

For Office Use Only

| Date of Application: | | | |
|----------------------|-------|--------------|--------------|
| Processed by: | | Checked by: | |
| Date: | | Date: | |
| Category | Group | Computer No. | Points Total |
| | | | |
| | | | |
| | | | |

Please complete the application form as fully as possible to allow us to give your application proper consideration. **If the second applicant lives at a different address, please ask for an extra application form and return them together.**

If you require this form in a different format please let us know.

Equal Opportunities Statement

The Association will not discriminate on the grounds of age, disability, gender reassignment, marriage, and civil partnership, pregnancy & maternity, race, religion or belief, sex, and sexual orientation, in line with the 2010 Equalities Act.

1) First Applicant's Details:

Title (Miss/Mr/Mrs/Ms)

Surname

First Name

Address

Flat position (if applicable)

Type of property
 (e.g. flat/multi storey flat)

Town

Postcode

Second Applicant's Details:

Title (Miss/Mr/Mrs/Ms)

Surname

First Name

Address

Flat position (if applicable)

Type of property
 (e.g. flat/multi storey flat)

Town

Postcode

Clydebank Housing Association Ltd
 77-83 Kilbowie Road
 Clydebank
 G81 1BL
 Tel 0141 941 1044
 Fax 0141 941 3448

info@clydebank-ha.org.uk
 www.clydebank-ha.org.uk

twitter: @clydebankha
 facebook: @clydebankha



| First Applicant's Details (continued): | | Second Applicant's Details (continued): | |
|--|---|--|---|
| Name | | Name | |
| Tel no. | | Tel no. | |
| Email address | | Email address | |
| Date of birth | | Date of birth | |
| National Insurance no. | | National Insurance no. | |
| Do you have any pets? <i>Dogs are not allowed in our multi-storey properties</i> | Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please detail: | Do you have any pets? <i>Dogs are not allowed in our multi-storey properties</i> | Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please detail: |
| Do you have access to the internet on a computer or mobile device? | Yes <input type="checkbox"/> No <input type="checkbox"/> | Do you have access to the internet on a computer or mobile device? | Yes <input type="checkbox"/> No <input type="checkbox"/> |

| | |
|--|--|
| Relationship between 1st & 2nd applicant (e.g. sister/brother/spouse/partner etc.) | |
|--|--|

Please complete the following details for the **FIRST** applicant only. Give all details for your **current** accommodation only. If your circumstances are about to change, advise us of this when it happens.

| | |
|--|--|
| What date did you move to this address? | |
| Are you a tenant, a lodger, living with parents or an owner? | |
| Do you own any property that you do not live in? Please provide details. | |
| If a tenant, please tell us the full name and address of your landlord. If a lodger, please tell us who the householder is and their relationship to yourself. | |
| Why do you want to move? | |

- 2) Please now tell us what your living circumstances have been in the last 5 years, before you moved to your current address.

| Address of where you lived | Name and address of landlord or owner of property | From | To |
|----------------------------|---|------|----|
| | | | |
| | | | |
| | | | |
| | | | |

3) Current Household Details

Please give full details of everyone who stays in the same house with you. Please include your own details in row 1. This information is essential to calculate any points you are entitled to. If your children do not live with you permanently we will require proof of a minimum of 50% access.

| Name | Date of Birth | Sex | Relationship to You | Moving with You (Yes/No) |
|-------------|---------------|-----|---------------------|--------------------------|
| 1. (You) | | | Self | Yes |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| 5. | | | | |
| 6. | | | | |
| 7. | | | | |

4) Details of Present Accommodation

| | |
|--|--|
| How many bedrooms are there at your present address? | |
| Do you live in a bedsit? | Yes <input type="checkbox"/> No <input type="checkbox"/> |

Does your accommodation have the following available for your use? (please tick)

| | Yes | No |
|--|--------------------------|--------------------------|
| Inside toilet, hot water, shower or bath, kitchen facilities | <input type="checkbox"/> | <input type="checkbox"/> |
| If no, please detail | | |

5) Accommodation Required

Please tick the type of properties you are interested in

(please tick)

| | Yes | No |
|---|--------------------------|--------------------------|
| Flat | <input type="checkbox"/> | <input type="checkbox"/> |
| Multi storey flat (see enclosed leaflet) | <input type="checkbox"/> | <input type="checkbox"/> |
| Tenement | <input type="checkbox"/> | <input type="checkbox"/> |
| 4-in-a-block | <input type="checkbox"/> | <input type="checkbox"/> |
| Maisonette | <input type="checkbox"/> | <input type="checkbox"/> |
| House | <input type="checkbox"/> | <input type="checkbox"/> |
| If yes to flat/tenement, <i>please tick</i> floor levels acceptable to you Ground <input type="checkbox"/> 1st <input type="checkbox"/> 2nd <input type="checkbox"/> 3rd <input type="checkbox"/> 4th <input type="checkbox"/> | | |
| If yes to multi storey flat, what is the highest level you would consider? | | |

Do you need any of the following?

(please tick)

| | Yes | No |
|---|--------------------------|--------------------------|
| 1 bedroom amenity housing (for over 60 years old or those with medical conditions who require this type of accommodation) | <input type="checkbox"/> | <input type="checkbox"/> |
| 1 bedroom ambulant disabled housing (for people who use a wheelchair outdoors only) | <input type="checkbox"/> | <input type="checkbox"/> |
| Wheelchair housing (adapted housing for wheelchair users) | <input type="checkbox"/> | <input type="checkbox"/> |

Please give any further comments if it is ESSENTIAL for you to have certain amenities (e.g. garden, particular type of heating). Please note you will only be considered for properties containing the amenities you have stated.

6) Other Relevant Information

Please state if you have any other needs in relation to your current home or the type of property you require. If you have a longstanding and serious medical condition, which is being made worse by your housing situation, please complete our Medical Assessment Form. If you are homeless record that here. You will then be asked to call for an interview to provide further information.

Are you a member of the Management Committee or staff of the Association or have you been in the last 12 months? Yes No

If yes, give details

As far as you know, are you related to a current or past (last 12 months) member of the Management Committee or staff of the Association? Yes No

If yes, give details

7) Sex Offenders Act 1997

Are you or anyone in this application required to register with the Police under the Sex Offenders Act 1997? Yes No

If yes, please supply the full name(s) of the person(s):

8) Your Views on Our Service

We value your opinion so occasionally we may ask for your views on the service we provide to you. Is this ok? Yes No


Would you be interested in becoming a member of a focus group which may discuss policies which affect you, such as our Allocations Policy? Yes No

Areas Covered by Clydebank Housing Association


Please find below a map of the majority of areas covered by Clydebank Housing Association. You can select which areas you wish to be considered for on the table on page 7. We code each area/street as shown on the table and have marked these codes on the map below to assist you in your selection. More detailed information can be found on our website clydebank-ha.org.uk/cha-properties. Please note this map is for illustration purposes only and is not to scale.




Selection of areas you wish to be considered for


Please tick any streets you wish to be considered for. The less streets you tick the less likely it is that we will be able to offer you suitable housing. **You will be put on the waiting list for all streets/ areas you select.** You will not be put on the waiting list for any areas you have not ticked. For your information, we have listed the number of properties we have in each street.  We do not have every property size available in every street. [Click on street name to view on our website.](#)


Please tick here if you wish to be considered for ALL of our properties

| Map Code | Linnvale - mixture of properties |  | <input checked="" type="checkbox"/> |
|----------|----------------------------------|---|-------------------------------------|
| 20 | Attlee Avenue | 42 | <input type="checkbox"/> |
| 20 | Attlee Place | 18 | <input type="checkbox"/> |
| 20 | Bevin Avenue | 3 | <input type="checkbox"/> |
| 20 | Cripps Avenue | 2 | <input type="checkbox"/> |
| 20 | Dalton Avenue | 4 | <input type="checkbox"/> |
| 20 | Greenwood Quadrant | 5 | <input type="checkbox"/> |
| 20 | Jowitt Avenue | 2 | <input type="checkbox"/> |
| 20 | Kirkwood Avenue | 67 | <input type="checkbox"/> |
| 20 | Kirkwood Quadrant | 2 | <input type="checkbox"/> |
| 20 | Livingstone Street | 8 | <input type="checkbox"/> |
| 20 | McNeil Avenue | 5 | <input type="checkbox"/> |
| 20 | Morrison Quadrant | 5 | <input type="checkbox"/> |
| 20 | Shinwell Avenue | 8 | <input type="checkbox"/> |
| 20 | Silkin Avenue | 1 | <input type="checkbox"/> |
| 20 | Strauss Avenue | 4 | <input type="checkbox"/> |
| 20 | Westwood Quadrant | 19 | <input type="checkbox"/> |

| Map Code | Central |  | <input checked="" type="checkbox"/> |
|----------|---------------------------|---|-------------------------------------|
| 4/8/9 | Dumbarton Road - flats | 41 | <input type="checkbox"/> |
| 11/12 | Glasgow Road - flats | 65 | <input type="checkbox"/> |
| 6 | Bon Accord Square - flats | 33 | <input type="checkbox"/> |
| 6 | Cart Street - flats | 40 | <input type="checkbox"/> |
| 3 | Kilbowie Road - flats | 20 | <input type="checkbox"/> |
| 1 | Alexander Street - flats | 30 | <input type="checkbox"/> |
| 14 | Bannerman Place - amenity | 28 | <input type="checkbox"/> |
| 15 | Bannerman Place - flats | 18 | <input type="checkbox"/> |
| 15 | Cumbræ Court - flats | 7 | <input type="checkbox"/> |
| 15 | Montrose Street - flats | 6 | <input type="checkbox"/> |
| 22 | Crown Avenue - flats | 22 | <input type="checkbox"/> |
| 22 | Graham Avenue - flats | 44 | <input type="checkbox"/> |
| 23 | Hume Street - flats | 24 | <input type="checkbox"/> |
| 10 | Janetta Street | 4 | <input type="checkbox"/> |
| 24 | Barrie Quadrant | 1 | <input type="checkbox"/> |

| Map Code | Whitecrook |  | <input checked="" type="checkbox"/> |
|----------|---------------------------|---|-------------------------------------|
| 2 | Whitecrook Street - flats | 41 | <input type="checkbox"/> |
| 5 | Forth Street - flats | 22 | <input type="checkbox"/> |
| 13 | Ian Smith Court - flats | 34 | <input type="checkbox"/> |
| 13 | King Street | 1 | <input type="checkbox"/> |
| 13 | Fleming Avenue - flats | 8 | <input type="checkbox"/> |
| 17 | Bell Street | 23 | <input type="checkbox"/> |
| 17 | East Barns Street | 2 | <input type="checkbox"/> |
| 17 | McGregor Street | 9 | <input type="checkbox"/> |
| 17 | White Street | 4 | <input type="checkbox"/> |
| 21 | John Knox Street - flats | 1 | <input type="checkbox"/> |
| 13 | Brown Avenue | 1 | <input type="checkbox"/> |

| Map Code | Radnor Park **** |  | <input checked="" type="checkbox"/> |
|----------|-----------------------------|---|-------------------------------------|
| 18 | Castle View - multi storey | 56 | <input type="checkbox"/> |
| 18 | Cowal View - multi storey | 55 | <input type="checkbox"/> |
| 18 | Erskine View - multi storey | 56 | <input type="checkbox"/> |
| 18 | Lennox View - multi storey | 56 | <input type="checkbox"/> |
| 18 | Leven View - multi storey | 55 | <input type="checkbox"/> |
| 18 | Lomond View - multi storey | 56 | <input type="checkbox"/> |
| 18 | Lusset View - multi storey | 56 | <input type="checkbox"/> |

| Map Code | Mountblow |  | <input checked="" type="checkbox"/> |
|----------|--------------|---|-------------------------------------|
| 24 | Lilac Avenue | 1 | <input type="checkbox"/> |

| Map Code | Drumry |  | <input checked="" type="checkbox"/> |
|----------|---------------------------|---|-------------------------------------|
| 7 | Jean Armour Drive - flats | 23 | <input type="checkbox"/> |
| 19 | Riddell Street | 1 | <input type="checkbox"/> |
| 16 | Melfort Court | 8 | <input type="checkbox"/> |
| 10 | West Thomson Street | 7 | <input type="checkbox"/> |
| 19 | Onslow Road | 1 | <input type="checkbox"/> |

**** Information regarding our Radnor Park multi storey flats: We generally do not let these properties to applicants with children under 12 years of age, as they have been deemed an unsuitable environment for young children.

9) Low Cost Home Ownership

From time to time, we have shared ownership flats available for offer on a part rent, part mortgage basis. If you are in a position to consider buying and would be interested in joining the Reserve List for shared ownership properties, please request a Reserve List Form from our office.

10) Declaration

- I certify that the information contained in this application form is true to the best of my knowledge. I agree to notify you in writing of any change to the information given by me, as this may affect my position on the waiting list.
- I understand that any false or misleading information given or relevant information withheld now or at any time may result in any tenancy granted being terminated or my application being suspended.
- I understand that Clydebank Housing Association Ltd may make enquiries regarding any current or former tenancies I have held. I agree that Clydebank Housing Association Ltd may make enquiries regarding any tenancy related support needs I have.
- I understand that my information, including my name and address, can be used for statistical purposes by Clydebank Housing Association Ltd and other local housing providers.
- I understand that the information I have provided will be treated as confidential. The information I have provided is covered by up-to-date Data Protection legislation and it will be processed as per the Fair Processing Notice on page 11. Clydebank Housing Association Ltd will not discuss this information with any third party unless I have given written permission to do so.

| Signature (First Applicant): please type name* | | Signature (Second Applicant): please type name* | |
|--|--------------|---|--------------|
| | | | |
| Address: | | Address: | |
| Date: | (dd/mm/yyyy) | Date: | (dd/mm/yyyy) |

Please now read the information on pages 8, 9 and 10 overleaf and complete as you wish.

Please return the completed form by email or post as follows:

Email to: applications@clydebank-ha.org.uk*. You will receive an automated acknowledgement.

* Please note you will be asked to sign your application prior to any offer of housing.

Post to: Clydebank Housing Association Ltd, 77-83 Kilbowie Road, Clydebank G81 1BL. Postage information is contained within the "You and Your Application" booklet. It will cost more to send in a large envelope.

Appeal: Applicants not satisfied with the way their application has been dealt with may appeal in writing to the Housing Services Sub Committee. Applicants can ask for a copy of the Association's Complaints Handling Procedure or download it from our website. This explains how to make a complaint.

Equal Opportunities Questionnaire

Clydebank Housing Association aims to ensure a commitment to equal opportunities.

All applicants are asked to complete this form which will be used only for the purposes of equal opportunities monitoring. Your application for housing will not be affected if you do not complete this part.

Please tick as appropriate.

1. Are you: Male Female

2. Do you consider yourself to have a disability. By this we mean a condition which has a long term and substantial effect on your ability to carry out normal day to day activities?

Yes No

If yes, it is:

| | | | |
|---------------------|--------------------------|-------------------|--------------------------|
| Physical | <input type="checkbox"/> | Mental Ill-Health | <input type="checkbox"/> |
| Learning Disability | <input type="checkbox"/> | Visual Impairment | <input type="checkbox"/> |
| Hearing Impairment | <input type="checkbox"/> | Other | <input type="checkbox"/> |

Please specify

3. How would you describe the ethnic origin of your household?

| | | | |
|--|--------------------------|--|--------------------------|
| White: | | Pakistani | <input type="checkbox"/> |
| Scottish | <input type="checkbox"/> | Bangladeshi | <input type="checkbox"/> |
| Other British | <input type="checkbox"/> | Chinese | <input type="checkbox"/> |
| Irish | <input type="checkbox"/> | Any other Asian background | <input type="checkbox"/> |
| Gypsy/traveller | <input type="checkbox"/> | Black, Black Scottish, Black British: | |
| Polish | <input type="checkbox"/> | Caribbean | <input type="checkbox"/> |
| Any other white background | <input type="checkbox"/> | African | <input type="checkbox"/> |
| Mixed or multiple ethnic background | <input type="checkbox"/> | Any other black background | <input type="checkbox"/> |
| Asian, Asian Scottish, Asian British: | | Other ethnic background: | |
| Indian | <input type="checkbox"/> | Arab, Arab Scottish or Arab British | <input type="checkbox"/> |
| | | Any other group | <input type="checkbox"/> |

Thank you for your co-operation.

Do you need information in a different way?

We are able to provide information in different formats to applicants with disabilities. Please select which format you prefer.

1. Do you have a medical condition or poor eyesight which means you require information in a larger than normal size? If yes, please select which size (please circle):

18pt 20pt 22pt 24pt 26pt

Information which is not available on computer / disk will be photocopied to enlarge the print.

Please tick

2. I would prefer information on audio CD.
3. I would prefer all information by email.
4. I would prefer all information in Braille.
5. I would prefer all information in another language.

Please specify, for example, Gaelic, Urdu, Polish

6. I require a Sign Language interpreter:

- a) British Sign language
- b) Sign Supported language
- c) Lip Speaker

7. Any other requirements:
-

Fair Processing Notice: how we use your information

Clydebank Housing Association is known as “Controller” of the personal data provided to us and is required to make sure all personal information is handled and kept carefully in line with General Data Protection Regulations (GDPR).

We may collect the following personal information about you:

- Personal details: name, addresses, date of birth
- Contact details: home phone number, mobile phone number, and email address
- Further details: NI number, gender, ethnicity, disability, medical details, marital status, signature
- Household composition: details of existing accommodation arrangements and family members seeking accommodation with applicant

We need to know your personal data to provide you with the housing services you have engaged with to us to provide, and to communicate effectively with all data subjects as required by the Scottish Housing Regulator.

We will not collect any personal data from you that we do not need.

We need your personal information to allow us to be able to:

- Process and manage housing applications
- Sign up new tenants to suitable properties
- Meet our legal obligations including information we have to provide to regulators and statutory authorities
- Adhere to statutory regulation and providing yearly returns and statistics
- Reply to enquiries and contact all customers when requires
- Issue satisfaction surveys, newsletters and service information

Sharing your information

All personal data we process is processed by our staff in the UK.

Other than reference requests to your previous landlords with whom we would have to provide the name, address and tenancy dates you included in your application in order for them to provide us with the required information, we will not share your personal information.

We do not give anyone else access to your information in return for payment, for their marketing or commercial purposes.

Contractors and suppliers

We may share your personal information with our suppliers who provide a service to you, or who provide services on our behalf. The data shared is the specific information the supplier requires to carry out their task, as well as any information that ensure we fulfil our health and safety obligations to the people carrying out the task. We may share this information with the following organisations:

- Printing and mail distribution
- Customer surveys
- Document storage and archive scanning

Power of Attorney

If you wish anyone to deal with your affairs on your behalf please find specific consent form for this on our website or request this from the office. This allows you to request a named person permission to discuss specific or all of your personal data with the Association as required.

We will not share your personal information with anyone who claims to represent you unless we are satisfied that you have appointed them or they act in some recognised official capacity. There may be a delay to us dealing with requests whilst we confirm the caller’s identity, or check that we have your approval to deal with them.

Violent or abusive behaviour

If you are violent or abusive to Clydebank Housing Association staff, customers or other residents, we may decide to place a “warning marker” on your customer record in order to protect Clydebank Housing Association colleagues.

If we do this, we will write and tell you why and you will have the right to appeal against our decision as per our Unacceptable Behaviour Policy. We will share this information with our partners, for example our contractors or the Fire & Rescue Service in order to protect their colleagues too.

How we store your personal information

We are committed to holding your personal information securely. This means only those of our colleagues and contractors that need to see it have access.

Unless you pay our bills using direct debit we will not usually retain your payment details. Whoever pays your bills will have to give us the payment card details each time they make a payment.

If we store your personal information and can do so solely on computers we will, however there will be cases where we have paper

copies instead, or in addition to this. All computers are kept in secure location and are password protected, with unusual and unauthorised access monitored by specialist auditing software and our electronic files kept on shared network accessed by our computers are controlled by strict access permissions so data is only available to those who need to use it. Paper files containing personal or sensitive information will be kept in locked drawers, cabinets or rooms.

Our computer systems are located in our offices in Clydebank but we occasionally may use computers (including laptops and tablets) offsite, however they will at all times remain secure and under our control.

We will keep your personal details for no longer than necessary. Once the information is no longer required for the lawful purpose for which it was obtained it will be destroyed. More information on the document retention schedule adopted by the Association can be found in the Nation Housing Federation’s most recent guide to document retention available online at www.housing.org.uk/resource-library/browse/document-retention-for-housing-associations.

Your rights

If at any point you believe the information we hold is incorrect you may request to see it, have it corrected or deleted. You are entitled to request a copy of any personal data we hold of yours.

You have the right to ask us not to process all or part of the personal information we have received, however we may be unable to provide our service to you if we are unable to record and process certain details.

If you wish to complain about how we have handled your data you can contact our Data Protection Officer who will investigate the matter on your behalf. If you are not satisfied with our response you may submit a formal complaint to the Information Commissioners Office.

Our Data Protection officer can be contacted at dataprotection@clydebank-ha.org.uk.

A full Fair Processing Notice including details of how we retrieve, use, share and manage data from all client groups can be found online at <http://clydebank-ha.org.uk/data-protection> or by request from our office.

