our housing.
- Let our houses in a way that gives reasonable preference to those in greatest housing need; makes best use of available stock; maximises choice; and helps to sustain communities.
- Ensure that our approach to letting houses is well managed, and that we achieve high standards of customer service, information and consultation.

Our performance in achieving these standards is assessed periodically by Communities Scotland, which publishes its findings.

5. Equal opportunities

The Association's core values include being fair and equitable, and treating every individual with courtesy and respect.

In all areas of our work, including access to our houses, New Gorbals will strive to achieve equality of opportunity and fair treatment for all. We will do this irrespective of factors such as sex or marital status, race, disability, age, sexual orientation, language or social origin, or other personal attributes, such as religious beliefs or political opinions.

The Association will comply with the Codes of Practice issued by the Commission for Racial Equality and the Disability Rights Commission. In this Policy, we have set out our service standards for access to our houses and lettings. The service standards, along with our Equal Opportunities Action Plan, describe what we will do in practice, and how we will measure and act upon the end results we are achieving.

6. Access to the Housing List

Who can apply

New Gorbals does not apply any restrictions on who can apply for a house, provided that you are aged 16 or over.

The only exceptions are houses which have been specially designed or adapted for particular groups of people. For example, to apply for our sheltered housing, you must be aged 60 or over.

The Allocations Policy applies to current New Gorbals tenants, people applying to the Association for the first time, homeless people referred to us by the City Council, and people applying through moveUK – a national mobility scheme.

We have a separate policy (available from our office) on Mutual Exchanges (ie where a New Gorbals tenant wishes to exchange their house with somebody else).

How to apply

To get onto the housing list, you need to fill in a Housing Application form, specifying what type of property and which area(s) you would like to be considered for. In addition, the Association accepts referrals from Glasgow City Council, where the Council is seeking accommodation for homeless people.

Housing applications will be assessed by the Association's staff, based on the Allocations Policy. Applications are then placed on our housing list relative to the size of house the applicant needs, and based on their preferences about house type and area.

More information about how applications are assessed is provided in Section 7, **Priority for rehousing**. Section 8, **How our houses are let**, describes how we match applicants to available houses.

Reviewing applications

The Association will review all housing applications at least every two years. We may review your application annually, if you are near the top of the Housing List (as you are more likely to receive an offer of re-housing).

We will do this by writing to you, to ask you to highlight any changes in your circumstances, housing needs or housing preferences. When we write to you, we will provide you with a copy of our most up to date information on turnover and availability for different house types and areas.

If we do not receive a response to our review letter after 28 days, we will write to you again. If we do not receive any response within 14 days of our second letter, your application will be removed from the housing list.

In addition to reviews carried out by the Association, you can contact us at any time to tell us of any changes in your circumstances or preferences. More information is provided about this in Section 7.

Other landlords

We will encourage applicants to apply to other landlords as well as New Gorbals, since this may increase their chances of being re-housed.

Following the transfer of Glasgow City Council's houses in 2003, the Association no longer receives general housing list nominations from the City Council. We now receive referrals from the City Council for people who have been assessed as homeless. We also work in partnership with the City Council to provide housing for older people who receive support from our Supported Living Project.

The City Council and other organisations are currently working to develop a Common Housing Register. This would involve applicants completing a single housing application form, which would allow them to be placed on the housing lists of different landlords for rehousing. New Gorbals recognises that the Common Housing Register can help improve access for people in housing need, and we are committed to participating fully in the scheme, when it is introduced.

7. Priority for re-housing

Our Policy aims to give priority to applicants based on their housing need. Our definition of housing need takes account of the legal obligations already described.

Under our Policy, we will regard you as being in housing need where:

- You are homeless or do not have a secure tenancy
- You are living in property in a very poor condition
- You are living in unsatisfactory housing conditions, including lacking or sharing amenities
- Your home is overcrowded or too large for your household
- Your current home is unsuitable for your particular needs due to a medical condition or impairment
- You need to move for social reasons
- You have to leave property which is being demolished as part of a regeneration strategy in the Association's area of operation, and it has been agreed that New Gorbals will provide rehousing for people losing their homes.

There are some factors which we do not take into account, as described in Section 3, ***Legal and regulatory requirements***.

Letting Categories

Our properties are let to the following categories of applicants:

Housing list	Those who apply direct to us for housing and are not already NGHA tenants
Transfer	NGHA tenants who apply for a move, they may need to move to a bigger or smaller house or for medical reasons
Clearance	People living in housing managed by New Gorbals LHO whose homes are due for demolition.
Homeless referrals	People passed to us for re-housing under the law or as per local arrangements with GCC Social Work
Mobility schemes	MoveUK is a national scheme which allow tenants to move to a different area and search for employment and housing opportunities.

We will produce an annual lettings plan which will detail targets for each category of lets, e.g. 20% of lets to transfers (see section 8 on **How our properties are let**).

In addition, the Association may very rarely consider making a “special let”. Special lets are only considered where there are legitimate reasons for making an offer of housing, in circumstances which are not covered within our policy. More information on special lets is provided in Section 10, ***Managing the Allocations Policy***, and in our procedures.

Points System

We assess each applicant’s housing need using our points system – see summary at Appendix 1.

Points are awarded for each type of need the applicant has. For some points categories, we ask for evidence to be provided. Our housing application form gives details of the information we require. Your position on the list will depend on the overall points level awarded. Where more than one applicant has the same points total when a house is being let, priority will be given to the applicant who has been on our list longest.

We will also ask you to state preferences for particular types of property or areas where we have housing. We will review this information regularly depending on the level of priority you have been given. You can also contact us at any time regarding a change in your housing situation, requirements or preferences.

We will provide information regarding your prospects of housing when you first apply and every time we review or re-assess your application. All applicants being considered for housing will be visited before they are offered a property.

Size / type of housing required

We will place your application on our list based on the size and type of accommodation you need. This will be worked out as follows:

- One bedroom for couples/ partners/ or single persons/ parents.
 - One bedroom for two children of the same sex under the age of 16.
 - One bedroom for 2 children under the age of 10, regardless of sex.
 - A room for each child unless able to share with another child as above.
- These rules may not apply in certain circumstances if a separate bedroom is required for medical, social or other relevant reason.
- Where a member of the household is pregnant, from 6 months into the pregnancy, we will re-assess your application regarding the number of bedrooms required.
 - Normally we will assess you for the size of housing you need depending who lives with you. In some circumstances, for example where there is low demand from people who would make full use of the house, we may offer a house which has one bedroom more than required.
 - People living in housing managed by New Gorbals LHO whose homes are due for demolition can be considered for the same size of property they are leaving as long as this does not result in overcrowding.

- If you need to move for medical reasons concerning mobility we will normally only offer ground, first floor or lift accessible properties.
- If you have access to children we will consider you for an extra bedroom but we will need evidence to support this. You will normally only be considered for one extra bedroom regardless of the number and ages of children you have access to.
- If a property has been adapted, for example with a walk-in shower, we will try to identify someone who needs this facility, where possible.
- For sheltered or wheelchair adapted properties we will contact appropriate agencies regarding referrals if we cannot identify anyone suitable from our housing list. We will also accept referrals from the City Council for the Supported Living Project, which assists older people who need support at home.

8. How our properties are let

Annual lettings plan

We will produce a lettings plan each year based on expected levels of turnover within our housing.

The lettings plan will detail the target number and percentage of lets we expect to make to each of the applicant categories over the course of the year – e.g. lets to homeless referrals, housing and transfer list applicants etc. The target figures in the lettings plan are indicative, rather than a fixed “quota” which must be met. The purpose of the target figures is to ensure that we address our legal obligations and the objectives set out within this Policy in a fair and open way. The targets will not prevent us from responding to changes in the law or if additional properties are needed for homeless referrals.

The lettings plan will show how we aim to meet the needs of those applying to us for housing, make the best use of our housing, create sustainable communities and maximise choice for applicants.

The Area Housing Manager is responsible for ensuring that these targets are met during the course of the year. We will monitor the types of properties and demand levels of properties let to the various categories. At the end of the year we will report on performance to our Management Committee.

We will publicise our lettings plans to local agencies and those on our housing list.

Houses available for letting

Accepting your application on to the housing list does not mean that we will always be able to make you an offer of rehousing. This depends on your level of housing need, the number of properties which become available for letting, and the level of demand for the house types, sizes and areas you wish to be considered for.

The Association builds new houses based on meeting the needs identified in Section 3, ***The local context***. We also have a fairly low turnover of properties for re-let, approx 70 per year, which we can let to all categories as noted above. The majority of properties which become available are 2 or 3 apartments.

Applicants' preferences

We have different property types. When you first apply, you will be able to choose the type(s) you would consider, these are detailed below:

- Flats houses or maisonettes
- Multi storey flats
- Sheltered housing in flats/houses/maisonettes
- Sheltered housing in multi storey flats

As well as the type of property you would consider you are can also indicate your preference for which floor you would accept accommodation on within your housing application.

In the housing application pack you receive when you apply for housing you will find a map and address details of the properties that the Association own.

You can also state any preferences you have for particular areas. Details of these are listed below:

- Area 1 – Hutchesontown
- Area 2 – Queen Elizabeth Square
- Area 3 – Crown Street
- Area 4 – Gorbals East
- Area 5 – Laurieson

The Association does not place any limits on the number of house types and areas you can choose to be considered for (apart from the restrictions already described, for housing which has been designed for older people). If you choose all types/ areas, you will be considered for any vacancies which arise depending on your points level.

Matching houses and applicants

We will only make offers for houses which match the choices stated in the Housing Application form – although you can change your choices at any time.

We hold separate lists for certain types of accommodation, including sheltered housing and multi-storeys. You can be on the list for more than one type of accommodation.

Whilst most of our properties are fairly popular, there are different levels of demand for some of them. This may mean that we can consider those with lower points levels where there is less demand.

When a property becomes available for let we will let it in line with this Policy. Firstly, the Area Housing Manager will decide which category of applicant the property will be offered to, taking account of the Policy, lettings plan targets, best use of our housing, and levels of demand for properties on our list. Then we will select the applicant with the highest priority taking account of the property types and areas chosen.

Where a property is refused three or more times, or it is proving difficult to identify anyone interested in it, we may consider advertising or other methods of identifying applicants. We may also contact other agencies for referrals of suitable candidates as appropriate. For this type of property the Area Housing Manager has discretion to let to a lower points level once a variety of methods of identifying someone have been exhausted.

If you refuse an offer we will ask you to give reasons so that we can amend your preferences if required.

If we offer you 3 suitable properties based on your needs and the types of properties you are interested in, we will contact you to ask you to update your preferences. We will not make you any further offers until we receive this information.

At this time we may give you the option to attend an interview regarding your prospects of re-housing and how your choices may affect this. If you cannot attend our office we may call or email you or visit you at home.

Where a housing applicant needs support in order to sustain a tenancy, but there are no support arrangements in place, the Association will make an individual assessment of whether it is reasonable in all of the circumstances to make an offer of housing. Any such assessments and decisions will be reviewed by the Area Housing Manager or Depute Director, and will have regard to:

- the applicant's current circumstances
- any risks to the applicant or to others if a tenancy was granted without support.

In any cases where the Association decides that making a let without support being in place would be irresponsible, the applicant will be informed of the reasons for our decision, and of their right to appeal against the decision.

If we place your application on hold

There are some circumstances where you may stay on our list but we will not consider you for an offer for a specified period of time. We will inform you if this is the case, giving the reasons and the length of time your application is on hold. We will review your circumstances before we re-activate your application.

Reasons for placing your application on hold could include:

- You owe us, or another landlord, a tenancy related debt such as rent or rechargeable repairs, where this debt is more than one month's rent, and you have not kept to a repayment arrangement for a 3 month period
- You or a member of your household have behaved in an anti-social manner
- You have given false information on your application form
- You or any members of your household have broken some condition of your tenancy agreement, such as causing damage to your home
- You have not provided information we need to assess your application despite reminders
- You have refused three offers of housing and have not reviewed your choices for housing when asked to do so.

We will limit the duration and use of suspensions and assess each case individually. We will place your application on hold for a limited period of time initially, and review this on a regular basis. You will be fully informed and have the opportunity to ask us to review the decision, or you can appeal against our decision at any time.

Staff will be provided with detailed guidelines on suspensions which will be authorised by the Area Housing Manager. Further details are provided at Appendix 2.

9. The Association's service standards

Information and responding to applications

The Association will provide information freely about the availability of housing, and how to apply for housing, to anyone who requests it.

Housing Application packs are available to anyone who wants to apply, by contacting or calling at the Association's office.

The housing application pack contains an application form as well as information on the Association's points system, guidance notes and other useful information to help you to complete your housing application.

Staff will provide you with any help that you may need in completing your Housing Application. A copy of the full Allocations Policy will be available to anyone who wishes to see it.

All information about applying for a house can be made available in different languages and information formats, if you need this. We will also provide access to interpreting services where required.

A summary information leaflet “About New Gorbals Housing Association” can be made available in a range of community languages on request.

The Association will aim to assess and provide a written response to housing applications within 15 working days. If you subsequently report a change in your circumstances, we will aim to provide a written response within 20 working days.

The Association will provide you with realistic, factual information about your housing prospects. If you have a lower level of housing need than is generally required to obtain rehousing, we will tell you this. We may provide advice about changing area or house type preferences, if this would increase your prospects of being re-housed by us, or we may provide information about other landlords with houses in the area.

Offers of housing

Before making an offer of housing, the Association will visit you at home. The purpose of a home visit is to ensure that the circumstances reported in your application form are correct and up to date.

We may also need to seek information about you from third parties – for example, a tenancy report from a current or previous landlord, or reports from your doctor if you are seeking medical points.

We will issue a written offer of rehousing, in plain English. You will have up to three working days to view the property (provided that it is not undergoing repairs which would make internal viewing unsafe), and to let us know if you want to accept the offer. Where a property is offered to a person referred to the Association as homeless from the local authority – the offer period is five working days – to enable the local authority to contact the applicant about our offer.

Where the offer of accommodation is accepted, we will complete a tenancy sign-up interview with you. We will also arrange a settling-in visit, within 6 weeks of the tenancy start date.

Consultation and Feedback

We will consult with customers (existing tenants and housing applicants) about any reviews of our Allocations Policy.

Each year, the Association will provide customers with information about its performance in letting houses, the turnover of properties, and the lettings plan for the year ahead.

We will ask all new tenants for feedback about their experience of applying for a house from the Association, and their views about the standard of service we have provided.

Ensuring fair treatment for all applicants

The Association will operate an Allocations Policy which is clear, comprehensive and which provides equal access for all to the housing list.

We will give priority to meeting extreme forms of housing need which some applicants may be experiencing – for example, victims of racial harassment and domestic abuse (including same sex relationships), and disabled people with urgent rehousing needs.

We will maintain records of housing which is suitable for disabled people, to help match people and houses.

The Association will use annual lettings plans to set targets for access to housing by disadvantaged groups, in particular homeless people, disabled people and people from Black and Minority Ethnic communities.

We will monitor the number of applications from, and houses let to, homeless, disabled and Black and Minority Ethnic applicants, and will periodically assess the quality of the housing offers we make to people from these groups.

All allocations decisions will be scrutinised by a second member of staff, to minimise the risk of inadvertent discrimination.

Confidentiality and access to personal information

The Association will treat as confidential any information you provide as part of your application. If we need to obtain information from anyone else to assess the application, we will only do so where we have obtained your written consent. We will ask for consent to approach other organisations for information on our housing application form.

If you wish to give permission for someone else to discuss your application for housing on your behalf with us, you can request a mandate from this office for this purpose.

The Association maintains paper and computerised information about housing applications. We have registered under the Data Protection Act 1998, to enable us to do this. You are entitled to request access to any personal data which we hold about you, as long as this does not affect anybody else's rights to confidentiality. Further information about the procedures for doing this are provided in the Association's Policy on data protection.

Complaints and appeals

If you feel that your housing application has not been dealt with satisfactorily you have the right to make a complaint. For example, a complaint can cover situations where:

- You feel that your application has not been properly assessed, in line with the Policy.
- Offers of re-housing made by the Association have not been reasonable, i.e. in line with the preferences you stated in your application and any subsequent changes.

- You are concerned about the standard of service you have received or the conduct of a staff member

We hope to resolve any complaints informally first of all, however if this is not possible the formal complaints procedure can be used. An information leaflet about how to make a complaint is available from our office. If you wish, you can also ask for a copy of our full complaints procedures.

Complaints will be dealt with by our Depute Director. If you are not satisfied with the outcome of a complaint you may wish to appeal to our Management Committee.

Having used the complaints and appeal procedure if you wish to have your complaint considered by an independent body, you can contact the Scottish Public Services Ombudsman. Details are available at our office or you can contact the Ombudsman direct at:

4 Melville Street
Edinburgh
EH3 7NS
Telephone : 0800 377 7330
Fax : 0800 377 7331
Email : ask@spsso.org.uk

10. Managing the Allocations Policy

Staff and committee roles and responsibilities

Staff are accountable to the Housing Management Property Management sub-committee for the implementation of the Allocations Policy and the outcomes it delivers.

The Association's Depute Director, supported by Property Management staff, has responsibility for ensuring effective implementation of the Allocations Policy, and the services provided to housing applicants.

All of our housing management staff are fully trained in our Allocations Policy and have detailed procedures to follow. Staff are involved in assessing and prioritising applications and giving information to applicants regarding their chances of re-housing. This includes giving advice; reviewing applications; carrying out home visits to those being considered for housing; making offers of re-housing; and keeping clear records to evidence decision-making.

Decisions about offers of housing are almost always made by the Association's staff. This includes any "special lets" which are made, as described earlier in the Policy. The Depute Director has delegated authority to make decisions on special lets, and will report to committee on the number and circumstances of any such cases.

In very exceptional circumstances, an offer of housing may need the prior approval of the Association's Property Management (Housing Management) sub-committee. This applies where:

- The Depute Director considers that a proposed special let would involve a significant departure from normal policy and practice, and that committee approval should be sought;
- An offer of housing is subject to Schedule 7, Part 1 of the Housing (Scotland) Act 2001.

11. Performance monitoring and continuous improvement

The Association will closely monitor its performance in relation to access and lettings. Regular reports on operational performance will be provided to the Property Management (Housing Management) sub-committee, which meets quarterly. A combination of quarterly and annual reports will provide information on housing applications received, turnover and houses let, re-letting performance, housing needs being met, homeless nominations and referrals, and performance against lettings plan targets.

The Property Management (Housing Management) sub-committee will also receive annual reports providing a more detailed analysis of trends in applications, lettings outcomes, service user feedback and performance in meeting equalities objectives.

The Association will regularly assess service outcomes and performance in relation to "Performance Standards", to measure service quality and the extent to which services are improving and meeting policy objectives and customers' needs.

The Association will provide service users with information about its performance in letting houses, through tenant newsletters, the Association's annual report and other appropriate methods.

This policy will be reviewed in 3 years time, or earlier if required.

Appendix 1: Summary of our points system

TYPE OF HOUSING NEED	
<p>1. Homelessness and in priority need You have been assessed by Glasgow City Council as homeless and in priority need, and have been passed to us for permanent rehousing by the City Council under the law or as per local agreements in place</p> <p><i>In these circumstances, you will be considered for re-housing, in line with targets set in our lettings plan.</i></p>	
<p>2. Clearance 2.1 Your home is managed by New Gorbals LHO and is due to be cleared out within 12 months prior to demolition. (Individual cases will be prioritised in accordance with the Regeneration Protocol agreed by NGHHA and Glasgow Housing Association).</p> <p><i>In these circumstances, you will be considered for re-housing, in line with targets set in our lettings plan.</i></p>	
3. No secure accommodation	POINTS
3.1 You have been assessed by Glasgow City Council as homeless but not in priority need (i.e. the City Council has confirmed to us that you are homeless but that you do not have a legal entitlement to an offer of permanent accommodation under the law on homelessness).	50
3.2 You have not been assessed as homeless by the City Council, but you can provide evidence that you do not have secure accommodation, for example: <ul style="list-style-type: none"> • your lease has expired • you face mortgage repossession • you are forced to leave tied or supported or temporary furnished or hostel or NASS accommodation 	25
4. Poor property condition	
4.1 Your home is in serious disrepair	50
4.2 You are living in unsuitable property conditions, e.g. dampness, condensation, inadequate heating	25
5. Unsatisfactory housing conditions	
5.1 You do not have 2 or more of the following facilities: inside toilet, suitable cooking facilities, hot water supply, bath or shower; <u>OR</u> You do not have one of the above facilities	30 15

TYPE OF HOUSING NEED	
5.2 You share 2 or more of the following facilities with family or friends, or as a lodger: cooking facilities, toilet, bath, shower or living area; OR You share 2 or more of the above facilities within a hostel or with more than two other households not related to you	20 25
5.3 You are living in a caravan	25
5.4 You are living in accommodation / an environment which is not suitable due to high levels of social problems. This would normally apply to those living in multi-storeys with a range of serious management problems (we may have to contact your landlord to confirm this)	20
6. Overcrowding or your home is too big	
6.1 You need:	
• 4 or more extra bedrooms;	105
• 3 extra bedrooms;	85
• 2 extra bedrooms;	60
• 1 extra bedroom.	30
6.2 You have:	
• 3 or more extra bedrooms (NGHA tenant only);	75
• 2 extra bedrooms (NGHA tenant only);	50
• 1 extra bedroom (NGHA tenant only)	25
7. Medical reasons	
7.1 You are housebound or an emergency case	100
7.2 You have severe medical and mobility problems and your current housing is not suitable e.g. not adapted for your needs;	60
7.3 You have other medical problems, which make your home unsuitable for you and could be improved by re-housing	30
8. Social Reasons	
8.1 You need re-housing for social reasons, such as harassment, as an emergency case (potentially life-threatening situation);	100
8.2 You are experiencing serious social problems such as racial harassment or domestic violence	50
8.3 You are experiencing social problems over a period of time where re-housing would help	25
8.4 You or a member of your family needs to stay in the area to provide or receive family support	20
8.5 Other social factors, e.g. you need support provided by sheltered accommodation or 24 hour care project	30
8.6 You need to move due to a relationship ending	30

Additional information about each of these points categories is provided in the Association's procedures, available from the office.

Appendix 2 – Placing Applications on Hold/Suspension Procedures

These guidelines provide further information for staff and applicants on circumstances where we will suspend an applicant from receiving offers of rehousing for a specified period of time. This also covers how we will apply, review and remove suspensions.

All such decisions will be taken by the Area Housing Manager, or Depute Director, based on the information available. Each case will be considered individually taking account of the likely impact on the applicant, and their individual circumstances.

The Area Housing Manager will keep a record of all suspended applications and ensure that cases are reviewed and monitored on a regular basis.

We will consider placing an application on hold for the following reasons:

1. Debts

Any outstanding debt related to a tenancy, where the debt:

- is more than one month's rent, or where
- the outstanding debt exceeds one month's rent, a repayment arrangement has not been maintained for at least 3 months

This includes debt where the applicant was the tenant or a joint tenant. Debts related to a tenancy include: rent, service charge, rechargeable repairs, and the costs of clearing out a house which is abandoned or where property is left.

Period suspended:

- until the debt has been reduced or a repayment arrangement maintained as described above.

2. Anti-social behaviour

This applies where there is clear evidence of anti-social behaviour or nuisance to neighbours relevant to the tenancy. This could include reports from a landlord, interim or full ASBO, eviction on anti-social grounds, police or fire authority reports, behaviour to staff or a contractor.

Examples of anti-social behaviour include: certain relevant criminal convictions, such as drug dealing from a tenancy, acts of violence, harassment or threats to neighbours, excessive noise, or damage to landlords' property.

We will take account of:

- the nature, frequency and duration of behaviour
- how long ago the incidents occurred, i.e. whether within the last 12 months, or the last 3 years for serious anti-social behaviour which resulted in an ASBO or criminal conviction
- the effect on others
- the extent to which the behaviour is affected by persons other than the tenant
- actions by other members of the household

If we believe that suspension due to anti-social behaviour may be justified, we will consider the use of a Short Scottish Secure Tenancy with support, as an alternative to suspension.

Period suspended:

- 6 months, followed by a review of circumstances with the applicant

3. Failure to provide information

Applicants who fail to provide information required to confirm their points level

- application on hold until information is provided and reviewed monthly

4. Providing false information

- up to a maximum of 6 months depending on the circumstances

5. Refusal of 3 offers

Applicants will be asked to re-state their preferences and placed on hold

- until the information is received
- we will review the suspension after 3 months

6. Transfer applicant who applies to buy

Transfer applicants who apply to buy their home will have their transfer application placed on hold. This is to avoid a situation where someone could buy a property they are not the tenant of at the time of the sale.

- until the sale goes through or the right to buy application is cancelled.

In all cases

- We will aim to minimise the use and duration of suspensions.
- We will advise applicants of the reasons for, and duration of, any suspension and any action required to re-activate their application.
- All suspensions will be time limited and regularly reviewed by senior staff
- Each case will be considered individually with the above guidelines in mind
- Senior staff will have discretion regarding the length of time of suspensions
- The Property Management (Housing Management) sub committee will be provided with regular reports on the use of suspensions, to ensure that senior staff are accountable for their decisions
- Applicants have a right to appeal against any suspension and will be fully informed regarding this.

Appendix 3: Housing choices

The grid below is taken from the housing application form. When you complete your housing application you use the grid to tell us the areas and types of properties you are interested in.

If you wished to be considered for any type of accommodation in any area, you would be asked to indicate this by ticking the first box. Alternatively, if you are only interested in certain types of accommodation or areas, you would tick the boxes for these types and areas. You should not tick any of the boxes which say “not available in this area” - this means we don't have this type of house in that area.

I will consider any NGHHA property					
AREA	Hutchesontown	Queen Elizabeth Square	Crown Street	Gorbals East	Laurieston
Type of Accommodation	AREA 1	AREA 2	AREA 3	AREA 4	AREA 5
Flats, houses, maisonettes					
Multi-storey Flats		NOT AVAILABLE IN THIS AREA			
Sheltered Housing in Flats/Houses/ Maisonettes		NOT AVAILABLE IN THIS AREA			
Sheltered Housing in Multi Storey Flats		NOTAVAILABLE IN THIS AREA			

Please also state which floor you would accept accommodation on:					
i) Where there is a lift			ii) Where there are stairs and no lift (e.g. tenement)		
Up to 8 th floor	<input type="checkbox"/>	<input type="checkbox"/>	Ground Floor	<input type="checkbox"/>	<input type="checkbox"/>
9 th – 15 th floor	<input type="checkbox"/>	<input type="checkbox"/>	First Floor	<input type="checkbox"/>	<input type="checkbox"/>
16 th floor and above	<input type="checkbox"/>	<input type="checkbox"/>	Second Floor	<input type="checkbox"/>	<input type="checkbox"/>
			Third Floor	<input type="checkbox"/>	<input type="checkbox"/>

Please use the space below to tell us any other preferences you have for property types or area choice (for example areas/properties that you would not consider)

STREET LIST OF NEW GORBALS HOUSING ASSOCIATION STOCK

APPENDIX 4

Area 1 - Hutchesontown

Caledonia Road	215 - 285, 305, 341
Cumberland Street	374 - 514
Cumberland Place	5 - 17
Gilmour Place	4 - 18
Hallside Place	21
Hutchesontown Court	11 - 85
McNeil Street	193 - 199
Old Rutherglen Road	465 - 477
Oregon Place	5 - 19
Silverfir Court	3, 5, 8
Silverfir Street	16 - 46
Snowdon Place	3 - 15
Waterside Street	42 - 75

Area 2 - Queen Elizabeth Square

Cumberland Street	235 - 407
Jane Place	1 - 8
Old Rutherglen Road	254 - 260
Queen Elizabeth Gardens	4 - 26
Sandyfaulds Street	60

Area 3 - Crown Street

Alexander Crescent	33
Ballater Street	238 - 258
Benny Lynch Court	7 - 17
Crown Street	193 - 235
Cumberland Street	154 - 197
Errol Gardens	18
Old Rutherglen Road	147 - 167
Pine Place	6 - 24

Area 4 - Gorbals East

Ballater Street	530 - 554
Hayfield Street	3, 5
Hayfield Court	6 - 20
McNeil Gardens	2 - 25
McNeil Street	55 - 100
Moffat Street	204 - 258
Waddell Street	163 - 309

Area 5 - Laurieston

Cavendish Court	12 - 28
Cavendish Street	17 - 57
Devon Street	2 - 30
Eglinton Street	321, 333, 535

Sheltered Accommodation

Sheltered Accommodation owned by New Gorbals Housing Association is situated alongside mainstream properties in the following areas:-

Area 1 – Hutchesontown

Caledonia Road	305, 341
Silverfir Court	3, 5

Area 5 – Laurieston

Cavendish Street	53, 57
Devon Street	2, 6, 10, 14, 18, 22, 26, 30
Eglinton Street	321

