



ALLOCATIONS POLICY

Approved : February 2020

Review date: February 2023

- 1.0 Introduction and General Information
- 2.0 Equal Opportunities
- 3.0 Formulation of the Policy
- 4.0 The Role of the Management Committee
- 5.0 The Association's Principles in Relation to Allocations
- 6.0 The Objectives of the Allocations Policy
- 7.0 How to Apply for Housing and Verification of Circumstances
- 8.0 Admission to the Housing List
- 9.0 How we Assess Applications and Allocate Housing
- 10.0 Adapted Properties
- 11.0 How we Allocate our Houses
- 12.0 Review of the Housing List
- 13.0 Suspensions from Housing List
- 14.0 Removal from the Lists
- 15.0 The Applicant's Responsibilities
- 16.0 Internal Transfers
- 17.0 Mutual Exchanges
- 18.0 Lets to Staff, Committee or Members of their Families
- 19.0 Working with Glasgow City Council
- 20.0 The Quota System
- 21.0 The Tenancy Agreement
- 22.0 Measuring the Outcomes of the Policy
- 23.0 Appeals and Complaints
- 24.0 Confidentiality
- 25.0 Policy Review
- 26.0 Assessing Housing Need
- 27.0 Assessing Housing Need – Wheelchair Properties
- 28.0 The Allocation of Houses
- 29.0 Transfer Applications

1 Introduction and general information

1.1 Spire View Housing Association is a registered social landlord which operates in the Royston area of Glasgow. Our mission is to provide locally based high quality, affordable housing and services which will contribute to the well-being of the community we serve. We operate on a “non for profit” basis and are run by an elected Management Committee of up to 15 members consisting of local residents who employ a staff team to manage the Association on a day to day basis.

1.2 We are committed to:

- Providing quality rented accommodation affordable to those in housing need
- Contributing to the physical, social and economic regeneration of the area
- Providing a safe environment in which all residents can live

1.3 The Association owns 557 properties in the Royston area and provides a factoring service to 13 owner occupiers. The types of housing presently provided by the Association is mainly for general needs, however we also have a small number of accessible wheelchair properties.

1.4 You can contact Spire View Housing Association at:

43 Tharsis Street
Royston
Glasgow
G21 2JF
Tel: 0141 552 7928

Info@spireview.org.uk

www.spireview.org.uk

Twitter: @spireview ha

Facebook: Spire View Housing

2 Equal Opportunities

2.1 In all areas of this policy Spire View Housing Association will carry out its function with strict regard to the Equalities Act 2010. This means that there will be no discrimination against any of the protected characteristics such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation or any other personal attribute such as family circumstance.

- This also means that the Association will actively promote its services with the aim of ensuring that no person or group of people is excluded from receiving information about the services of the Association; or from applying to it for

housing; or is excluded because of a lack of appropriate accommodation suitable for their needs at that time.

3 Formulation of the policy

3.1 This policy adheres to legal requirements contained within:

The Housing (Scotland) Act 2014
The Housing (Scotland) Act 2001
The Housing (Scotland) Act 2010
The Equalities Act 2010
The Homelessness (Scotland) Act 2003
The Matrimonial Homes (Family Protection) (Scotland) Act 1981
General Data Protection Regulations 2018

3.2 This policy also takes account of good practice and guidance as detailed in the Social Housing Allocations in Scotland: A Practice Guide 2019 and the Scottish Social Housing Charter.

Consultation of Stakeholders

3.3 Consultation with the community and resident participation has always been one of the key aspects of the way in which the Association operates. We therefore welcome the statutory provisions in the Housing (Scotland) Act 2001 as amended by Section 4 of The Housing (Scotland) Act 2014 which requires all social landlords to consult with applicants on the housing list, tenants, registered tenant organisations and any other parties that the landlord sees fit when formulating key service delivery policies.

3.4 Currently, there are two strands to policy consultation within the community:

- Firstly, we believe it is important to inform all tenants when a policy review is due, together with some information on what changes are likely to be proposed by us. We do this by including relevant information in our tenant newsletter, holding public meetings and/or focus groups. In addition, we provide the full policies on our website.
- The next stage is to invite feedback from tenants, residents, and their representatives about how well they feel the proposals address the needs of the community and whether there are any particular amendments they would like to see. Also, all policies have to be formally approved by our Management Committee.

4 The Role of the Management Committee

While our staff carry out most of the work in relation to our housing list and allocating houses, our Management Committee also plays an important role. They help formulate the allocations policies and procedures and monitor the effectiveness of them when they are in place, as well as reviewing them regularly in line with our policy review timetable or in response to changes in legislation. In addition, they decide on any special case allocations and any tenancies awarded in accordance with our Entitlements, Payments and Benefits policy.

5 The Association's Principles in Relation to Allocations

5.1 We are committed to providing the best customer service possible. We have tried to design our allocations systems to make applying for housing as simple and straight forward as possible for the applicant, and staff are keen to help.

5.2 We believe that openness and accountability are very important in allocations. The information we make available to the public and the Regulator about how we allocate houses and the monitoring methods we use in the process, ensures that any interested party can understand how we work and hold us to account.

5.3 Everyone, 16 or over, has a right to apply for housing and we believe that every application should be assessed in a fair and impartial manner. This is because we have a strong commitment to equal opportunities in the allocation of housing.

6 The Objectives of the Allocations Policy

6.1 This policy will ensure that the Association provides good quality, affordable housing to those in housing need. We are committed to providing high quality homes which our tenants can enjoy living in. We do this by setting out a pointing system which gives priority to applicants in housing need in line with the categories of reasonable preference set out by the Housing (Scotland) Act 2014

6.2 As per the Housing (Scotland) Act 2014 the categories of reasonable preference are as follows:

- Homeless or threatened with homelessness with unmet housing needs
- Unsatisfactory housing conditions with unmet housing needs
- Tenants of houses which are held by a social landlord, which the social landlord selecting its tenants considers to be under-occupied

In the first two categories the applicant must have unmet housing needs. By unmet housing needs the Act states,
“... where the social landlord considers the persons to have housing needs which are not capable of being met by housing options which are available”.

The defined term for someone who is homeless or threatened with homelessness is “Someone who has no accommodation in the UK or elsewhere or who has such accommodation but it is not reasonable for him to occupy it”.

There is no defined term for unsatisfactory housing conditions. Nevertheless, it is intended to cover the physical condition of the property or where there are uncertainties over the suitability of the property for the applicant’s needs.

- 6.3 The policy will maximise the choices and opportunities that applicants receive by providing them with information and advice about other providers and the different opportunities for housing within the local area. Applicants will be offered an appointment with housing staff where they will be given a comprehensive interview to complete their application for rehousing. The Association also promotes choice by establishing applicants’ preferences in relation to the types of homes they want and their location. The only exception to this is with Section 5 referrals where there is a one offer only policy which is dictated by Glasgow City Council.
- 6.4 The policy will try to promote stable communities which we have defined as encouraging people to reside in the area who have a range of life and employment experience and/or will support and strengthen family networks. Points are awarded in Appendix 1 Section 7 to achieve this. In addition, by giving applicants choices when applying we are helping to promote tenancy sustainability and as a result stable communities. The Association will at the point of allocation be mindful of ensuring tenants who are vulnerable are offered additional support to help sustain their tenancy by referring them to our Tenancy Support Officer or to the Social Work Department or Tenancy Support Services. The Association will aim to avoid housing those people with dependency needs in locations where their vulnerability will be increased.

7 How to Apply for Housing and Verification of Circumstances

7.1 How to Apply for Housing

7.1.1 To apply for a house, applicants can do any of the following:

- Take the form away and fill it in
- Contact the office on 0141 552 7928 and have the application form posted out
- Alternatively, download an application form via the Association’s website at www.spireview.org.uk

Once applicants have completed a form we ask them to book an appointment with a member of the Housing Services team to review the form and ensure it’s fully completed. This will help ensure we have all the information required to fully assess the application and prevent delay.

7.1.2 When we have the completed application form our staff will then assess it using the points system shown in Appendix 1.

7.1.3 Within 7 days of receiving a completed application form we will write to the applicant to tell them how many points their application has received and that the application has been put on our housing waiting list. For an application to be complete the minimum requirement is to have Confirmation of identify, National Insurance Number and address. Confirmation of address must be within the last three months. The applicant's position on the list will depend on the number of points they have. The list is divided up according to the size of accommodation requested, for example, there is a one bedroom list, a two bedroom list etc. It should be noted by the applicant that we are receiving new applications almost every day and as a result the housing list is constantly changing. Consequently, so is the applicant's position on the list.

7.1.4 We aim to maximise choice to applicants by providing a comprehensive guide to the property available and to give applicants information on the likelihood of being rehoused in their preferred location. This will ensure that their aspirations and needs are clearly defined but at the same time ensuring an effective allocation process.

7.2 Verification of Circumstances

7.2.1 The application form provides a basis for assessing housing need. However, in some cases further investigation of the applicant's circumstances will be required. In many cases this will involve the provision of evidence or supporting documentation, for example, where an applicant states the move is due to employment, evidence of offer of employment is required.

In other cases, this may involve a more detailed assessment by other agencies in relation to housing needs.

7.2.2 To ensure we accurately assess the housing needs of applicants, we generally need applicants in the following circumstances to provide some verification, as outlined below, before points can be awarded.

Circumstances	Proof Required
All applicants	Photographic identification, confirmation of address and National Insurance Number before an application can be put on the waiting list.
Homeless	Assessment undertaken by homelessness advisor (Glasgow City Council)
Asked to leave current accommodation/threatened with homelessness	Copy of valid Notice to Quit/letter withdrawing consent to occupy.

Moving to help sustain employment/training	Need to specify on the form why a move will help sustain training/employment and provide Confirmation of employment
Moving to provide and/or receive support	Need to specify on the form who is receiving and providing the support
In need of re-housing as health affected by current housing circumstances.	Confirmation of health condition, letter from GP or hospital or details of medication
Access arrangements	Letter from child's other parent or letter from lawyer or other agency
Experiencing violence or harassment	Position of belief, in certain cases obtain police incident numbers
Experiencing Domestic Violence	Position of belief
Home Owner Repossession Action	Letter from Mortgage lender regarding legal action
Property Below tolerable standard	Confirmation from the landlord or the City Council, Private Rented Housing Panel, eg an Energy Performance Certificate

We recognise that in some cases the information required may be sensitive and of a personal nature. In such circumstances, we will adopt a position of belief and trust.

8 Admission to the Housing List

8.1 Anyone who is 16 years or older has the right to apply for housing and to be admitted to our Housing List. This right is protected by the Housing (Scotland) Act 2001.

8.2 Applicants must understand the difference between the right to be admitted to the Housing List and the right to be allocated a house. The number of allocations that we are able to make each year depends on the number of houses becoming empty – empty houses are known as “voids”. As demand for housing in most areas exceeds the supply, regrettably the Association is not in a position to assist all applicants with re-housing. Consequently, we cannot provide any guarantees that any applicant will be successful in being made an offer of housing.

8.3 Information about the types of properties we have and the level of turnover for them is available with the application form and lettings sheet. We can also give the applicant this information if they contact the office. This information can be used by applicants to get an idea of their likelihood of being offered housing, especially when they take into consideration the streets, or apartment sizes, they have selected. The Association will make a special effort to inform applicants who - due to their low number of points or the selections they have made – will have a very low chance of receiving housing from us. We will make it clear to all applicants of alternative housing options available to them such as applying to other landlords in the area.

8.4 Property Ownership

Owner occupation will not automatically result in an application being rejected.

The normal housing need criteria will be applied to applicants who own a property. Should an offer of housing be forthcoming from the Association, confirmation that the property is up for sale will be required prior to the signing of missives. Individual cases will be looked at on their own merit.

9 How we Assess Applications

9.1 We operate a points system for assessment of housing applications. This is a system which is easily understood, simple to administer and aims at giving the highest priority to applicants in the greatest housing need. It is a fair system of assessment and does not discriminate against any applicant.

9.2 In determining housing need, reasonable preference is given:

a) to persons who:

- are homeless or threatened with homelessness and who have unmet housing needs
- live in unsatisfactory housing conditions and who have unmet housing needs
- are social housing tenants who are under-occupying their home

The five main categories used to assess housing need are:

- Security of present accommodation
- Condition of property
- Health or medical needs
- Overcrowding or under-occupation
- Social, financial and environmental factors

The following factors will not be taken into account when assessing an application:

- The length of time an applicant has resided in the area (there is no minimum period of residence)
- Any outstanding debt (We may take arrears or tenancy debt into account where the balance is significant.
- Any rent or service charge arrears accrued by the applicant in a previous or current tenancy which are not more than one month's charges.
- Where the applicant has rent or service charge arrears but has made an arrangement with the landlord for clearing the arrears and has kept to the arrangement for at least three months and is continuing to make payments
- Any outstanding debts (including council tax arrears) of the applicant or anyone who it is proposed will reside with the applicant which do not relate to the tenancy of a house
- The age of the applicant provided that the applicant is sixteen years of age or over, except in the allocation of (a) houses which have been designed or substantially adapted for occupation by people of a particular age group or (b) houses to people

- who are, or are to be, in receipt of housing support services for people of a particular age group
- The income of the applicant and his/her family

9.3 Occupancy Standards

With regard to the Association's aim to make best use of its housing stock, occupancy standards will be applied when assessing the size of housing required by an applicant and his/her household.

The size of housing an applicant and his/her household will be considered for is detailed below.

Occupancy standards

- Children of the same sex are expected to share a bedroom up to 13 years old
- Children of the opposite sex over 7 years old should have separate bedrooms.
- No more than two children should normally share a bedroom.
- Adults living together as partners will be expected to share a bedroom unless circumstances require this should not happen, for example, where individuals require separate bedrooms for medical reasons.
- Adults should not share a bedroom with a child

10. Adapted Properties

We are keen to ensure when an adapted property becomes available, it is matched to the most suitable applicant. When selecting on an adapted property staff have discretion out with the normal points selection procedure to ensure that the right balance is achieved between an applicant's need and the adaptations within the property.

The Association holds a separate wheelchair waiting list. Applicants who require a wheelchair accessible property will be assessed according to this system. Please refer to Appendix 2.

11. How We Allocate our Houses

When a property becomes available for allocation, we will produce a shortlist of applicants whose needs and preferences most closely match this property, in order of their placing on the housing waiting list.

11.1 Accountable discretion and sensitive lettings

In the interest of achieving balanced and sustainable communities and making most effective use of housing stock, the process of matching applicants to properties will require a level of discretion in order to:

- **Match people with appropriate properties** - for example to ensure that physical mobility needs are met and adapted properties allocated appropriately
- **House people in appropriate locations** – for example to ensure that older people or households with young children are close to transport links and/or schools
- **Avoid potential clashes of lifestyle** – based on analysis of the circumstances of individual applicants rather than generalisations
- **Avoiding over concentrations of household type** – for example avoiding high levels of child density or unduly high proportion of vulnerable people in one area, estate, street or close
- **Ensure the quotas are being achieved between the lists** – for example discretion has to be exercised in deciding which list to allocate a vacancy from.

To ensure a clear and accountable audit trail in allocations we ensure that every offer and allocation made is countersigned by two members of staff, including the Housing Services Manager. In addition a “sensitive” let will be reported to the committee and the reason for the allocation fully explained.

11.2 Special Cases

A ‘special’ allocation should only be such if it cannot be addressed within the context of the current Allocation Policy or if it requires a variation on the regular policy. In this instance the approval of the Management Committee will be sought. Special cases will normally be considered by the Chair, Vice Chair and Secretary.

Staff will draft a short report to Committee with recommendations being made. Based on the individual circumstances and the recommendation, Committee can award additional points as defined under section 12.0 of the policy. It may, in such instances be necessary to divulge the identity of the applicant. This will only be done with the consent of the applicant.

If it is found that approval from the Management Committee is being sought frequently then the Allocations Policy will be reviewed and amended in order to bring most of the cases within the policy.

12.0 Review of the Housing List

- 12.1 In order to help ensure that the information held on the list is up-to-date and that each applicant still wishes to be considered for housing by the Association, the list will be subject to review every twelve months, subject to the discretion of the Housing Manager.
- 12.2 At the time of the review the Association will ask applicants to confirm that they still want to remain on our housing list and may also ask about changes to their circumstances. Applicants indicating a change of circumstances will have their application re-assessed and will be advised of their new status.
- 12.3 The review will be done by post, applicants will be asked to respond within 14 days, if no response after the 14 days a second letter will be sent to respond within 7 days and where there is still no response after the 7 days the application will be cancelled. The Association will send a third letter advising that the application has been cancelled with the advice that they should contact the Association immediately if they wish their application to be reinstated.

13 Suspensions from the Housing List

- 13.1 Spire View Housing Association will ensure a continuous opportunity for people to apply for housing, be assessed using the needs-based points system, and to access the housing list. However, in certain circumstances, we will suspend applications. While an application is suspended it cannot receive any offers for housing. Suspensions are never permanent. The reasons we will suspend an application are shown below, along with how and when the suspension can be brought to an end.

Suspension Table:

Reason for Suspension	Length of Time Application will be Suspended	How the Suspension can end
The applicant has outstanding rent arrears, service charges or rechargeable repairs which they incurred whilst a tenant equivalent to one months charge, or more, with a current or previous landlord. Generally this would not apply to debt that is more than 5 years old, however, there may be occasional circumstances where	The application will remain suspended for as long as it takes the applicant to make the repayment agreement with their current or previous landlord and keep the agreement for 3 consecutive months. Any agreement will take account of the level of debt and the time that it will take to clear.	The current or previous landlord of the applicant must confirm that the applicant made a repayment agreement and has kept this agreement for the last three months.

a suspension can be imposed on debt that has previously been written off		
It can be shown that the applicant intentionally provided false information during the application process to gain more points	12 months	The Suspension will end when the 12 months have passed and the applicant has provided true information.
Has acted in an anti-social manner or pursued a course of conduct amounting to harassment towards another person residing in or visiting the locality of the house occupied by the applicant Has acted in an anti-social manner towards an employee of the Association in the course of making the application.	We will only look back up to 3 years unless there are exceptional circumstances. The general rule is that the suspension will continue for no more than 12 months. We may consider the use of a Short Scottish Secure Tenancy as permitted under the Housing (Scotland) Act 2001 as amended by the 2014 Act. When considering anti-social behaviour we will consider the nature, frequency and length of the conduct. The extent to which the anti-social behaviour arises because of the acts/omissions of other people. The effect it is having on other people. In essence we must have robust evidence to support any suspension.	The applicant's current landlord must confirm that the person has not committed any anti-social behaviour in the last 12 months.
Where an applicant has abandoned or neglected a tenancy/previous tenancy	12 months	It will be lifted after the twelve month period
Where an applicant or someone living with the applicant has previous convictions associated with offences committed within the surrounding area or within a residential property within the area	12 months	If there are no recent offences that have been committed

The applicant or someone planning to move with them has been violent or acted in threatening manner towards a member of Spire View Housing Association’s Management Committee or staff. The result is that staff are unable to fulfil their function in a safe environment	Each case will be looked at on its merit. The suspension will continue for no more than five years since the last incident of violence towards our Committee members or staff. If the person acted in a threatening manner they will be suspended for a maximum of 12 months.	Five years must have passed since the last violent incident. In relation to acted in a threatening manner the suspension can be removed if the person gives an explanation for their conduct.
The applicant has been evicted from a tenancy within the last year and it is not related to tenancy debt	The suspension will continue for no more than one year since the last time the applicant was evicted	It must be confirmed that the applicant has not been evicted in the last year. The applicant must approach Spire View Housing Association when the year has passed.
Due to the introduction of universal credit, failure to carry out a pre-tenancy requirement as specified in the offer letter, may result in an application being suspended. The details of pre-tenancy requirements may include an appointment with our Financial Capability Officer to open a bank account or review budgetary advice prior to sign up for a property.	When the pre –tenancy offer requirement is met.	When the pre – tenancy offer requirement is met.

13.2 Applicants who are suspended from the list will be notified of this in writing. An explanation will be provided on the reasons and the time period that the suspension is to apply will be clearly noted. This letter will also state clearly how the suspension can be brought to an end.

A suspended applicant will also be advised of their right to appeal through the Association’s Appeals Procedure. Please refer to Section 23.1.

We may decide not to suspend an application where in the view of the Housing Manager the needs of the household outweigh any other concerns.

14.0 Removal from the Lists

14.1 It will not be usual practice for us to remove applicants from the lists and, where this does occur, it will be confined to the following circumstances:

- the applicant has been offered a tenancy by us and this has been accepted
- the applicant has requested to be removed from the list
- the applicant has died
- the applicant has not responded to the annual review process
- the applicant has been re-housed by another landlord

15 The Applicant's Responsibilities

15.1 When the applicant completes an application form they must ensure that all the information they give us about their circumstances is correct. This is important because it means we can make an accurate assessment of their housing needs.

15.2 The applicant must provide the following information before we can process their application; this includes the applicant's name and address, national insurance number, date of birth, household composition, confirmation of identity and confirmation of address, dated within the last 3 months.

Confirmation of ID and address would be as follows e.g, a bank statement, utility bill, letter from employer, letter from DWP, passport or driving licence.

15.3 If we request further information from the applicant to assess their application then they need to supply us with this, within the timescale we state, so we can complete their assessment.

15.4 When we write to the applicant to carry out a review of our housing list they must complete and return the annual review form.

15.5 When the application is on our housing list the applicant needs to tell us if their housing circumstances change. This is so we can update their application and make sure that they have the correct amount of points.

15.6 If their application is suspended because the applicant has been evicted or they or someone they want to move with has an Anti-Social Behaviour Order against them, they must contact the Association when it has been one year since the eviction, or when the Anti-Social Behaviour Order has expired. It is the responsibility of the applicant to contact us after this time has expired and make a fresh application. We will also monitor suspended applications during our 12 monthly review of the waiting list.

15.7 Applicants are required to declare on the application form that all information supplied is true and are reminded to be accurate with the detail they provide. Should it come to the Association's attention that false or misleading information has been given or information withheld in order to obtain a tenancy, the application will be reviewed and action will be taken to recover possession of the property for which a tenancy has been granted.

16 Internal Transfers

16.1 Internal transfers occur where a current tenant wishes to move to another one of our properties.

- I. Transfer lets are made principally on the basis of housing need based on points and a quota system. The Association has a target of allocating 25% of available properties to transfer applications. Forms will initially be assessed according to the main Allocations Policy. All applicants must therefore complete an application form, following which a number of points will be awarded.
- II. An internal transfer applicant must have been in their current home for at least 12 months before an application for transfer will be considered unless there are exceptional circumstances.
- III. Applications for internal transfer may be suspended or cancelled in accordance with Section 13.0. Transfer applicants should also note that those with tenancy related debt may be over looked from being offered a property or suspended if the level of arrears falls within this suspension criterion. The general rule is that the rent account should be cleared. However, there are exceptions and any agreement will take account of the level of debt and the time it would take to clear it.

17 Mutual Exchanges

17.1 Association tenants may apply for Mutual Exchanges:

- (i) With other tenants of the Association
- (ii) With tenants of other registered social landlords in the United Kingdom

17.2 The Association will maintain a register for persons seeking a Mutual Exchange, and this will be available to all tenants at the Association's office.

18 Lets to Staff, Committee or Members of their Family

18.1 Please refer to policy, Entitlements, Payments and Benefits for guidance on letting a property to staff, committee (and their families).

19 Working with Glasgow City Council

19.1 Homelessness

19.1.1 We work in partnership with the Council in tackling homelessness by assisting the Council in re-housing homeless applicants.

19.1.2 It is our intention to comply fully with the duty under Section 5 of the 2001 Act which requires the Association to comply with any request made by the Council to provide accommodation for a homeless household, unless there are good reasons for not doing so.

19.1.3 If one of Spire View Housing Association's tenants, or the people that live with these tenants, become homeless the Association will give advice to them and accept applications for housing from them.

19.2 Sex Offenders

19.2.1 The Association will co-operate with the responsible authorities to develop a protocol to exchange information regarding registered sex offenders. Any proposed protocol will not necessarily mean that the Association will offer accommodation to sex offenders. The Housing Manager will seek to negotiate a protocol which takes into account relevant environmental attributes in our local community which may pose a risk to a sex offender re-offending.

19.2.2 Sex offenders will not be considered for re-housing through the Section 5 homeless route.

19.2.3 Where an applicant, or a member of an applicant's family has been on the sex offenders register we make an assessment of the consequences to the Association if we provide a house and the person who has been on the sex offenders register re-offends. This includes:

- the effect on the victim, who we are likely have a duty of care towards as our tenant or a member of our tenant's household
- the likelihood of legal action against us in terms of Public Liability
- the effect on our community
- the damage that will be done to our organisation, in terms of, what will be seen by the community as, a betrayal of their trust

Withholding information believed necessary to carry out the risk assessments would result in a suspension of the application.

20 The Quota System

20.1 The Association wishes to allocate its houses in a manner that creates and maintains balanced, stable communities. The Association is committed to allocating houses in a manner that is objective, fair and accountable. The following targets have therefore been agreed for rehousing for each group.

- Waiting List 50%
- Internal Transfer List 25%
- Section 5 Referrals 25%

- 20.2 The percentages outlined in the quotas are not absolute figures which must be attained. Rather, they show how we hope to ensure a balance in our overall annual lettings to each group.
- 20.3 We will ensure selections are made on a rotational basis to help ensure that quotas are broadly achieved on an ongoing basis. This is detailed in Appendix 3, The Selection Process. To assist this process monthly outcome reports detailing allocations made will be prepared. However to achieve sustainable communities and make the most effective use of our stock we may deviate from the rotational selection process. For example this may be necessary due to sensitive lettings as described in point 11.1 entitled “Accountable discretion and sensitive lettings”.

21 The Tenancy Agreement

- 21.1 The Housing (Scotland) Act 2001 introduced the Scottish Secure Tenancy (SST), and almost all lets after 30 September 2002 have been made on this basis.
- 21.2 In certain circumstances, however, the Association may decide to let on the basis of a Short Scottish Secure Tenancy. The circumstances are:
- if the tenant/member of the household/or visitor has engaged in anti-social behaviour in the vicinity of the house in the last 3 years
 - where the tenant/joint tenant has been evicted for anti-social behaviour in the past three years or is subject to an ASBO
 - Homeowners that may require somewhere temporarily to meet their housing need. For example, if they are in the process of selling their property
- 21.3 The Short SST can be in place for a minimum of 12 months and can be extended to 18 months in cases of anti-social behaviour. In the cases of homeowners the short SST can be for a period of up to 6 months. For further information Scottish Government guidance, see Charter 4 on <https://www.gov.scot/publications/short-scottish-secure-tenancies-antisocial-behaviour-miscellaneous-changes-statutory-guidance-social-landlords/pages/13/>

22 Measuring the Outcomes of the Policy

- 22.1 We record all our allocations decisions, numbers on the housing list and details on lets made in the form of quarterly reports to the Management Committee and the statistical information contained in the Annual Return on the Charter. Both contain the following information:
- details of the number of lets in the reporting year
 - details on lets by source of let
 - the number of suspensions applied in the reporting year
 - equal opportunities monitoring information

- the number of cancelled applications in the reporting year
- the number of section 5 referrals received in the reporting year
- the number of applicants on the housing list
- the number of new applicants to the housing list
- percentage of tenancies sustained for more than a year
- types of tenancies granted in the reporting year

22.2 Information on the above is sent to tenant's via the ARC report, in newsletters and is contained on our website. A copy can also be posted on requested.

23 What to do if you are unhappy with our decision on your application

23.1 Appeals

Any applicant dissatisfied with any decision taken regarding their application, or any part of the allocation process, can request an appeal. The process is as follows;

- Appeals will be dealt with by the associations Housing Manager. An appeal can be made in writing, verbally over the telephone or in person by arranging an appointment.
- The Housing Manager will provide a written response within 10 working days.
- If the applicant remains dissatisfied with the outcome of the appeal, they can make a further appeal to the Director. The appeal can be made in writing or in person and will be considered by the full Management Committee (in accordance with the committee remit). The Housing Manager will prepare a confidential report for the committee regarding the appeal and it will be tabled at the next meeting. Following the meeting, the applicant will be notified of the outcome / committee decision within 5 working days.

This is a separate procedure from the 'Complaints Procedure' and will be adequately publicised in the letter sent to tenants advising that their application has been placed on the list.

23.2 Complaints

23.2.1 Appeals must be distinguished from complaints for which a separate Complaints Handling Procedure (CHP) exists. For example, complaints could involve applicants not receiving offers of housing that they are entitled to, or our failure to provide services.

23.2.2 Details of how to complain are provided in a separate leaflet entitled "Complaints Handling Procedure" which can be obtained from our office or on our website,

[https:// http://www.spireview.org.uk/images/docs/policies/housing-management/Complaints-Handling-Procedure-Revised-Nov2018-Service-User-Guide_3.pdf](https://http://www.spireview.org.uk/images/docs/policies/housing-management/Complaints-Handling-Procedure-Revised-Nov2018-Service-User-Guide_3.pdf)

23.2.3 The Complaints Handling Procedure details the set timescales that the Association has to resolve different types of complaints. Where someone is still dissatisfied with the outcome of their complaint after the Association has completed its investigation the complaint can be referred to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4N Telephone 0800 777 330 Email enquiries@scottishombudsman.org.uk.

24 Confidentiality

24.1 The Association complies with the General Data Protection Regulations (GDPR) 2018 in relation to the storage and release of information. Any applicant wishing to request confidential information on them must initially make a Subject Access Request.

25 Policy Review

This policy will be reviewed every 3 years or in line with any changes in legislation as required.

26. Assessing Housing Need

26.1 OVERCROWDING	Section	Points
Per bedroom short as per normal sharing conditions	26.1.1 – 26.1.4	7
Couple living C/o parents seeking first home	26.1.5	2
Three generations in one household	26.1.6	2
Two generations sharing bedroom	26.1.7	4

26.1.1 Overcrowding

- One bedroom for every applicant and partner
- Two children under 13 of same gender are expected to share a bedroom.
- Two children under 7 expected to share a room regardless of gender.
- Anyone over the age of 13 will be due their own room
- One bedroom for every remaining member of the household and their partner

26.1.2 Pregnancy

Expectant mothers will be treated as two or more people dependent on the number of children expected. Confirmation of pregnancy will be required.

26.1.3 Carers

People who need additional bedrooms for a carer or because of a medical condition will need to substantiate details of the medical condition and why an additional bedroom will be needed before deciding on the merits of each case.

26.1.4 Week-end Children

If an applicant has access to children they will be assessed as requiring one additional bedroom, irrespective of the number of children involved. The applicant will need to provide written confirmation about the access arrangements from the children's main carer. Alternatively a letter from another official source would be sufficient.

26.1.5 Couple Seeking First Home

A couple living C/o either set of parents and seeking their first home together shall be considered for points under this section. This applies to couples living both within and out with the Association.

26.1.6 Three Generations in One Household

This applies to for example: grandmother, daughter and granddaughter.

26.1.7 Two Generations Sharing a Bedroom

Two generations sharing a bedroom shall apply to a parent / child relationship or family relationship where those sharing are not siblings e.g. cousins.

Both 26.1.6 and 26.1.7 shall not apply, instead if an applicant qualifies for both categories then the higher points shall be awarded.

26.2 UNDEROCCUPATION	Section	Points
Per bedroom extra	26.2	2

Points will be awarded for every bedroom not in use in accordance with the Association's guidelines on occupancy levels

26.3 SHARED AMENITIES	Section	Points
Sharing Kitchen	26.3	3
Sharing Livingroom	26.3	3
Sharing Bathroom	26.3	3

These points shall be applied to applicants who are sharing amenities with someone who will not be moving house with them.

26.4 LACKING FACILITIES_	Section	Points
Combined Living Room and Kitchen	26.4.1	3
No Bath / Shower	26.4	3
No 2 nd toilet for 4apt or bigger	26.4.2	2
No Kitchen	26.4	3
Lacking Livingroom	26.4	2

26.4.1 Combined Living Room and Kitchen

Combined living room and kitchen does not apply to purposely designed open planned homes but instead it refers to accommodation where a cooking facilities have been set up within the living area.

26.4.2 No Second Toilet

This section will apply to fully occupied 4 apartment house where no second WC exists in addition to the main bathroom.

26.5 CONDITION OF CURRENT PROPERTY	Section	Points
Property is Below Tolerable Standard	26.5.1	10
Property has dampness or has poor energy efficiency	26.5.2	7

Points awarded in the category do not apply to those living C/o.

Within reason there is an onus for the applicant to provide evidence to support claims of dampness. From Jan 2009, Energy Performance Certificates should be provided to all new tenants and owners from their date of entry. It is measured by a SAP reading.

26.5.1 Below Tolerable Standard

A reading under 50pts is classified as a property below tolerable standard and awarded 10 points.

26.5.2 Poor Energy Efficiency / Dampness

A Sap reading between 50 – 65 points represents poor quality housing and the points awarded will be 7

Points in this category are awarded to tenants and owner occupiers.

The tolerable standard for housing is defined by the Housing (Scotland) Act 1987 as amended by the 2001 Act. Verification document can be provided the City Council

26.6 INSECURITY OF TENURE	Section	Points
Living C/o parents / Guardian	26.6.1	5
Living C/o others	26.6.2	3
Relationship breakdown	26.6.3	6
Tied Accommodation	26.6.4	3
Notice to Quit	26.6.5	3
Statutory Homeless	26.6.6	4
No Fixed Abode	26.6.7	18

26.6.1 Living C/o Parents / Guardian

This applies to sons or daughters living C/o their parent either within or out with the Association boundary.

26.6.2 Living C/o Others

Those living C/o others may apply for rehousing. A minimum length of time living C/o will not be required however Confirmation of residency will be sought. The Association will pay close attention to those living C/o to avoid a situation whereby this situation is used to enhance an application rather than being an unavoidable situation.

26.6.3 Relationship Breakdown

This applies to an applicant who is leaving a relationship. It applies whether or not they have actually made the break. However if they have already moved away from the partner, the application should have been received by the Association within 3 months of leaving the relationship.

26.6.4 Tied Accommodation

Insecurity points will be awarded under this category. Should an applicant then be assessed as statutory homeless the application would move into this category.

26.6.5 Notice To Quit

Insecurity points would be awarded under this category and would subsequently change to Statutory Homeless if appropriate.

26.6.6 Statutory Homeless

The Association recognises that anyone can become homeless and that different types of households require different housing needs.

We are wholly committed to fulfilling our duties in respect of homelessness as defined in the Housing (Scotland) Act 2001. To this end, we will endeavour to assist Glasgow City Council by re-housing referred homeless cases wherever practicably possible. The association will endeavour to adhere to the homelessness duty protocol between GCC and RSL's at all times.

Should an applicant apply directly to the Association claiming homelessness, we shall advise them to contact GCC for an assessment. However at this time we shall also accept a direct application from them and point this according to their current circumstances and insecurity whilst awaiting confirmation as to whether additional statutory homeless points should apply or indeed if a referral is forthcoming.

26.6.7 No Fixed Abode

Those applicants without a fixed address will be considered for points under the following categories:

- Insecurity of tenure (dependant on status) 3 – 6 points
- Lack of bedroom 7 points
- Lack of living room 2 points
- Lack of bathroom 3 points
- Lack of kitchen 3 points
- Length of time in housing need 2 Points

26.7 SOCIAL & FAMILY SUPPORT

	Section	Points
Moving Closer to work / college	26.7.1	6
Childminding Support for education and or work purposes	26.7.2	3
Housing Keeping Support for first tenancy	26.7.3	5
Return to area following relationship breakdown	26.7.4	3
Time in housing need per year since date of application	26.7.4	2

26.7.1 Moving Closer To Work / College

Points under this section may be awarded to applicants applying for housing from out with the Association's boundary. It will also apply to applicants living within the

parental home within the Association who have found employment or a college place and wish to remain in the area.

26.7.2 Childminding Support

Should a parent require the assistance of a childminder who lives within the Association boundary in order that he or she may work or attend college, points may be applied under this section.

26.7.3 Housekeeping Support

Points under this section shall be awarded to sons and daughters of existing tenants of the Association who are applying for their first tenancy in order that they can receive support from their immediate family.

26.7.4 Relationship Breakdown

Should a former tenant or son / daughter of an existing tenant need to return to the Association area following a relationship breakdown, points may be awarded under this section. This is separate from section **26.6.3** as that applies when they have moved back into their parents' house.

26.7.5 Time in Housing Need

The Association recognises the length of time that a household in housing need has been on the housing list. This award of points will be minimal in relation to other categories.

Points will be awarded annually from the year following the date when the applicant's circumstances became as they are now. For instance, an application received in July 2019, will be awarded 2 housing need point each year commencing July 2020 when their application is reviewed. This is providing their circumstances stay the same and their application remains live during this period.

26.8 MEDICAL

	Section	Points
Moving House is Considered to be Essential	26.8.1	15 points
Moving House is Considered to be Advisable	26.8.1	5 points
Providing support for medical condition to Association resident	26.8.2	4 points
Receiving support for medical condition from Association resident.	26.8.3	4 points

26.8.1 Essential / Advisable House Move

The location / layout of the current home of the Applicant, or someone moving with the applicant is so detrimental to their mobility or medical condition that moving house is considered **essential** or **advisable**.

Points are not awarded for medical reasons simply because an applicant has a particular medical condition. Points are awarded only when the applicant satisfies two tests:

- 1 The applicant's accommodation is unsuitable because of the applicant's medical condition
- 2 Alternative accommodation requested would alleviate this medical condition.

An assessment will be made as to whether the provision of alternative accommodation is "essential" or "advisable". In order to determine the appropriate points we will ask the applicant to complete the Medical Self-Assessment Section Form.

Where more than one party to an application attracts medical points, the individual points awarded to each applicant are added together.

Points will be awarded to an applicant suffering from anxiety or depression only if he/she is receiving medical treatment on a regular basis.

Points will be awarded to applicants who have a disability or disabling illness which affects their mobility when they consider ground floor or first floor accommodation.

26.8.2 Providing Support

Applicants must be providing support to a household within the Association's boundary.

26.8.3 Receiving Support

Applicants should be intending to receive support from a household within the Association's boundary.

Documentary evidence will be required before points can be considered under sections 26.8.2 or 26.8.3

26.9 ABUSE, HARASSMENT, DISCRIMINATION or VICTIMISATION

	Section	Points
Abuse, Harassment, Discrimination or Victimisation	26.9	15

Applicants facing any form of abuse, including domestic abuse, harassment, discrimination or victimisation are awarded points under this section.

The terms above are defined by different legislation. For example, abuse includes violence, harassment, threatening conduct, and any other conduct giving rise, or likely to give rise, to physical or mental injury, fear, alarm or distress.

Protection from Abuse (Scotland) Act 2001 Section 7

Housing staff will assess each case using the appropriate legal provisions. Evidence will normally be required from appropriate agencies where they are involved with applicants, for example, Social Works, Police and the West of Scotland Racial Equality Council.

26.10 CHILDREN / PENSIONER AT HEIGHT

	Section	Points
Per child on 4 th Floor and above	26.10.1	4
Pensioner in household above 2 nd floor	26.10.2	10

26.10.1 Children at Height

Points may be applied per child living on the fourth floor or above.

26.10.2 Pensioners at Height

Points may be awarded where a household member is of pensionable age and living on the 2nd Floor or above. Points will only be awarded where the applicant is applying for a ground or 1st floor house or actually being made an offer at ground or 1st floor level.

26.11 FURNISHED ACCOMMODATION

	Section	Points
Furnished Accommodation	26.11	5

The association recognises that the high rents charged on furnished accommodation can result in tenants not being able to work. It also recognises that it is difficult for tenants to move to unfurnished accommodation as usually their housing need is being met by their current home.

26.12 SPECIAL CASES

	Section	Points
Special Cases	26.12	0-100

Special cases will be considered as outlined in section 11.2 and points awarded as deemed appropriate

27. Assessing Housing Need – Wheelchair Properties

Where an applicant indicates that they require a property suitable for a wheelchair, the application will be assessed in accordance with the points system outlined below. The application will be placed on the 'Wheelchair Waiting List'.

27.1 MOBILITY	Section	Points
Wheelchair user (reliant on wheelchair inside the house)	27.1.1	100
Illness which will progressively restrict mobility	27.1.2	50

Applicants **must** meet one of these criteria in order to be accepted onto the wheelchair waiting list. Points will only be awarded for one of the categories, not both.

27.1.1 Wheelchair User

Points are awarded under this category where the applicant is a wheelchair user. The applicant must be reliant on the wheelchair inside the home.

27.1.2 Progressive Illness

Points are awarded under this category where the applicant has a progressive illness which will result in them becoming reliant upon a wheelchair within the house at some point in the near future.

27.2 PERSONAL	Section	Points
No independent access to house or assistance difficult	27.2.1	20
No independent access to bathroom or can't get wheelchair in with assistance	27.2.2	20
No independent access to kitchen or can't get wheelchair in with assistance	27.2.3	15
No independent access to bedroom or can't get wheelchair in with assistance	27.2.4	10
No independent access to lounge or can't get wheelchair in with assistance	27.2.5	10
Limited independent use of bathing / showering	27.2.6	5
Limited independent use of toileting	27.2.7	10
Limited independent use of cooking facilities	27.2.8	5

The allocation of points under this section depends on an assessment of an individuals potential to function independently. In the case of a more severely disabled person, the assessment will be based on the ability of others to give assistance. Points under sections 27.2.6 – 27.2.8 will **not** be awarded in addition to 27.2.2 and 27.2.3 as these are used to assess the degree of independent living which applicants have.

27.3 HOUSE CONDITIONS	Section	Points
Inadequate size of accommodation	27.3.1	5
Inadequate heating system	27.3.2	5
No bath or shower	27.3.3	5
No cooking facilities	27.3.4	5
No inside WC	27.3.5	5
Evidence of dampness/disrepair	27.3.6	5

The following current house conditions will be taken into account;

27.3.1 Inadequate Size of Accommodation

Points are awarded where applicants are living in overcrowded accommodation according to the Associations allocation policy. Only one set of points will be awarded.

Where applicants are under occupying their current accommodation by at least 2 bedrooms, points will also be awarded.

27.3.2 Inadequate Heating System

Points will be awarded where the applicant has an inadequate heating system compared with those in the Spire View improved and new build properties. Points will not be awarded where an adequate system is in place but not working

27.3.3 No Bath or Shower

27.3.4 No Cooking Facilities

27.3.5 No Inside WC

27.3.6 Evidence of Dampness/Disrepair

Points are awarded where there is evidence of dampness or kitchens and windows etc have not been modernised. This will be judged in relation to the improved and new build properties provided by Spire View.

Points under 27.3.3 – 27.3.5 will be awarded where these facilities are lacking

27.4 APPLICANTS IN HOSPITAL / TEMPORARY ACCOMMODATION

	Section	Points
To be discharged from hospital or in temp accommodation	27.4.1	50
Sharing a bedroom – not out of choice	27.4.2	20
Sharing other facilities	27.4.3	15
Limited independent use of bathing / showering	27.4.4	5
Limited independent use of toileting facilities	27.4.5	10
Limited independent use of cooking facilities	27.4.6	5

The points under section 27.4 relate to applicants who are currently in hospital or temporary accommodation. Points are **not** awarded in addition to those in Sections 27.2 and 27.3.

27.5 PERSONAL & SOCIAL CIRCUMSTANCES	Section	Points
Applicants potential personal autonomy inhibited	27.5.1	20
Socially Isolated	27.5.2	15

This section can be applied to both house and non-house dwellers.

27.5.1 Personal Autonomy Inhibited

Points shall apply where rehousing by the Association would enhance personal autonomy.

27.5.2 Socially Isolated

Points shall apply where the applicant is socially isolated from, for example, their family.

27.6 ALLOCATIONS PRIORITIES

A separate waiting list and internal transfer list is operated for wheelchair houses and applicants can only be on either the mainstream waiting list / internal transfer list or the wheelchair waiting list / internal transfer list.

28. THE ALLOCATION OF HOUSES

The association aims to demonstrate clarity, openness and accountability in relation to the allocation of houses that it may make.

28.1 Housing Need V Community Need

The association has already stated that it wishes to contribute towards creating a balanced community. It has defined this balanced community to be one which encompasses various types of households in terms of size and age groups as well as residents from differing socio-economic groups.

In an effort to do this, the Association will consider:

28.1.2 Choice/Aspiration amongst Applicants

Applicants shall be allowed to highlight particular properties and addresses when making an application for housing. Every effort will be made to take this into consideration during the allocations process but an offer of a chosen address is not guaranteed.

28.1.3 Creating Stability

The association will, through its allocations policy, strive to create a balanced mix of residents. It will ensure that the policy is weighted in such a way as to avoid an over concentration of one particular household type.

28.1.4 Encouraging Various Socio-economic Groups

Every effort shall be made to retain rent charges at a level that is affordable to those who are in employment and especially those on low incomes. Various properties may command a higher rent level and this will be borne in mind during the allocations process.

28.1.5 Sustaining Social and Family Networks

Where two or more applications have been awarded the same number of points and no distinction can be made in their housing need, priority will be given to applications made from within the association boundary.

28.2 Flexibility

28.2.1 Sensitivity & Discretion in Allocations

It is inevitable that the need for a certain level of discretion will always exist within allocations policies but this will be limited as far as possible.

- It is agreed that wherever possible applicants will be matched with appropriate properties and locations e.g. in terms of mobility needs.

- It will be considered to be good housing management practice to address potential clashes of personality or lifestyle that may be known the association staff prior to making allocations.

29. TRANSFER APPLICATIONS

The association has a target of allocating 25% of available properties to transfer applicants. Performance against this target will be reviewed on an ongoing basis and referred to committee should a change be deemed necessary. This Section defines the criteria which apply to applications for transfers.

29.1 Priority

Forms will initially be assessed according to the main Allocation Policy and awarded points, where applicable, under the relevant categories. This will help determine the actual need for a house.

Note 1 Internal Transfer applicants affected by Welfare Reform / Bedroom Tax Charge on their property can be transferred to a smaller Property to alleviate the charge.

Note 2 Applicants accepting ground floor properties for medical reasons will not be able to transfer to a higher up property unless the medical condition no longer exists and the ground floor property is needed by someone else.

Note 3 Tenants currently living above ground floor level, with no garden may request a transfer on the grounds of requiring a garden for their children to play in. Applications will only be accepted where the youngest child is 12 years or younger. Once the youngest child reaches the age of 13, applicants will be advised that they no longer qualify for a transfer on these grounds.

29.2 Amalgamation of Transfer & Waiting List Applications

Where a transfer applicant seeks re-housing in order to move in with another person who may or may not already have their own tenancy elsewhere, the application will be assessed as follows;

- Each of the two applications will be assessed separately according to the allocation policy.
- The applications will be amalgamated and the total number of points calculated.
- The application will be placed on the transfer waiting list.

A joint tenancy will be required and the normal transfer rules / criteria will apply e.g. rent account status.

29.3 Qualifying Time

An applicant must have been in their current home for at least 12 months before an application for transfer will be considered unless there are exceptional circumstances.

29.4 Number of Moves

Transfers will be considered following a change in circumstances and not automatically after 12 months residency.

29.5 House Type

A transfer must be equivalent to or more suitably house the tenant.

29.6 Suspensions, Cancellations and Appeals

Applications for internal transfer may be suspended or cancelled in accordance with Sections 13.0 of this policy. Applicants also have the right of appeal as detailed in Section 23.0.

29.7 New Build

The new build and modernised stock will be treated equally by;

- Not granting transfers simply because someone wants a new build house
- Using the same criteria when assessing priority for modernised and new build

29.8 All Factors Equal

Where an allocation is being made from the internal transfer list and two or more applicants at the top of the list have the same number of points, the following will apply in order;

- If an applicant already lives within the close which has the vacancy then he / she will be given priority
- Length of residency within the current home shall be the deciding factor