

COMMON ALLOCATION POLICY

A joint approach to housing in Drumchapel involving:



Kingsridge Cleddans
Housing Association



We can provide this document in full or part in other formats such as audio tape, CD, Braille and in large print. It can also be made available in other languages on request.

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1. Background

Registered Social Landlords (RSL'S) in the North West of Glasgow have been working closely with Glasgow City Council in order to set up a Common Housing Register or Glasgow Housing Register (GHR).

The GHR is a computer based single housing list which participating social landlords use to register applicants for housing.

It is designed to make it easier and quicker for applicants to apply for housing by completing only one application form.

The GHR participating RSLs are listed in Appendix 1 and it is proposed in the future to extend the GHR to other areas in Glasgow.

However, the local RSL's in Drumchapel wish to make it as straight forward as possible for applicants and therefore in addition to participating in the GHR the following landlords have also developed this Common Allocation Policy for applicants seeking social rented housing in the Drumchapel area:

- Cernach Housing Association
- Kendoon Housing Association
- Kingsridge Cleddans Housing Association
- Pineview Housing Association

This means that not only do our applicants only have one application to complete they will also be pointed / prioritised in exactly the same way.

2. Purpose of the Common Allocation Policy

The purpose of this policy is to ensure that everyone who applies for housing is treated fairly, consistently and with respect. This policy is based on the following principles:

- Fairness and accountability
- Equality, openness and transparency
- Confidentiality
- Consistency of decision making.

This Common Allocation Policy sets out:

- How to apply for housing;
- How an application for housing will be assessed based on housing need; and
- How homes are allocated to meet the needs of housing applicants on the GHR.

This policy is supplemented by detailed working procedures which will be used by staff in implementing the policy.

3. Policy Aims and Objectives

The aims and objectives of this policy are:

- To meet all relevant legal and good practice standards, for example, addressing the specific housing needs of groups set out in housing law.
- To contribute to the regeneration of Drumchapel through the provision of quality housing services at affordable rent levels which will meet the changing needs and aspirations of our customers.
- To operate a policy that is easily understood and simple to administer.
- To maximise opportunities by offering applicants comprehensive advice and information concerning their housing options.
- To avoid discrimination on grounds covered in our equality & diversity policy such as discrimination on grounds of age, belief, disability, language, marital status, race, sex, sexual orientation or social origin.
- To establish new tenancies that are successful and sustainable.
- To process personal information confidentially to meet relevant legal obligations.
- To make best use of the housing stock and ensure a balanced community.
- To base allocation practice on a comprehensive assessment of local housing needs and demand; this includes taking account of applicants' preferences.
- To form partnerships with other housing providers to address housing need.
- To respect at all times the human rights of applicants and in particular their right to respect for private and family life.
- To maximise income by letting empty houses quickly in accordance with timescales.
- To deal with appeals and complaints fairly and in accordance with timescales.
- To assess if policy objectives are met through our audit and performance management system.
- To review the policy every three years.

4. Legal and Regulatory Framework

4.1 Legal Framework

This policy complies with, and takes account of legislative requirements. Some of these are as follows:

- Housing (Scotland) Acts – 1987; 2001; 2006 & 2010.
- Homelessness etc. (Scotland) Act 2003.
- Equality Act 2010.
- Human Rights Act 1998.
- Data Protection Act 1998.

- Matrimonial Homes (Family Protection) (Scotland) Act 1981.
- Civil Partnerships Act 2004.

4.2. Scottish Housing Regulator (SHR) & Scottish Social Housing Charter

The SHR was set up to operate as an independent regulator who is directly accountable to the Scottish Parliament.

The SHR monitors, assesses, compares and reports on social landlords' performance of housing activities. It requires landlords to collect and provide key information on their performance in relation to achieving the Scottish Social Housing Charter (SSHC) outcomes and standards.

The following SSHC outcomes and standards are directly relevant to the common allocation policy:

Charter Outcome 1 – Equalities

'Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services'.

Charter Outcome 2 – Communication

'Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides'.

Charter Outcome 4 - Quality of housing

'Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020'.

Charter Outcome 7, 8 and 9 - Housing Options

'People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them'.

'Tenants and people on housing lists can review their housing options'.

'People at risk of losing their homes get advice on preventing homelessness'.

Charter Outcome 10 - Access to Social Housing

'People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects for being housed'.

Charter Outcome - 11 Tenancy Sustainment

'Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations'.

4.3. Code of Conduct / Applications from staff or committee members

As Registered Social Landlords (RSLs), the partner housing associations to this policy have adopted and comply with the Scottish Federation of Housing Associations two models of Code of Conduct for Governing Body and staff members.

The codes were developed to provide RSLs with models they could adopt to uphold and promote the standards of behaviour and conduct expected of governing body members and staff and also support RSLs to meet our regulatory standards.

The SHR also monitors RSLs to ensure no-one receives any special treatment as a result of their connection with an RSL.

We may grant a tenancy to employees, committee members, former employees, former committee members and close relatives of these. However, any such allocation must meet the requirements of the rehousing landlords Model Entitlements, Payment & Benefits Policy.

5. Allocation Law

The purpose of this section is to explain some of the main legal provisions / rules for housing applicants. These rules cover the following matters:

- Access to the housing register
- Groups that are to be given reasonable preference when letting houses
- Factors that must be disregarded when letting houses
- Information
- Publicity
- Access to personal information

5.1 Access to the Housing Register

Any person who is **sixteen years** or more may apply to our housing list which is the Glasgow Housing Register. **This is not, however, an automatic right to receive offers of housing.** Section 6 explains how we process and prioritise applications in line with the law and good practice.

5.2 Asylum Seekers and Refugees

People subject to immigration control must declare this when completing their application. Eligibility for housing will require to be assessed in terms of the Housing (Scotland) Act 2010 and asylum and immigration legislation. People may remain on the housing list, but will be asked to provide evidence of their immigration status before we can confirm if they are eligible for an offer of housing.

5.3 Mutual Exchanges

Scottish Secure Tenants have a legal right to exchange their homes with other Scottish Secure Tenants. Landlords can only refuse permission if it is reasonable to do so.

Each of the Drumchapel Housing Associations operate a mutual exchange register and list. To find out more please contact your own landlord.

5.4 Reasonable Preference Groups

The law requires us to give reasonable preference to certain groups when letting houses. The groups to which we must give reasonable preference when letting houses are:

- Homeless people and those threatened with homelessness;
- People who are living in unsatisfactory housing conditions;
- People living in housing below the statutory tolerable standard;
- People living in overcrowded houses or large families.

5.5 Factors not taken into account when allocating housing

- Length of time applicants have lived in the area
- Housing debt relating to a tenancy for which the applicant was not the tenant.
- Housing debt now repaid
- Any non-housing debt such as council tax
- Age of applicants unless under the age of 16 or we have specifically designed or adapted a property for people of a certain age.
- Applicants income or property, including income or property owned by other household members
- Housing debt outstanding: Less than the equivalent of one month's rent charge is not taken into account.

Over one month's rent outstanding:

- Applicants must make a suitable repayment arrangement.
- Make payments for at least 3 months.
- Continue to make payments.

5.6. Information

We can make available a summary of this policy.

Applicants can also obtain a full copy on request.

The summary and full copy are provided free of charge and can be made available in alternative formats.

5.7. Publicity

We must publish details of how we assess priority. These rules cover all applicants on our housing register, including existing tenants who wish to transfer to alternative accommodation.

5.8. Access to personal information

Applicants have rights to access personal information in two ways.

Firstly, an applicant is entitled to view information supplied in connection with their application.

This right is set out in the Housing (Scotland) Act 1987, 2001 and 2010.

Secondly, an applicant may access personal information as determined by rights of access under the Data Protection Act 1998 and any subsequent amendments.

We will provide this information on request within 28 working days. A small charge may be applicable for providing this information.

6. THE APPLICATION PROCESS

This section explains the stages and rules concerning the allocation process.

6.1 Admission to the housing register

Applicants must complete an online application via the Glasgow Housing Register (GHR) and select the RSL in the area/s they want to be considered for rehousing.

Applicants who do not have online access can be assisted by Association staff in completing an online application form.

All applicants applying through the GHR are given a unique number and can log in at any time to view or make changes to their application form.

In line with our equality commitments, this form can be made available in different languages and in alternative formats.

If required, we may provide support services including interpreters for hearing impaired applicants or people who do not speak English.

In addition, applications can be made via formal referrals by agencies that have an agreement in place with any of the participating landlords.

An example of this being Glasgow City Council Homeless Service (also known as a Section 5 Homeless Referral).

Our target for assessing completed application forms is 7 days, from the date all information / relevant proofs received. Applicants are sent written confirmation of their points award.

If further information is required following an application submission the applicant will be contacted directly about this. The application may however still be pointed on the information provided.

Applicants are responsible for advising of any changes to their housing circumstances.

Applicants can contact housing staff during office hours to discuss their application details.

6.2. Verifying an applicant's circumstances

To enable the correct housing need assessment to be made, we generally require applicants to provide information to verify their circumstances.

Examples of the verification required include the following (Please note that this list is not exhaustive):

Circumstance	Verification Required
All applicants / joint applicants	Proof of identity:

	<ul style="list-style-type: none"> • Proof of Current Address (2 items) • Photographic ID
All household members	<ul style="list-style-type: none"> • Proof of current address if over 16 yrs. (1 item) • Proof of Identification e.g. passport, birth certificate, driving licence
Homeless or threatened with homelessness	<ul style="list-style-type: none"> • Assessment undertaken by Glasgow City Council and copy of Housing Options Plan
Asked to leave current accommodation	<ul style="list-style-type: none"> • Copy of valid Notice to Quit
In need of rehousing as health affected by current housing circumstances	<ul style="list-style-type: none"> • Up to date relevant medical documentation • Medical form completed • Other supporting information
Residency	Proof of residency <ul style="list-style-type: none"> • Bank Statement • Driving Licence • Tenancy Agreement
Access to children	<ul style="list-style-type: none"> • Letter from child's other parent • Letter from solicitor
Experiencing harassment	<ul style="list-style-type: none"> • Corroborating evidence from: • Police • Landlord • Support agencies
Pregnancy	<ul style="list-style-type: none"> • MAT B1 form or similar showing expected due date
Owner Occupiers	<ul style="list-style-type: none"> • Proof of intent to sell
People from Abroad	<ul style="list-style-type: none"> • Immigration status

6.3 Applying for a joint tenancy

Applicants, including existing tenants, may apply to have a joint tenancy with someone who is staying (or intending to stay) with them.

We encourage joint applicants – of the same or opposite sex – to apply for joint tenancies to ensure the same legal rights.

6.4 Information and Processing Applications

We recognise the confidentiality of information gathered as part of the allocations process and all applicants will be informed clearly of the way in which the information provided will be used. Applicant information will be used for the

assessment of housing need and including the request for tenancy references from current and / or previous landlords. All applicants will be made aware of this at the point of application and asked to confirm their consent to this.

Data will only be used for the purposes listed above and will only be shared in accordance with the Data Protection Act 1998 and associated legislation

6.5 Tenancy Checks

We may carry out tenancy checks / ask for references from any landlord or mortgage lender to confirm housing and tenancy details. We will request the applicant's consent to do this.

We will check an applicant's current housing circumstances before making an offer of housing. This is good practice to ensure that information is recorded accurately and enables suitable offers of housing to be made. For instance, we may telephone applicants to confirm details are as recorded on their application form.

6.6 Home Visits

We may also carry out home visits to verify application details, to provide information relating to tenancies and also to consider any support requirements of the applicant.

A home visit is of particular importance if no references are available confirming household details. For example, at the home visit, application details may have changed and an offer may no longer be appropriate.

6.7 False / Misleading Information

If we believe an applicant has intentionally changed their circumstances in order to secure a higher position on the housing register, we may assess this application as if this change in circumstances had not occurred.

If you provide false or misleading information on your application, we will usually suspend you from our housing list for six months, but we will consider your case on an individual basis. If we give you housing as a result of information on your application that is false or misleading, we may take action to repossess the property.

6.8. Suspension from the Housing Register

A suspension happens when an applicant has been assessed for and accepted onto a housing register / list but is not eligible for an offer of housing until either a certain period has elapsed, their conduct has changed or a change in circumstances has occurred.

We can suspend applicants for unpaid rent or other monies owed which relates to a current or previous tenancy/tenancies, for example:

- Unpaid rent and factoring charges.
- Outstanding rechargeable repairs. For example, if a tenant has lost their keys and we have changed the locks.
- The cost of cleaning a house if you leave furniture or rubbish behind when you move out.
- Legal costs if we have taken an applicant to court.

If an applicant owes money for unpaid rent we will suspend if:

- More than one month's rent is owed and there is no agreed arrangement to repay it; or
- The applicant owes more than a month's rent, an agreed arrangement is in place to pay it, but has not been kept for a consecutive three months.

We can also suspend applicants due to anti-social behaviour, for example:

- The applicant has been given a final warning for anti-social behaviour in the last six months.
- The applicant has been given a "Notice of Proceedings" for antisocial behaviour in the last six months.
- The applicant or someone that lives with them has been given an anti-social behaviour order (ASBO) or an interim ASBO (the ASBO must be removed by the Sheriff Court before we can end a suspension)
- The applicant has a Short Scottish Secure Tenancy because of anti-social behaviour.
- The applicant has been evicted for anti-social behaviour in the last 3 years.
- The applicant has been violent or aggressive towards staff.

We will consider each suspension for anti-social behaviour on a case by case basis and base our decision making on the individual circumstances involved.

We can also suspend applications due to other types of breaches of their tenancy agreement, for example:

- The applicant has been given a Notice of Proceedings for breaking the rules of the tenancy agreement in the last six months
- The applicant has been evicted for a breach of a tenancy in the last three years

When we suspend an application, we will write and explain why, how long the suspension is for and what needs to be done to remove the suspension. We will also write to the applicant when we have removed the suspension.

6.9 Reviewing Applications

A review of applicants on the GHR will normally take place annually. Applicants can however review and update their application at any time. It is important that applications are kept up to date with accurate information so that appropriate offers of housing can be made. Proof of any change in housing / personal circumstances will be required.

If no response is received after a standard review and reminder letters applicants are removed from the housing list however they can re-apply at any time.

6.10 Removal of Applications

An application can be removed from the Housing Register under the following circumstances:

- The applicant is housed by any of the participating landlords and confirms they wish their housing application cancelled
- The applicant has requested removal – if this request is made verbally and not in writing, the organisation will then confirm the request by letter.
- The applicant fails to respond to a periodic review within a reasonable timescale
- The applicant is deceased

6.11 Applicant Choice / Selection

- a) Applicants can state their preferences for a number of factors including:
- Area and streets preferred.
 - House / property types.
 - Floor level

Applicants may also state what they don't want in respect of these factors.

An applicant's choice of area and housing may be affected by legal orders and relevant guidance that we are required to follow e.g. anti-social behaviour orders, matrimonial interdicts and exclusion orders.

Applicants' choices are also often determined by availability of housing.

Therefore, although applicants can request housing in any area, prospects of re-housing will vary from area to area based on numbers of properties available for let.

- b) The matching of an applicant to a property is the single most important task in the allocations process. We will identify the applicants who have priority in each group in accordance with this policy and each organisation will also have regard for targets set for each group within its Letting Plan. We aim to give reasonable preference to applicants in the highest housing need. However, we also reserve the right to use flexibility in making individual allocations e.g. to avoid potential clashes of lifestyle; to avoid over concentrations of one particular household type or housing need type in one close etc. All such allocations will be approved by senior staff and recorded in the audit trail for that allocation. All allocations will be made in line with legislation.

6.12 Offers of Housing

As mentioned previously, admission to the housing register / list does not mean that we will always be able to make an offer of housing. Whether an applicant receives an offer of housing will depend on:

- An applicant's housing need;
- The numbers and circumstances of other people on the list;
- The number of properties that become available; and
- The number of allocations we need to make applicants in each of the groups.

Offers of housing are based on the applicant's housing needs and preferences after confirming details on their application form. This is good practice as it aims to reduce inappropriate offers.

Reasonable offers are those that reflect an applicant's stated need for rehousing, for example, we will not offer house types that he / she expressly stated that he / she will not consider.

We will also not offer properties which do not suit an applicant's housing requirements for example we will not offer a top floor property where mobility requirements have been identified.

Each Association will provide advice and information on realistic preferences, as demand generally exceeds supply in certain areas / property types.

In cases where an applicant refuses a number of reasonable offers (i.e. meeting the assessed needs and preferences of the applicant) we reserve the right to re-interview and re-assess the application.

If we decide to offer an applicant a property this will be a written formal offer of housing. We may telephone to tell applicants' we have an offer but we will always confirm any offer in writing.

6.13 Tenants' Rights and Responsibilities

We provide information on tenant rights and responsibilities at various stages of the application process. These are also explained in detail when applicants sign their tenancy agreement.

6.14 Tenancies

We provide applicants who accept an offer of housing a Scottish Secure Tenancy in accordance with our legal obligations.

In a limited number of instances, we may offer applicants a short Scottish secure tenancy. This has limited security of tenure.

Examples of grounds for a short Scottish secure tenancy agreement include:

- An applicant has been evicted for anti-social behaviour within the last three years.
- A tenant (or a member of their family) is subject to an anti-social behaviour order.
- The accommodation is let on a temporary basis for certain reasons.

7.0 House Size

The size of property for which applicants may be considered is noted below:

Apartment size	2 Apt (1 bedroom)	3 Apt (2 bedroom)	4 Apt (3 bedroom)	5 Apt (4 bedroom)
Single Person	√	*		
Couple	√	*		
Parent(s) with 1 child		√		
Parent(s) with 2 children under 16 of same gender		√		
Parents(s) with 1 girl and boy both under 10 years		√		
Parent(s) with 2 children of same gender where 1 is 16 years or older			√	
Parent(s) with 1 girl & 1 boy where oldest is over 10 years			√	
Parent(s) with 5 children aged between 0 and 16				√

* At the discretion of the allocating landlord.

6 apartments and above, where available, are let at the discretion of the allocating landlord.

All applicants will be placed on the housing list for the size of property required based on their current household composition.

In particular circumstances you may be able to obtain a property of a different size. See below for more information.

Under-occupation

In special circumstances we may consider under occupation.

The landlord offering the property will make this decision based on information provided by the applicant.

It should be noted that if one landlord allows under occupation this may not reflect the decision made by another landlord.

For example under occupation, this may be necessary if:

- An applicant can show a need for such accommodation due to medical needs such as overnight support

Internal applicants affected by under-occupation will be prioritised for offers of housing. This is to ensure, as set out within The Housing Scotland Act 2010 as a reasonable preference group, that we make best use of stock.

Overcrowding assessments

Overcrowding assessments include people who normally live in the property but who are temporarily absent. This could include family members working away from home for a short period and students.

8.0 Our Allocation System

This section explains the type of allocation system we have adopted to ensure that we meet our policy objectives effectively.

8.1 Groups plus points system

In order to provide a fair system, the Common Allocation policy prioritises applicants on the Housing Register according to their housing need. To do this we operate a group plus points system. This means that applicants are placed into a group with points awarded dependent on their housing need.

8.2 Advantages of a group system

- Housing needs specified in law are addressed (the reasonable preference groups), as well as other housing needs
- Facilitates monitoring of allocation practice, in particular how effectively we are meeting our legal responsibilities
- Ensures accurate identification of housing needs and allows us to respond quickly to changing patterns of need

- Provides for a wide range of housing needs to be tackled thereby promoting our objective of creating sustainable communities

8.3 Applicants with the same points

If applicants share the same points and are within the same group, applications will be prioritised based on their date of application. Therefore, if two applicants have the same points, the applicant who registers first will be given greater priority.

8.4 Leaving Armed Forces

Scottish Government guidance will be referred to and adhered to when considering all applications received from people leaving the armed forces.

8.5 Travelling People

Applications from travellers or other applicants living in a caravan are placed in the appropriate group based on their present housing conditions and are awarded points based on their actual housing conditions.

Applications from travelling people who have nowhere to pitch their caravan would be referred to Glasgow City Council's homeless service.

8.6 High Risk Offenders

Persons currently on the sex offenders register and other high risk offenders are subject to the Multi-Agency Public Protection Arrangements (MAPPA).

These arrangements require that agencies including the Police, Local Authorities, Registered Social Landlords, Health Boards and the Scottish Prison Service work together to assess and manage risks posed by such offenders.

Multi agency scrutiny of assessed risk will therefore be the paramount factor in determining whether an allocation may be considered.

9.0 Our Application Groups

The Common Allocation Policy has 3 groups:

- Group 1** - **Homeless Persons** (as defined by current legislation)
- Group 2** - **General Housing List**
- Group 3** - **Internal Transfers / Aspirational**

Applicants will be placed in the highest priority group reflecting their housing need.

An annual letting plan informed by housing need and demand will establish indicative percentage figures of anticipated lets from each group. Letting plans are agreed by each organisation.

Each RSL partner to this policy will administer internal transfers individually.

9.1 Group 1 – Homelessness

We recognise our policy objective to assist in the prevention and resolution of homelessness.

All applicants who have a Resettlement Plan from Glasgow City Council's Homeless Casework Team and the landlord has accepted as a Section 5 homeless referral will be placed in Group 1.

Homelessness will be confirmed at the time of offer. If homelessness is not confirmed any offer of housing may be withdrawn.

Only accepted section 5 homeless referrals are placed within this group.

If a suitable property is available at the time of or within 6 weeks of receipt of the Section 5 referral, applicants will be made one reasonable offer of accommodation.

If this offer is refused, this will normally result in the applicant being removed from the Homelessness Group.

9.2 Group 2 – General Housing List

The majority of applicants will fall into this group as it includes applicants who do not have a tenancy with the housing association to which the application is being made.

9.3 Group 3 - Internal Transfers

Applicants who are tenants of the housing association to which the application is made will be placed in this group.

A separate transfer list is important to meet policy objectives for the following reasons:

- It promotes households to move to other accommodation, in turn releasing stock for other applicants

- It addresses the preferences of existing tenants and is important in establishing communities which are popular and sustainable.

10.0 Applicants Points Categories

For Groups 2 and 3 (General Housing List and Internal Transfers) applicants will receive a certain number of points based on current housing circumstances / housing need (provided the criteria is met) as follows:

a) Properties subject to demolition or re-generation

This applies to applicants whose properties are subject to demolition or regeneration due to action taken by their own landlord and who require permanent re-housing.

We will consider on case by case basis requests by local landlords to assist their clearance programmes.

Points awarded: 250

b) People re-housed through care and support initiatives

This applies to applicants who need to be housed as part of community care initiatives and are referred through Social Work or other support agencies. Examples of such groups are:

- Young people looked after and accommodated by Glasgow City Council
- Residents of hospitals and other institutions who are returning to the community
- Residents in supported accommodation now ready to move to other accommodation

Points awarded: 250

c) People subjected to domestic abuse, harassment

This applies to applicants who need to be rehoused as a consequence of harassment or domestic abuse. The types of abuse and harassment we consider include:

- Domestic abuse
- Racial harassment
- Religious or sectarian harassment
- Homophobic harassment

- Transphobic harassment
- Harassment of disabled people, including those with a learning disability

Points awarded: 150 points

d) Needs not covered by policy

We apply this section of the policy only in **exceptional** circumstances if our present policy does not address the housing need in question. If this applies, we will award points only after each case has been fully investigated and evidence gathered.

In order to ensure accountability, each case must be approved by a senior member of staff. The points award will be withdrawn if the particular need is resolved before an offer is made.

Points awarded: 150

e) Medical needs and accessibility

This applies when an applicant or a member of their household suffers from any medical condition **and** where rehousing would alleviate the medical problem.

The applicant will be required to complete a medical assessment form which will enable a decision to be made on the suitability for rehousing.

Priority A

Where an applicant's current accommodation is potentially life threatening or causing severe aggravation to a household member's medical condition and where re-housing is extremely urgent. (The household member must be a party to the application to be rehoused).

Priority B

Where an applicant's current accommodation is causing serious aggravation to a household member's medical condition. (The household member must be a party to the application to be rehoused).

Priority C

Where members of the applicant's household have medical problems which would be alleviated by rehousing. (The household member must be a party to the application to be rehoused).

Medical Grade	Points Awarded
A	100
B	75
C	25

No points will be awarded in circumstances where rehousing will not alleviate or address a medical problem.

f) Housing below the tolerable standard

Housing falls below the tolerable standard if it does not meet the relevant legal standard. A house is below the tolerable standard if it fails to meet any one of the elements within the tolerable standard.

For example, a property must be substantially free from rising damp or penetrating damp and must have a sink that has a supply of both hot and cold water.

It is anticipated that any award of points in this category will relate to accommodation in the private rented sector.

Points awarded: 20

g) Private sector accommodation with limited security

This applies to private rented sector accommodation that is ending due to actions by the landlord or agency to seek recovery of repossession.

For instance, this might apply in cases where the landlord is terminating either an assured or a short assured tenancy through the correct legal procedures.

Points in this category may also be awarded to owners whose home is threatened because of mortgage default. This may happen if owners cannot afford to maintain mortgage payments and lenders have taken court action to recover the property for sale. Points are awarded once the owner has a date to leave accommodation. In processing applications, we carry out checks as required to confirm details.

Points awarded: 75

h) Tied accommodation

This applies to applicants living in accommodation as part of their employment duties. We award points under this category when the accommodation is ending due to termination of employment. Points are awarded six months before the person leaves employment.

Points awarded: 75

i) Armed forces personnel

This applies to Armed Forces personnel who occupy service accommodation and want to be re-housed in our community. We encourage applicants to apply as soon as possible before discharge. Applicants are required to provide a copy of

their certificate of discharge. Points may be awarded six months before the person leaves the services.

Points awarded: 75

j) Relationship Breakdown

This applies to partners in a relationship breakdown who now want to live separately. As applicants for housing, they now form a separate household. It should be noted that the current landlord has no obligation to provide housing for applicants in this category.

Points awarded: 20

k) Shared amenities

Points are awarded to applicants who are living with other households if they share key amenities. The amenities for which points are awarded are kitchen, bathroom or toilet. Applicants need to only be sharing one of these amenities to qualify for the points.

Points awarded: 20

Applicants who sublet part of their home or take in lodgers do not qualify for these points.

l) No fixed address

Applicants with no fixed address are in this group. For clarity, this would cover those applicants whose applications are registered c/o a Government agency such as the Job Centre or Social Work Departments.

Points awarded: 30

m) Overcrowding / under occupation

When awarding points to applicants in this category, we use the occupancy standard below. This standard is used to calculate if overcrowding (or under-occupation) exists.

Occupancy standard:

Household size	Bedrooms required
Single person	One
Each adult couple	One

A disabled child who cannot share a bedroom because of their disability	One
Two children of the same sex under 16	One
Two children under 10 regardless of their sex	One

The landlords participating in this Common Allocation Policy may take into account separated parents with shared access to children and award an additional bedroom regardless of how many children the applicant has access to.

Points awarded: 25 (for each extra room over crowded based on our occupancy standard)

Under-Occupation

Reducing under-occupation helps us to make best use of our housing. Tenants may wish to move to smaller houses as their present home is too large.

Only tenants (including private rented sector tenants) who are the householder shall be considered for under occupancy points and also only if under-occupation is reduced. No points will be awarded to owner occupiers.

Internal applicants will be prioritised.

Points awarded: 20 (for each room under-occupied based on our occupancy standard)

n) Care & Support

Where a person requires support from a friend or relative and the applicant is either the carer or the person requiring support, points will be awarded.

Each application will be assessed on its individual circumstances and a number of factors may be taken into account:

- The current distance between the two individuals involved and whether there are other carers
- The dependency of one person on the other any associated health/emotional problems
- The type and frequency of care being provided
- The recommendations of health/social work professionals in relation to care and support.

There requires to be a fully justifiable reason for the support need and further evidence may be required before points in this category are awarded.

Points awarded: 20

o) Releasing housing for let to other applicants

If two tenants of participating housing associations want to live together and re-housing both households releases both their houses for let we may award a fixed amount of points.

Points under this category are at the discretion of each landlord.

Points awarded: 25

p) Employment

Applicants who live outwith the Drumchapel area who work or are due to take up permanent employment in the Drumchapel area will be awarded this category of points. The onus is on the applicant to provide verification from their employer of their employment and place of work before points are awarded. Points will not be awarded without sufficient supporting evidence.

Points awarded: 10 (one award per application not per applicant)

q) Children at height

Applicants will be awarded points in this category in the following circumstances:

- Applicants with a child or children under 10 years living in multi-storey accommodation.

Category	Points Awarded
Child / Children at height	5 points (one award per application)

11.0. Summary of Applicants Points Categories and Amounts

Points		Eligibility	
Description	Amount	Group 2	Group 3
Properties subject to demolition / re-generation	250	√	√
People re-housed via care & support initiatives	250	√	x
People subject to domestic abuse, harassment etc.	150	√	√
Exceptional needs not covered by the policy	150	√	√
Medical Priority A	100	√	√
Medical Priority B	75	√	√

Private sector with limited security	75	√	×
Tied accommodation	75	√	×
Armed forces personnel	75	√	×
No fixed address	30	√	×
Medical Priority C	25	√	√
Overcrowding (per room)	25	√	√
Releasing tenancy for let to other applicants	25	×	√
Properties below tolerable standard	20	√	×
Shared amenities	20	√	√
Relationship breakdown	20	√	√
Under-occupation (per room)	20	√	√
Care and support	20	√	√
In employment	10	√	×
Child / Children at height	5	√	√

Group 2 - General Housing List
Group 3 – Internal Transfers

12.0. Appeals and Complaints

12.1 Appeals

An appeal can be made if an applicant is unhappy with a decision we have made, for example:

- The group or points awarded;
- A decision to suspend from receiving offers;
- A decision to cancel an application; or
- Any decision made which the applicant believes has not been dealt with in accordance with this Common Allocation Policy

An applicant should appeal in writing to the landlord who made the decision.

12.2 Complaints

If an applicant is dissatisfied with the level of service they have received e.g. published service standards not being met, a complaint should be made to the receiving landlord who will manage in accordance with their complaints policy and procedures. Should an applicant remain dissatisfied having exhausted the organisation's internal complaints procedures the applicant can complain to the Scottish Public Services Ombudsman (SPSO).

13.0. Equality and Diversity

Our core values include providing a fair and equal service for all housing applicants and we will ensure that in applying this policy we will not discriminate against any individual, household or group on any of the grounds detailed in our Equality and Diversity Policy.

The following are some examples of how we will achieve this:

- Publication of this common allocation policy in other formats and different languages, on request
- Ensuring our allocation documentation is produced in plain language
- Promoting awareness of this common allocation policy to a diverse range of groups
- Providing interpreting services, on request
- Consulting with national bodies, as required, to promote good practice.

14.0. Training and Development

Training is an important element in ensuring that the common allocation policy is implemented and monitored effectively. The training requirements of Management Committee and staff will therefore be regularly assessed to ensure that they have the skills to effectively implement and monitor this policy.

This includes training on:

- Allocation law and practice
- Allocation policy and procedures
- Information technology systems
- Other relevant legislation such as equality law

We will monitor training through our training plans and annual staff appraisals and link to strategic objectives and personal development needs.

15.0. Auditing and Monitoring Performance

15.1 Auditing Performance

We will ensure that proper mechanisms are in place to allow individual allocations to be audited.

15.2 Monitoring performance

Monitoring the implementation of this policy is an important part of quality assurance and to measure if we are meeting our stated aims and objectives. It is also essential to ensure that allocation practices are subject to continuous improvement.

We will monitor performance in the following areas:

- The number of new applications received, including whether or not they are processed within targets
- The number of applications suspended and cancelled.

- The number of applications reviewed and removed as part of the review process
- The numbers of applicants in each group.
- Household type and equality information
- The number and percentage of lets against targets for each quota in annual lettings plans.
- Numbers and reasons for refusal of offers.
- Reasons for allocations.
- Appeals and complaints information.

Information on allocation trends is presented to each organisation's Management Committee on a regular basis.

General allocation performance is published for all tenants and service users.

16.0. Policy Review

This policy will be reviewed every 3 years unless amendment is prompted by a change in legislation or monitoring / reporting reveals that a change is required sooner.

Procedures and working methods may be altered more frequently where this is needed.

Policy review will involve consultation with our tenants, applicants and any other relevant stakeholders.

We will take account of any views, representations or customer survey outcomes in revising our policy and service provision to assist in the development of effective service delivery.

Appendix 1: List of Glasgow Housing Register Participating RSLs

- Cadder Housing Association
- Cernach Housing Association
- Charing Cross Housing Association
- Drumchapel Housing Co-operative
- Glasgow West Housing Association
- Kendoon Housing Association
- Kingsridge Cleddans Housing Association
- Maryhill Housing Association
- ng Homes
- Partick Housing Association
- Pineview Housing Association
- ~~Queens Cross Housing Association~~
- Sanctuary Scotland Housing Association and
- Yorkhill Housing Association