

## **CHA customers are positive about changes**

Clydebank Housing Association (CHA) is changing the way it allocates its houses and awards points to housing applicants and they are delighted that tenants and applicants have contributed in their hundreds to the process.

The allocations policy is one of CHA's most important tools, as it outlines how they allocate their empty houses and award points to housing applicants. CHA sent policy review information to all tenants and housing applicants asking for feedback. Nearly 200 responses were received and a huge majority were in favour of the new draft policy, with many providing suggestions for clarification or improvement.

CHA's Housing Manager, Joe Farrell, also met with the local residents group and with 17 tenants and applicants to provide more in-depth information and clarification on the proposed changes.

If approved by CHA's Management Committee in October, the biggest change would be their current practice of one big list for all categories of applicant being replaced by a separate list for each of three categories. Homeless referrals and nominations from the Council would continue to receive 50% of CHA's annual lets, general applicants would receive 40% and CHA's own tenants wishing to transfer would receive 10%. It is hoped this new category for transfer applicants go some way to alleviate the financial issues of the 'spare bedroom tax' currently affecting 116 of their tenants.



**Photo:** Allocations Policy Review meeting with tenants and applicants – Centre81, 28.08.13.

**Notes to Editor:** Information was sent to a total of 1,861 tenants and applicants. 185 responses were received (over 9.9%) which is really excellent within the housing sector in terms of receiving feedback. We currently have 1,074 tenants so the 116 affected by the 'spare bedroom tax' represents 10.8%.

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