



clydebank housing association

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## Contents

1. Aims and objectives of the policy
2. Access to Housing
  - 2.1 Housing stock
  - 2.2 Reasonable preference
  - 2.3 Maximising choice and empowerment
  - 2.4 Suspensions and removals
    - 2.4.1 Suspension from list
    - 2.4.2 Removal from list
  - 2.5 Transfer list
  - 2.6 Mutual exchanges
  - 2.7 National housing exchanges (formerly covered by H.O.M.E.S.)
  - 2.8 Nomination agreement with West Dunbartonshire Council
  - 2.9 Section 5 homeless agreement with West Dunbartonshire Council
  - 2.10 National Accommodation Strategy for Sex Offenders (NASSO)
  - 2.11 Nomination agreement with other local housing providers
  - 2.12 Publicity
3. Sustainable communities
  - 3.1 Use of housing stock
4. Information regarding applications
  - 4.1 Eligibility
  - 4.2 Confirmation of circumstances
  - 4.3 Number of offers
  - 4.4 Community care assessments
  - 4.5 Applicants living C/O Clydebank Housing Association's tenants

- 4.6 Applications which include children
  - 4.7 References
    - 4.7.1 Anti-social behaviour
    - 4.7.2 Rent arrears
  - 4.8 Applications from Committee Members, Employees, etc.
  - 4.9 Confidentiality
  - 4.10 Data Protection Act
  - 4.11 Rules affecting transfer applicants
  - 4.12 Discretion
5. Operation of the system
- 5.1 Needs criteria
  - 5.2 Family support
  - 5.3 Harassment
  - 5.4 Waiting lists
    - 5.4.1 Administration
    - 5.4.2 Priority on list
    - 5.4.3 Allocation of points
      - Homelessness
      - Lack of amenities/house condition
      - Sharing amenities
      - Overcrowding
      - Underoccupation
      - Medical condition
      - Children in multi-storeys
      - Travel to work
      - Family support
      - Insecure tenancies
      - Management transfer
      - Exceptional circumstances
6. Information regarding allocations
- 6.1 Tenancy type offered
    - 6.1.1 Short Scottish Secure Tenancies
  - 6.2 House Size
    - 6.2.1 Six apartments
    - 6.2.2 Underoccupation
7. Audit trail
8. Decision taking
9. Complaints procedure
10. Monitoring and reviewing
11. Appeals
12. Bibliography

## **1. Aims and Objectives of the policy**

- 1.1 The policy aims to meet housing need by the provision of good quality rented housing for those in housing need. We provide mainly general needs housing for those in housing need including homeless applicants. We also have some properties for elderly people and people with disabilities.
- 1.2 We aim to be fair, open, and accountable in our selection and allocation processes.
- 1.3 We will comply with the six key principles laid down in 'Raising Standards' that govern the allocation of rented properties:
  - **Housing Need:** Housing Associations should prioritise allocations of property to people with high levels of housing need (and/or support need, where appropriate) without discriminatory restrictions. We will monitor this on an ongoing basis.
  - **Choice and Empowerment:** Housing Associations should seek to maximise the opportunities for greater access to housing and the ability of applicants to make informed choices through the provision of good information and advice, reducing complexity and bureaucracy wherever possible.
  - **Accountability:** Housing Associations should be accountable to the tenants and communities they work with for allocation policies and processes.
  - **Sustainable Communities:** Housing Associations should make the best use of available stock, and use the allocations process to assist in the creation and maintenance of communities where people want to live and remain.
  - **Partnership:** Housing Associations should work in partnership with other bodies and organisations where possible. They should consider opportunities that may exist for joint work with local authorities or other housing associations working together to identify and alleviate housing need.
  - **Equality of Opportunity:** Allocation policies and practices should not unfairly discriminate against any individual, household or group on the grounds of sex or marital status, on racial grounds, or on grounds of disability, age, sexual orientation, language or social origin or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

- 1.4 The policy will further comply with all relevant statutory requirements, Communities Scotland Guidance (Performance Standards) and other relevant good practice guides that may be published.

## **2. Access To housing**

### **2.1 Housing stock**

We have approximately 1032 rented properties throughout Central Clydebank, Radnor Park, Linnvale, Whitecrook and Drumry. Our stock is varied but approximately one third consists of 3 apartment multi storey properties.

2 apartment	332
3 apartment	527
4 apartment	143
5 apartment or greater	30

Each year our turnover is approximately 85 properties.

### **2.2 Reasonable preference**

The Housing (Scotland) Act 2001 states we must give reasonable preference to persons

- Who are occupying houses which do not meet the tolerable standard or
- Who are overcrowded or
- Who have large families or
- Who are living in unsatisfactory housing conditions and
- To persons who are homeless or threatened with homelessness (within the meaning of Part 11 of the Housing (Scotland) Act 1987 (as amended by the 2001 Act))

We give points for various needs factors and these are outlined in section 5.4.3 of this policy.

Applicants who do not fall within the statutory categories above are less likely to be allocated a property.

### **2.3 Maximising Choice and Empowerment**

As demand outstrips supply in the social rented sector, it is important for applicants to be able to make informed decisions on their housing options based on information given to them. Information will be enclosed in the Housing Application Form and will also be available through Newsletters, Annual Reports, and the Association's website. We will work with other local RSL's and the Council towards implementing a Common Housing Register to maximise applicant's access to housing lists. This will include providing applicants with sufficient information and advice to allow them to make informed choices.

To maximise housing opportunities and promote social inclusion, in addition to the waiting lists and transfer list we also consider mutual exchanges. We have a nomination agreement with West Dunbartonshire Council and have a nomination agreement with other local landlords. We also have a homeless protocol in place between ourselves and West Dunbartonshire Council that governs how we will house statutory homeless nominations. We will provide information and advice on these schemes as well as on other landlords within our application pack.

We will be accountable in relation to the operation of any suspension list.

The Allocation policy will be available free to anyone who requests a copy.

A summary of the policy will be distributed to local agencies.

## 2.4 Suspension and removal from list

### 2.4.1 Suspension from list

Applications will be suspended in the following circumstances and applicants will be informed at an early date that a suspension applies, how long it applies for and how it can be lifted. Applicants will also be advised of their right to appeal against either a suspension being imposed or not lifted.

- If an applicant refuses the Association permission to obtain references from current or former landlord (suspension will remain in place until permission is granted)
- If an applicant generally has rent arrears and/or service charge arrears and/or rechargeable repairs arrears totalling more than 1 months rent \*\*
- If an applicant has a history of anti- social behaviour\*\*\*\*\*
- If an applicant cannot provide proof of their circumstances ++
- If an applicant gives false information relating to their application ++
- If an applicant applies to exercise their Right To Buy their application will be suspended

\*\* Where an applicant has arrears higher than one months rent but has kept to a payment agreement for a minimum period of the previous 3 months they will be accepted on to the list. Housing debt older than 5 years will be disregarded.

\*\*\*\*\* An applicant should be able to meet the conditions in 4.7.1 of this policy before their suspension will be lifted.

++ In these circumstances an applicant can have the suspension lifted by providing proof of accurate current circumstances. The application date will change to the date of updated information.

### 2.4.2 Removal from the List

Applications will be removed from the list in the following circumstances

- The applicant requests their application is removed
- The death of the applicant
- If an applicant fails to respond to correspondence which states within it that failure to respond will lead to the application being removed from the waiting list
- When we have housed an applicant

## 2.5 Transfer Applicants

All transfer applications will be accepted on to the waiting list. Transfer applications will be considered alongside all other applications and pointed in the same way.

## 2.6 Mutual Exchanges

Mutual exchanges allow tenants of ours to exchange properties with other tenants of this Association, other Associations or the Council. Underoccupation by one bedroom will be allowed. Further information is contained in HMPO5.

## 2.7 National Housing Exchanges (Formerly covered by the H.O.M.E.S Scheme

No government approved national register for mutual exchanges currently exists following the end of the H.O.M.E.S scheme. The governments intended replacement called Homeswap was abandoned following a protracted, and in the end unsuccessful set up period. There are several private funded registers in existence that tenants can join via the internet, and tenants and applicants are able to gain information on these through the website [www.direct.gov.uk/socialhousing](http://www.direct.gov.uk/socialhousing) , this website fully outlines the current means available for tenants looking for a national housing exchange. This website will be publicised through allocations information given to applicants, and other appropriate means.

## 2.8 Nomination Agreement with West Dunbartonshire Council

We operate a nomination agreement with West Dunbartonshire Council whereby they are entitled to nominate applicants for approximately 50% of the Associations net lets. We may exceed this total dependent on the number of homeless nominations made by the Council.

## 2.9 Section 5 Protocol with West Dunbartonshire Council (Homeless nominations)

We operate a homeless nomination agreement with West Dunbartonshire Council. We accept nominations and rehouse applicants in the form of Section 5 referrals, the reference being to the section of the Housing (Scotland) Act 2001 the agreement fulfils. This is a legal requirement in assisting the local authority in meeting its duty to address homelessness. We will not refuse a Section 5 referral unless we have good cause to do so. Full details of this are included in HM-POL 20 Section 5 protocol. We can include section 5 referrals in our nominations total, but even if the 50% has been reached we must still accept and rehouse Section 5 referrals unless we have good cause not to.

## 2.10 Duty to co-operate under the National Accommodation Strategy for Sex Offenders (NASSO)

We recognise our duty to co-operate under the above strategy. In doing this, we will ensure any requests are dealt with confidentially, sensitively, and moreover ensure the well being and safety of our tenants, residents and their families. To this end a specific policy will be developed in keeping with the principles currently contained in HM POL 13 – High Risk Offenders. Applicants for housing are required to confirm in their application form if they are registered under the sex offenders act 1997.

#### 2.11 Nomination Agreement with Other Local Housing Providers

We operate a nomination agreement with other local landlords. In instances where a tenant has to move quickly but the landlord has no suitable stock, a nomination can be made to other local landlords for consideration.

#### 2.12 Publicity

We will distribute a summary of the Allocation Policy to West Dunbartonshire Council, other local Associations and local advice agencies. The policy can be put into several formats if required e.g. community languages, large print, taped version or Braille. Application forms will be distributed to ethnic minority advice agencies as a positive step to redress the under representation of ethnic minorities within the Associations tenants and applicants for housing.

### **3. Sustainable Communities**

We will use the Allocation Policy to assist in the creation and maintenance of communities where people want to live and remain. We will do this by making the best use of available stock and will try to avoid the over concentration of particularly vulnerable people being housed in any specific area. We will monitor the outcomes on an ongoing basis and report them in our annual report.

#### 3.1 Use of Housing Stock

We will ensure that houses with adaptations are clearly identifiable so that where appropriate, applicants who need an adapted property can be offered these properties as they become vacant. If we have no-one on our list that needs such a property we will contact other local housing providers to find out whether they have a suitable applicant on their list before we offer it to an applicant who does not specifically require it.

Applicants who require ambulant disabled property or wheelchair-adapted property will require to complete a medical questionnaire. Priority will be given to applicants who need this specific type of accommodation. If we have no-one on our list that needs such a property we will contact other local housing providers to find out whether they have a suitable applicant on their list before we offer it to an applicant who does not specifically require it.

Two members of staff will call to the applicant's home and help them to complete an application form if necessary.

Staff will record on the form any difficulties in relation to the property and surrounding locality which affects the applicants' ability to live independently. The completed form will be sent to the independent medical advisor to assess for points.

Amenity housing, except if specifically built for a particular age group is for those who require this type of housing due to medical or social needs. However if there is no demand from that client group offers will be made to those applicants on the various waiting lists. Discretion will be used by the Senior Housing Officer in this circumstance and account will be taken of the circumstances of the applicants.

We recognise the difficulties tenants with children have in relation to living in multi – storey flats with regard to lack of play areas, difficulty with supervising children and safety issues relating to children. The Association will award points to applicants who are in this situation. The Association’s multi – storey flats will firstly be allocated to those applicants with points who will not be underoccupying the property (excluding applicants with children under 12 years of age) then to single people or couples without children. Generally these properties will not be allocated to applicants with children under 12 years of age however discretion will be used and individual circumstances will be considered.

In areas where there currently are a high percentage of tenants with identified support needs we will not consider applicants who have support needs unless there is a specific need for an applicant to live there. This means neither the tenants nor the area will be stigmatised. If an applicant is bypassed for this reason that applicant will receive the next appropriate offer of housing. The Housing Management / Maintenance sub Committee will make a decision on whether an area / part of an area would be considered for this action.

There may be the odd occasion when it would be unsuitable to house an applicant beside a current tenant. This would happen where a risk assessment has been carried out, for example on a high risk offender. If anyone is bypassed due to the need for a sensitive let the reason for bypassing the applicant will be recorded and the applicant will receive the next available let.

#### **4. Information Regarding Applications**

##### **4.1 Eligibility**

- 4.1.1 All applicants must complete the Association’s housing application form.
- 4.1.2 All applications will be accepted from people aged over 16 years.
- 4.1.3 Any applicant can re-apply and have their application re-assessed if their circumstances change in any way.

##### **4.2 Confirmation of Circumstances**

Applicants must, when requested, provide confirmation of their circumstances. Applicants must also advise the Association of any change to their circumstances. Failure to do either of the above will result in the application being suspended until current proof of circumstances is provided. House visits will generally be carried out to verify circumstances.

##### **4.3 Number of Offers**

If two suitable offers of accommodation have been made and refused, the applicant will be interviewed to attempt to better define the applicant's housing needs. Applicants will be advised that they can ask for their application to be deferred if they do not wish an offer meantime.

#### 4.4 Community Care Assessments

In order to promote our commitment to effective care in the community for people with learning difficulties or mental health problems, the Association will ensure where possible a community care assessment is carried out. This will specify the level of support to be provided and will specify who the support providers will be. It will also enhance the applicant's ability to cope with their tenancy.

#### 4.5 Applicants Living c/o Clydebank Housing Association's Tenants

Tenants are required to get the Association's permission before taking in lodgers and this could affect the tenant's eligibility for Housing Benefit. Permission will not be granted to take in a lodger if overcrowding would result. These applicants will still be accepted on to the waiting list.

#### 4.6 Applications which Include Children

When assessing points, children will be accepted as part of a household only if the Court has awarded custody or joint custody to the applicant, or if children normally reside with the applicant on a joint custody basis. Documentary evidence may be required. Pregnancy will be taken into account and will be counted as one child for the calculation of overcrowding and sharing points.

#### 4.7 References

References will normally be sought for current and former tenancies.

##### 4.7.1 Anti- Social Behaviour

Applicants who have breached their tenancy conditions through anti-social behaviour may have their application suspended. Each case will be considered on its own merit and account will be taken of

- The extent to which the conduct is a consequence of acts or omissions of other people other than the tenants
- The nature, frequency and duration of the conduct
- The effect the conduct is having on other people
- Steps taken by the tenant to rectify the behaviour
- Whether antisocial behaviour is recent or ongoing

Clear evidence should be provided to confirm that anti-social behaviour is problematic before a suspension is imposed.

To avoid suspension an applicant, their family, or anyone in their household with a confirmed history of anti-social behaviour should generally be able to show that their behaviour has changed for the better since the anti-social behaviour took place. It would be expected that the applicant and / or the applicant's household have been receiving support from the Social Work Department and / or other relevant agencies as appropriate for a length of time that has enabled them to change their behaviour

and be capable of living next to others without committing anti-social acts. All persons involved in the support and any other relevant persons should be interviewed or asked for reports so that as accurate an assessment as possible can be made about whether to suspend their application.

Where an applicant or a person who it is proposed would reside with the applicant is the subject of an Anti-Social Behaviour Order or has been evicted in the last three years for anti-social behaviour and a decision has been made not to suspend them from the waiting list due to an improvement in their behaviour, if a tenancy is offered it should initially be a Short Scottish Secure tenancy. If no acts of anti-social behaviour are committed by that household for a twelve month period, the tenancy will be converted to a full SST.

Applicants who have their application suspended have the right to a full explanation as to the reasons for suspension and when a suspension will be lifted. They also have the right to appeal to the Housing Management Sub-Committee.

#### 4.7.2 Rent Arrears

Applicants with rent arrears will be considered on an individual basis.

All applicants should generally owe no more than one months rent or owe the equivalent sum for rechargeable repairs or service charges. If any category of arrear is higher than the equivalent of one months rent the applicant should have made and kept to an agreed repayment plan for a period of three months and the arrangement is being kept to. This applies to both current tenancies and former tenancies within the previous 5 years.

As private landlords are not subject to regulation in terms of good practice, references should generally not be sought from them. However where it is established that a private tenant is definitely in arrears or owes rechargeable repairs their application will generally be suspended until the above criteria has been met.

All applicants will be invited to an interview when we receive a reference stating there are arrears higher than one month or that an arrangement has not been in place for a 3 month period. Any circumstances which may have prevented them from keeping to an arrangement will be taken account of. If there are no extenuating circumstances the applicant will be advised that they will be suspended.

Arrears due to overpayments of housing benefit which are the error of a Council will not be taken account of.

All suspended applicants should be informed that their suspension will be lifted when the appropriate criteria is met. They also have the right to appeal to the Housing Management Sub-Committee.

Arrears will not be taken account of if a homeless nomination is made.

#### 4.8 Applications from Committee Members, Employees, etc

We may grant a tenancy to employees, committee members, former employees, former committee members and close relatives of those above. Guidelines laid down by Communities Scotland in relation to Schedule 7 of the Housing (Scotland) Act 2001 must be complied with in instances where a tenancy is granted to any of the above mentioned.

#### 4.9 Confidentiality

All information provided by applicants will be treated as strictly confidential. Where Committee are required to discuss a case, the identity of the applicant will not be revealed.

No information about an applicant will be given to any other person unless the applicant has signed a mandate that permits this. A mandate would be required relating to each individual an applicant wishes information to be divulged to.

#### 4.10 Data Protection Act

Applicants can request in writing that files and records covered by the Data Protection Act and relating to their application are shown to them. The files will be produced within 21 days of the application.

#### 4.11 Transfer Applications

4.11.1 All transfer applications will be accepted on to the waiting list.

4.11.2 Transfer applicants should generally have a clear rent account at the time an offer is made and should generally owe no outstanding rechargeable repairs.

4.11.3 Transfer applicants should generally have no recent history of anti – social behaviour.

4.11.4 If a relationship breakdown occurs in a family housed by us, we will advise both parties to seek legal advice on the entitlement to the tenancy in cases where the parties cannot agree. The person not awarded the tenancy can apply to us separately.

In cases of domestic abuse where the abused partner wishes to remain in the tenancy with any children we will refer the other party to the homeless section of the Council. Where they are not found to be in priority need we will make that person an offer as part of a management transfer. This person would be offered a 2apartment property. Rent arrears will not be a factor when considering an application relating to one of our tenants who is a victim of domestic abuse.

4.11.5 Tenants can apply for a mutual exchange with tenants of our Association, other Associations and Councils. The procedure is set out in HMPOL 10.

## 4.12 Discretion

Generally allocations will be made to the applicant with the highest points total from a particular list. Where more than one application has the same points total the application with the earliest date will usually be allocated a vacant property. However discretion will be used by the Senior Housing Officer to allow individual circumstances to be taken account of. This aims to ensure that individual circumstances are treated sensitively. An example of this is where two applicants have the same points total but one has been awarded their points for needing to be housed in that area because of support needs and the other applicant wants that particular area but has no need for it. The SHO may use discretion to allocate to the person who has support needs even if their application is dated later than others with 14 points. In the interest of accountability where discretion has been used the reason for this will be recorded.

## **5. Operation of the System**

### 5.1 Needs Criteria

We award points for various factors. These are set out later in the policy.

### 5.2 Family Support

Applicants who require to move to Clydebank to give or receive support to a friend or relative living in Clydebank or who require to move within Clydebank for this reason, should provide the Association with official documentary evidence of the support requirements. Discretion by the SHO will be used in relation to the location of applicants and support providers and to the reasons for the move. Generally if an applicant lives in a different Council Ward to the person requiring / giving support, this will be considered appropriate particularly if there are poor transport links however individual circumstances will be taken into account.

Support needs will take account of physical or mental health problems or age of the person requiring support. Extreme circumstances outwith these criteria will also be considered on an individual basis.

### 5.3 Harassment

Harassment can take many forms, including racial harassment, sexual harassment, harassment against people with mental health problems, learning or physical disabilities or people with HIV, and gay or lesbian people. People can also be harassed in their home through domestic abuse. Harassment always has a seriously detrimental effect on quality of life and, at its most acute, can be life-threatening. Applicants claiming harassment should be referred to their local Council's homeless section to have their circumstances assessed.

### 5.4 Waiting Lists

#### 5.4.1 Administration

The Association holds separate waiting lists for each house size and area. To help with the creation and maintenance of sustainable communities where people want to live, applicants are only considered for the streets and floor levels they have chosen. The waiting list will be reviewed on an ongoing basis throughout the year.

#### 5.4.2 Priority on List

Applications for each of the waiting lists are placed in order of points totals. The applicant with the highest points on a list will generally be offered a suitable vacant property however discretion will be used as per 4.12 of this policy.

#### 5.4.3 Allocation of Points

Points will be awarded as follows:-

##### Homelessness

All homeless and potentially homeless applicants will be advised to make an appointment with their local Council to have their circumstances assessed. Applicants assessed as statutorily homeless can be referred as a Section 5 referral to either us or another RSL. This will include applicants who are victims of harassment or domestic abuse. Section 5 referrals to us will attract section 5 points for the period the applicant remains a Section 5 referral. 60 points

##### Lack of Amenities/House Condition

Rising or penetrating damp	15 points
No inside WC	15 points
No piped supply of hot or cold water	15 points
No bath or shower	15 points
No kitchen facilities	15 points
Structurally unstable	15 points

##### Sharing Amenities

Applicants sharing amenities with parents :-

1 - 3 people	2 points
4 - 6 people	4 points
7 + people	6 points

Applicants living at a care of address will have 1 extra point added to these points. This will include lone parents, or family units who are staying with their parents, or with friends or relatives. It will also include those involved in a relationship breakdown where neither party has yet moved out.

Joint applicants will have their points assessed separately and points will be awarded based on the applicant whose circumstances attract the highest points. Where one of the joint applicants could move in with the other joint applicant without attracting any needs points, no points will be given, i.e. a joint applicant holds a tenancy suitable for both applicants.

Joint applications where neither applicant is a tenant will have the sharing amenity points calculated separately and added to the total of the applicant with the highest points. People to be re-housed with the applicant do not count towards the number when calculating sharing amenity points.

## Overcrowding

Overcrowding is calculated as follows:-

- A 2 apartment is required for the applicant and / or partner.
- One bedroom is required for each person or couple 16 years or over
- At 10 years of age a child is entitled to their own bedroom unless another child of the same sex stays with them, in which case they can share with that child until one of them turns 16 and is then entitled to their own room.

Separate family units will have their individual requirements taken into account when calculating overcrowding points.

Points are awarded for each bedroom short.

10 points per room

## Underoccupation

These points are only awarded to an applicant who is a householder.

The number of apartments required is calculated in accordance with 5.5.2 overcrowding above. Points will be awarded for each room surplus to requirements.

5 points per room

## Medical Condition

Medical points may be applied for where an applicant's long term medical condition is being made worse by their accommodation's design, condition or location.

All applicants who feel that rehousing could significantly alleviate a long term medical condition can apply to the Association to be considered for medical points assessment. The Association currently uses an independent medical advisor to assess points. Full details can be obtained in HM POL.19. Priority on the list is generally given to those with the highest points total. However we will attempt to match applicants to housing which will help to alleviate the symptoms of their medical condition. Applicants with the same points total will be considered individually and a certain amount of discretion will be used in relation to individuals needs taking account of the applicant's current housing conditions, the location and type of property being offered and the length of time an applicant has been waiting on a suitable offer of housing.

Points will be awarded by an independent medical advisor as follows

Category A

- Where the accommodation is causing extreme impairment to the applicant's medical condition. 20 points

Category B

- Where the accommodation is causing serious impairment to the applicant's medical condition. 10 points

Category C

- Where the accommodation is causing significant impairment to the applicant's medical condition. 5 points

Reference should be made to HMPOL19 medical points applications.

Children in Multi-Storeys

Points will be awarded to applicants with children 12 years of age or under who live in a multi-storey flat (MSF) unless they are applying for another MSF. 10 points

Travel to Work

Points will be awarded to applicants working in Clydebank who live more than one hour travelling time away by the quickest route. 5 points

Family Support

Points will be awarded to applicants who can provide documentary evidence which shows that they need to give or receive support within Clydebank. 14 points

Insecure Tenancies

Points will be awarded to those with insecure tenancies.

This category covers the following

Homeless \*\* (unless referred as a Section 5 referral)

Living in tied accommodation & the employment will end within 6 months

Short assured tenant who has been issued with a Notice to Quit

12 points

\*\* need to be assessed by a Council as homeless

Management Transfer

This category will cover serious or urgent housing need not covered in other parts of the Allocation Policy and relates to our own tenants. 40 points

Exceptional Circumstances

Points will be awarded where extreme circumstances apply to a particular case which are not covered by the Allocations Policy.

The Senior Housing Officer will submit these to the Housing Management Sub-Committee for consideration. Due to the exceptional circumstances, an offer should be made within 3 months. Where this is not possible, the case will no longer be considered

as a special case. As these circumstances will require urgent housing all applicants will also be referred to the Council as they have a nomination agreement with all local landlords. This should maximise the likelihood of the applicant being housed. 40 points

## **6. Information Regarding Allocations**

### **6.1 Tenancy Type Offered**

The Association will normally offer a Scottish Secure Tenancy agreement except in the cases outlined below.

#### **6.1.1 Short Scottish Secure Tenancies**

If an Anti-Social Behaviour Order (ASBO) has been served on one of our tenants, or a sub-tenant or someone residing with our tenant, the Association may convert the existing tenancy to a Short Scottish Secure tenancy (SSST).

An SSST may also be offered if an applicant or anyone proposing to live with the applicant has been evicted for anti-social behaviour in the previous 3 years or is the subject of an ASBO.

### **6.2 House Size**

Accommodation of a suitable size as per the Allocation Policy will normally be offered.

#### **6.2.1 Six Apartments**

As the Association has no 6 apartment properties, large families who would normally qualify for this size of accommodation will be considered for 5 apartment accommodation if they desire.

#### **6.2.2 Underoccupation**

Underoccupation will be permitted where either of the following criteria apply :-

- (a) Where medical reasons dictate an extra bedroom is required. Supporting documentary evidence will be required.
- (b) Where a sole tenant or couple occupy a 5 apartment property and wish to move, they can be considered for a 2 bedroom property without it affecting their points. This will help release large family accommodation.
- (c) In mutual exchanges

## **7. Audit Trail**

As we are accountable to our tenants and the communities we work with we will keep an audit trail of all lets to demonstrate how and why a let was allocated to a particular household.

## **8. Decision Taking**

The day to day operation of the allocations process will be undertaken by staff and not by governing body members, whose involvement will be in setting, reviewing and agreeing the policy, considering appeals and special cases, considering Schedule 7 cases and monitoring the outcomes of the policy.

## **9. Complaints Procedure**

Any applicant who has a complaint about the way they or their application have been dealt with can ask for a copy of the Association's Complaints Policy (GENPROC3) which will explain the steps they should take.

## **10. Monitoring and Reviewing**

The Association will monitor the policy on an ongoing basis to ensure it is meeting its stated aims and objectives.

The policy will be reviewed every 3 years or earlier if new guidance or legislation deems this necessary. In addition some changes may be required at any point dependent on the outcomes of the monthly and annual voids / monitoring report.

## **11. Appeals**

An applicant can lodge an appeal for the following reasons:

- They feel their application has not been properly assessed
- They feel their application has been unjustly suspended
- They feel their application has been unjustly removed from the list
- They feel an imposed suspension should be lifted and this has not been agreed to

All appeals should be addressed to the Secretary of the Housing Management Sub-Committee who will arrange for the Committee to hear the appeal. An applicant may be requested to attend the Committee meeting where the appeal will be discussed.

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