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This document will be made available in different languages and formats on request, including Braille and audio formats.

SECTION 1 – GENERAL INFORMATION

- 1.0 INTRODUCTION AND INFORMATION
- 2.0 THE ASSOCIATION'S PRINCIPLES IN RELATION TO ALLOCATIONS
- 3.0 EQUALITY AND DIVERSITY
- 4.0 CONFIDENTIALITY
- 5.0 AIMS AND OBJECTIVES OF THE ALLOCATION POLICY
- 6.0 FORMULATION OF POLICY
- 7.0 CONSULTATION WITH STAKEHOLDERS
- 8.0 THE ROLE OF THE MANAGEMENT COMMITTEE

SECTION 2 - APPLYING FOR A HOUSE

- 1.0 NEW AND EXISTING TENANTS
- 2.0 ADMISSION TO THE HOUSING LIST
- 3.0 ASYLUM SEEKERS
- 4.0 HOUSING OF SEX OFFENDERS
- 5.0 WORKING WITH PARTNERSHIP AGENCIES
- 6.0 RIGHT TO BUY
- 7.0 LETS TO STAFF OR COMMITTEE MEMBERS OR MEMBERS OF THEIR FAMILIES (SCHEDULE 7)
- 8.0 APPLICANT'S OBLIGATIONS
- 9.0 CHOICE

SECTION 3 - ASSESSMENT OF HOUSING NEED

- 1.0 FACTORS TAKEN INTO ACCOUNT IN ASSESSMENT OF APPLICATION
- 2.0 FACTORS NOT TAKEN INTO ACCOUNT IN ASSESSMENT OF APPLICATION
- 3.0 VERIFICATION OF CIRCUMSTANCES
- 4.0 CHANGES IN CIRCUMSTANCES
- 5.0 WAITING LIST

- 6.0 SUSPENSION FROM THE WAITING LIST
- 7.0 REMOVAL FROM THE WAITING LIST
- 8.0 REVIEW OF THE WAITING LIST

SECTION 4 - ALLOCATION OF PROPERTIES

- 1.0 THE TENANCY AGREEMENT
- 2.0 SUSTAINABLE COMMUNITIES
- 3.0 REASONABLE PREFERENCE
- 4.0 ALLOCATION GROUPS
- 5.0 POINTING CRITERIA
- 6.0 TARGETS
- 7.0 OTHER ROUTES INTO HOUSING
 - Section 5 Referrals
 - Joint Tenancies
 - Mutual Exchanges
 - Mobility Schemes
 - Succession to Tenancies
 - Assignations
 - Sub-Lets
 - Lodgers

SECTION 5- AUDITING, MONITORING AND REVIEW OF POLICY

- 1.0 AUDITING
- 2.0 MONITORING AND REPORTING
- 3.0 REVIEW

SECTION 6 - APPEALS PROCESS

- 1.0 APPEALS

SECTION 7 - HOUSING INFORMATION AND ADVICE

- 1.0 HOUSING INFORMATION AND ADVICE

SECTION 1

GENERAL INFORMATION

1.0 INTRODUCTION AND INFORMATION

1.1 Govan Housing Association is a registered social landlord and a charitable housing association. The Association's aim is to provide good quality affordable housing to those in most housing need.

1.3 The Association owns approximately 1600 properties in the Central and Greater Govan and Ibrox areas of South West Glasgow. It also provides a factoring service for over 650 owner occupiers and commercial owners. The type of housing presently provided by the Association is mainly for general needs, although there are a small number of houses suitable for wheelchair users. We also have 10 sheltered and 11 very sheltered flats.

1.4 You can contact Govan Housing Association at:

35 McKechnie Street

Glasgow G51 3AQ

Telephone: 0141 440 0308

Fax: 0141 440 0637

E mail: general@govanha.org.uk

Website: www.govanha.org.uk

1.5 Details of other landlords operating in the Greater Govan area are available in Section 8 of this policy.

2.0 THE ASSOCIATION'S PRINCIPLES IN RELATION TO ALLOCATIONS

2.1 We are committed to providing the best **customer service** possible. Our allocations procedures are designed to make applying for housing as simple and straightforward as possible for the applicant and our staff are available to give advice and assistance to all our applicants.

2.2 The Association believes that **openness** and **accountability** are very important in allocations. We make information available to the public and our regulators about how we allocate houses and the monitoring methods we use in the process, ensuring that any interested party can understand how we work.

2.3 Everyone, 16 or over, has a right to apply for housing and we will assess every application in a fair and impartial manner, ensuring **equality and diversity** in the allocation of housing

2.4 We will provide application forms at our offices and online. In line with our equality commitments, this form can be made available in different languages and in alternative formats. We may also offer interpreting services. On request, we can assist applicants to complete their application form.

3.0 EQUALITY AND DIVERSITY

3.1 Govan Housing Association provides services to a wide range of people, and as such our aim is to be responsive to the needs of our community and the individuals that we serve. Equality and diversity are therefore integral to all of our activities in every aspect of the work that we do. We feel that we have a duty to respond to social diversity within the community in which we work, and make sure that we reflect this in our policies and procedures and, in practice, through the day to day delivery of our services. Govan Housing Association will assess all applications and make allocations with strict regard to equality of opportunity. There will be no discrimination on the grounds of sex or marital status, on racial

grounds, or on grounds of disability, age, sexual orientation, gender reassignment, language, social origin, pregnancy or maternity grounds or family circumstances, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

3.2 Applicants are asked, but not obliged, to provide details of their gender, disability and ethnic origin in order that this part of the policy can be monitored. We will ask applicants to provide details across all nine protected characteristics as detailed in the Equality Act.

3.3 The Association has an Equality and Diversity Policy which is available from the Association's office

4.0 CONFIDENTIALITY

4.1 The Association is governed by General Data Protection Regulations (GDPR) European Union privacy law, approved in 2016 jointly by European Parliament, the Council of the European Union and the European Commission. GDPR is intended to put guidelines and regulations on how data is processed, used, stored or exchanged for protection of people's privacy purposes.

4.2 In assessing an applicant's housing need, the Association may require confirmation of certain situations that are of a highly personal nature. It is sufficient for the applicant to give the Association sight of any document/report/letter. We would prefer to retain a copy of the original document unless the applicant asks us not to.

4.3 The Association undertakes to dispose of cancelled applications in a confidential way. Cancelled applications and all associated documents will be removed from our records one year after the cancellation date

5.0 THE AIMS AND OBJECTIVES OF THE ALLOCATIONS PROCESS

5.1 The policy should be clear and easy to understand.

5.2 We will ensure it complies with all relevant legislation and good practice.

5.3 We will aim to provide good quality housing at an affordable rent.

5.4 The policy will address the housing needs of a range of applicants by ensuring that the Association provides good quality, affordable housing to those in housing need. We have a system of prioritising applicants which is fair and consistently applied and a pointing system where points are awarded based on assessed housing need.

5.5 The policy will allow the Association to manage its rented stock effectively, thereby making best use of the stock.

5.6 We will ensure that allocation practice is carried out effectively and efficiently to minimise the period properties are empty thus maximising income.

5.7 Our aim is to promote stable communities within our areas of operation. We will attempt to encourage people to stay in the area who have a range of life and employment experience. By giving applicants choices when applying we are helping to promote stable tenancies 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 referral to the Social Work Department, or other appropriate support service. The Association will aim to avoid housing those people with

dependency needs in locations where their vulnerability will be increased by undertaking an assessment of the void property in regards to locality/availability and social factors.

- 5.8 We will ensure the accommodation available meets the housing need of the applicant as far as practically possible, given our limited resources and based on the information provided on the application form.
- 5.9 The policy will maximise the choices and opportunities that applicants receive by providing them with information and advice about other providers and by establishing applicants' preferences in relation to the types of homes they want and their location.
- 5.10 We aim to maintain a balanced and stable community by:
- Offering the most appropriate housing to meet people's needs
 - Housing people in appropriate locations
 - Where possible, avoiding clashes of lifestyle by over concentrations of household type or need in one close, street or area.
 - Assist Association tenants to transfer to other properties if they have or are:
 - Housing need
 - Under occupying their home
 - Change of circumstance
 - Ensure the accommodation available meets the housing need of the applicant
- 5.11 We encourage co-operation between the Association, other housing providers and the Local Authority in their homeless role and other housing providers to meet the needs and aspirations of all applicants.
- 5.12 Training on the Allocation Policy will be given to staff, Committee members and Resident Group representatives.
- 5.13 Performance Management is pivotal to the organisation since the review of the Scottish Housing Regulators framework. Self Assessment of our Allocations procedures will be undertaken by the Head of Housing on a regular basis to ensure that our Management Committee is provided with data validated information.
- 5.14 We shall deal with appeals to any decisions in the implementation of this policy, in accordance with our appeals process.
- 5.15 A formal review of this policy will take place every 5 years, although, operational amendments may be presented to the Management Committee on an annual basis. Where the proposed changes affect service users, they will be consulted prior to the review. The outcome of the review will be published in our quarterly newsletter, website and social media pages.

6.0 FORMULATION OF POLICY

- 6.1 This policy adheres to legal requirements contained within:

The Housing (Scotland) Act 1987, 2001, 2010, 2014
The Equality Act 2010
The Data Protection Act 1998
The Access to Personal Files Act 1987
The Human Rights Act 1998
Asylum and Immigration Act 1999

Schedule 7 of the Housing (Scotland) Act 2001
Rehabilitation of Offenders Act 1974, amended 2001
The Equalities Act 2010
General Data Protection Regulation 2016
Domestic Abuse (Scotland) Act 2018

6.2 This Policy adheres to the Scottish Housing Regulator's regulatory framework and incorporates the requirements of the Scottish Social Housing Charter.

7.0 CONSULTATION WITH STAKEHOLDERS

7.1. 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 and 2014 which requires all social landlords to take tenants' views into account when formulating key service delivery policies. Section 4 of the 2014 Act, through its insertion of Section 20A into the 1987 Act, requires landlords to consult the groups listed. These are:-

- Applicants on the housing list;
- Their tenants;
- Registered tenant organisations; and
- Such other persons as landlords see fit

7.2 The Housing (Scotland) Act 2001 also requires all social landlords to have a Tenant Participation Strategy in place. The Strategy is developed in consultation with tenants and tenant organisations and will set out how we involve them in decisions about their homes and community. The strategy will also include how tenants and other customers of social landlords will be involved and consulted in policy reviews. This approach will be inclusive and ensure those who face communication or physical barriers to taking part are able to share their views.

7.3 Effective participation gives tenants an opportunity to influence decisions about the housing services they receive. It also gives us a better understanding of the needs of our tenants.

7.4 We believe it is important to inform all tenants when a policy is being reviewed, and provide information on what changes are likely to be proposed by the Association. We do this by inviting tenants to become involved in reviews via our website, social media pages and our newsletter, and by giving drafts of the policies to the residents and tenants' groups and those who have expressed interest as members of our Consultation Register. . We invite feedback from tenants, residents and their representatives on the proposals and take the feedback into consideration in the final document.

8.0 THE ROLE OF THE MANAGEMENT COMMITTEE

8.1 While our staff carry out the day to day work in relation to our housing list and allocating houses, our Management Committee also plays an important role. They help formulate the allocations policy, monitor the effectiveness of them when they are in place, as well as reviewing them as necessary.

8.2 In line with legislation, the Management Committee must also agree any Schedule 7 allocations. More information on these will be given later in this document at Section 2, paragraph 7.0.

SECTION 2

APPLYING FOR A HOUSE

1.0 NEW AND EXISTING TENANTS

- 1.1 If anyone is interested in applying for housing they can call at our office for a form, phone and ask for one to be posted out or send us an e mail request at general@govanha.org.uk . An application form can also be downloaded from our website. Please see Section 1, 1.4 for contact details.

2.0 ADMISSION TO THE HOUSING LIST

- 2.1 The Housing (Scotland) Act 2001 gives anyone who is 16 years or older the right to apply for housing and to be admitted to our Housing List.
- 2.2 Applicants for housing should be aware of 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 available for letting. As demand for housing in some 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. We will provide applicants with details of other landlords in the area to enable them to maximise their prospects of securing an offer of housing.
- 2.3 Sheltered/Very Sheltered Housing for older people
- To be eligible, applicants should be 60 years of age or over and must be in need of a warden service and/or housing support. In the case of a couple applying, one of the applicants must be over 60 years of age. However, in certain circumstances applicants under the qualifying age and clearly in need of this type of property will be considered.

For very sheltered housing, the applicant must be in need of a warden service and housing support and also have an element of other support needs, including the provision of meals.

3.0 ASYLUM SEEKERS

- 3.1 Asylum seeker applications will be accepted and coded as suspended applications. They will be reinstated when the applicant is granted leave to remain or authorisation to work. Any requests to house asylum seekers on a temporary or permanent basis whilst an application for residency is still pending will only be considered as a nomination from the Home Office or other accommodation providers who are contractors of the Home Office and in liaison with the local authority (Glasgow City Council)
- 3.2 Once a household has been granted leave to remain in the UK the suspension will be lifted and applications will be considered for housing in accordance with our policy.
- 3.3 Management Agreements and leases are in place with accommodation providers to re-house asylum seekers who are nominated by the Home Office Any leases for this purpose are provided directly to Glasgow City Council.

4.0 HOUSING OF SEX OFFENDERS

- 4.1 The National Accommodation Strategy for Sex Offenders (NASSO) forms part of the Multi-Agency Protection Arrangements (MAPPA) which was introduced as a result of Management of Offenders etc (Scotland) Act 2005. The Association will manage any allocations to sex offenders covered by the MAPPA arrangements at a senior level and in consultation with relevant agencies such as the Police, Scottish Prison Service and Social Work Services. All aspects of this policy may not be applied in making such offer and any offer of housing will be dealt with in line with MAPPA Protocols which covers the Glasgow area. The Head of Housing is the Association's Link Officer who will work closely with the SOLO Officer appointed by Glasgow City Council Social Work Services to discuss and agree the housing of any registered sex offenders.
- 4.2 Where the Association is aware that an applicant faces allegations or there is a declaration from the applicant that they are a sex offender we will liaise directly with the SOLO Team and Police Scotland. This approach will be to ensure a risk assessment be carried out prior to any decision to allocate a property to the applicant.

5.0 WORKING WITH PARTNERSHIP AGENCIES

- 5.1 The Association works in partnership with Glasgow City Council in tackling homelessness by assisting the Council in re-housing homeless applicants.
- 5.2 It is the Association's intention to fulfil its duty under Section 5 of the Housing (Scotland) Act 2001 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.
- 5.3 If the applicant indicates on their application form that they have a support requirement, we will work with each individual and liaise with other agencies as appropriate to determine the applicant's specific needs.
- 5.4 The Association will allocate a quota of our vacant properties to Section 5 homeless referrals identified and referred by Glasgow City Council. Typically where we are re-letting vacant properties or involved in a new build development, the local authority will be offered up to 25% of all lets.
- 5.5 Homeless referrals from the Council will be managed, recorded and monitored. Outcomes are reviewed regularly through the Local Lettings Community meetings to allow future statutory homeless referrals to be adjusted as appropriate in consultation with Glasgow City Council.
- 5.6 Leases and Management agreements will be put in place with external agencies who provide support for particular client groups to allow them to provide temporary or permanent supported accommodation as appropriate. Such lease agreements may result in the applicant being offered a Scottish Secure Tenancy Agreement after a reasonable period of time of occupying the property in order to promote a sustainable community.

6.0 RIGHT TO BUY

- 6.1 The Right to Buy for tenants was abolished through the Housing (Scotland) act 2014 from 1st August 2016.

7.0 LETS TO STAFF OR COMMITTEE OR MEMBERS OF THEIR FAMILIES

- 7.1 The Staff and Committee Members of the Association and their families and any one who has been a Committee member or employee in the previous 12 months are prevented by law from obtaining any benefit as a result of their connection with the Association. The appropriate legislation was Schedule 7 Part 1 of the Housing (Scotland) Act 2001 which was repealed in 2012 and superseded by Scottish Housing Regulators Payments and Benefits Regulatory Standard 5.4. This means that any lets made to staff, Committee or their families **must only be made** on the basis of housing need as determined by our Allocation Policy.
- 7.2 The Association has a Payments and Benefits Register in which it details every allocation made in this way, all such allocations having been checked and approved by the Management Committee. Our Internal Auditors also check that all allocations are recorded appropriately as per the Payments and Benefits Register. This provides additional safeguards to our tenants and members as this Register is inspected by the Scottish Housing Regulator with individual allocations being selected at random and checked for appropriateness by either of these parties. Penalties for breaching this legislation are significant.

8.0 APPLICANT'S OBLIGATIONS

- 8.1 Applicants are required to complete a housing application form and answer all questions to the best of their knowledge.
- 8.2 Applicants will be required to sign a disclaimer allowing details to be sought in relation to tenancy references and the exchange of data. Applicants will be required to confirm any change of circumstances in relation to their housing or personal situation.
- 8.3 Applicants are required to provide information to support their application for housing, for example, proof of residency, photographic ID and any medical or supportive evidence as requested by the Association
- 8.4 Applicants will be required to confirm their reasons for refusing an offer of housing.
- 8.5 Applicants must notify the Association of any change in their housing circumstances.

9.0 CHOICE

- 9.1 All applicants are asked to complete an area indication pro-forma which details the Association's properties by street.
- 9.2 Applicants will be given detailed information on their prospect of housing in their requested areas in relation to their point's total. Where they have no realistic chance of securing accommodation in their areas of choice, they will be encouraged to consider other areas within the Association's stock or by applying to other landlords.

SECTION 3

ASSESSMENT OF HOUSING NEED

1.0 FACTORS TAKEN INTO ACCOUNT IN ASSESSMENT OF APPLICATIONS

- 1.1 The Association operates a points system for allocating its housing. This system aims to give the highest priority to applicants in the greatest housing need.

- 1.2 Completed application forms will be assessed using the points system detailed in Section 6.
- 1.3 In the case where joint applicants live at different addresses, the Association will point the application based on the best use of the two current properties. Their housing needs will be assessed and pointed in accordance with the policy.
- 1.4 Section 136 (b) of Part VII of The Housing (Scotland) Act 1987 states that, "a room is available as sleeping accommodation if it is of a type normally used in the locality either as a bedroom or as a living room". The Association in calculating the size of accommodation will **NOT** include a living room as suitable sleeping accommodation.
- 1.5 The size of housing an applicant and his/her household will be considered for is based on the following criteria:
- Children of the same sex are expected to share a bedroom until they reach the age of sixteen years old unless circumstances require this should not happen, for example, where individuals require separate bedrooms for medical reasons.
 - Children of the opposite sex age ten or over 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.
 - Different generations should not share a bedroom e.g. grandmother and granddaughter.
 - Different families should not share a bedroom e.g. cousins.
 - One bedroom for each member of the household age 16 or over.
 - Step-families will be classed as one household.
- 1.5 If an applicant has access visits by 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.
- 1.6 Expectant mothers will be required to provide medical confirmation of the pregnancy. Where the birth of the baby will lead to the requirement for an additional bedroom, they will be queued on the list for the larger property from the date confirmation of the pregnancy is received.
- 1.7 The Association may allocate a property with an additional bedroom in cases where medical conditions require a household member to occupy a separate bedroom or to accommodate medical appliances such as dialysis machines.
- 1.8 Applicant(s) staying temporarily in a property with the purpose of being housed as a separate household will have Living with friends and elations points awarded.
- 1.9 Applicants may be considered for properties with one bedroom in addition to their needs where there is no waiting list. The applicant will be made aware of the financial implications if they are claiming housing benefit or Universal Credit and will be required to sign a form stating that they have been advised of this and understand that they will be liable to pay the rent for the additional bedroom if necessary.

- 1.10 Requests for an additional bedroom for a carer will only be considered if the applicant is in receipt of the necessary qualifying benefits and can provide proof of this entitlement and/or if there is sufficient supportive evidence from a medical practitioner.

2.0 FACTORS NOT TAKEN INTO ACCOUNT IN ASSESSMENT OF APPLICATION

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

- the length of time for which an applicant has resided in the area for which he/she is applying for housing
- any outstanding liability (such as rent arrears) attributable to a house of which the applicant was not a tenant
- any rent or service charge arrears accrued by the applicant in a previous or current tenancy which are no longer outstanding
- 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, 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
- whether (or to what value) the applicant or any of the applicant's family owns or has owned heritable or moveable property.
- if the applicant:-
 - Cannot secure entry to their home
 - is at risk of abuse
 - may experience danger to their health if they occupy their property
 - is likely to become homeless in the next two months, because their home is being repossessed

The tenant of any property where they have anyone staying on a **temporary basis** will NOT have the temporary person(s) included in calculating overcrowding points, except where access of children is involved.

3.0 VERIFICATION OF CIRCUMSTANCES

- 3.1 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. The application will be suspended for 1 year. If false or misleading information has been given in order to obtain a tenancy, the application will be reviewed and action may be taken to recover possession of the property for which a tenancy has been granted if that false information was the basis on which the allocation was made.
- 3.2 When the applicant fills in the 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.

- 3.3 For an application to be **accepted** the applicant must provide essential information including the applicant's name and address, national insurance number, date of birth, household composition, proof of identity and proof of address. Proof of ID and address would be, for example, a recent bank statement, utility bill, letter from employer, passport or driving licence.
- 3.4 To ensure we accurately assess the housing needs of applicants, we generally need applicants in the circumstances detailed in the table below to provide some verification before points can be awarded.
- 3.5 If we request further information to assess an application, the applicant needs to supply us with this, within the timescale we state, so we can complete the assessment.

Circumstances	Proof Required
All applicants: Access to Waiting List	All necessary information completed on application form. Proof of identity and proof address for all persons currently staying in property, and those who will be part of new household before an application can be put on the waiting list
All applicants: Assessment of Application	If applicant has held a tenancy, a reference will be requested from the current and any previous landlords.
Applicants with support requirements	If the applicant indicates on their application form that they have a support requirement, we will work with each individual and liaise with other agencies as appropriate to determine the applicant's specific needs.
Homeless	Evidence of Assessment undertaken by a local authority homelessness advisor
Threatened with homelessness	Copy of valid Notice to Quit / letter withdrawing consent to occupy. (End of lease must be imposed and no option to extend the lease) Letter from lender regarding legal action
Moving to be near full time education / training	Confirmation of place at the educational / training establishment
Taking up or sustaining employment	Reasons why a move will help sustain employment and confirmation of employment.
In need of re-housing as mobility affected by current housing circumstances.	Details of medical condition and why it affects mobility. Supportive information from medical practitioner will be sought.
In need of re-housing as mental health affected by current housing	Details of why current housing is affecting mental health. Supportive information from medical practitioner will be sought.
Access arrangements	Letter from child's main carer.
Household member temporarily living away from home	Letter from this individual confirming they wish to be considered part of the household
Experiencing violence or harassment	Supporting evidence may be required. Please note Domestic abuse can be difficult to evidence hence we may not ask for proof of this. We shall however in other circumstances require Police Incident numbers in relation

	to acts of violence or harassment
Property Below Tolerable standard.	Confirmation from the Local Authority or other technical expert that property falls below tolerable standard.
Family Support	Evidence that applicant is main support provider and cannot provide support from current address
Additional bedroom for Carer	Proof of receipt of Carer's Allowance and/or supporting evidence from a medical practitioner

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.

4.0 CHANGES IN CIRCUMSTANCES

- 4.1 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 allocate points relevant to their circumstances.
- 4.2 If an applicant moves to another address they will need to make a fresh application for housing.

5.0 WAITING LIST

- 5.1 Once the Application has been assessed, we will write to applicants advising them how many points their application has been awarded and their prospects of being housed in their areas of choice. Their application will be put on the waiting list according to the size of property necessary for their family composition.
- 5.2 Position on any list will depend on the number of points allocated. It should be noted that we receive new applications every day and, as a result, the housing list is constantly changing, and so is the applicant's position on any list.

6.0 SUSPENSIONS AND DEFERRAL FROM THE WAITING LIST

- 6.1 Govan 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 applicant is suspended they 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.

Reason for Suspension	Length of Time Application will be Suspended	How the Suspension can end
<p><u>Outstanding Rent Arrears or tenancy related debts</u></p> <p>The applicant has outstanding rent arrears, service charges, the cost of clearing an abandoned house and/or storing furniture or rechargeable repairs equivalent to one months charge or more, with a current or previous landlord, and an arrangement has not been kept for at least 3 months and is being maintained, and the debt is less</p>	<p>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 three months in a row or until the debt has been paid in full or reduced to less than one months rent.</p>	<p>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 or confirmed that the debt has been paid in</p>

<p>than 5 years old and has not been pursued by the landlord or when the debt was less than or equal to 1/12 of their annual rent.</p> <p>The applicant is an existing tenant of Govan Housing Association and legal action has been raised by us.</p>	<p>If the application is suspended for 12 months, it will be cancelled and a new application will have to be submitted. We will write to the applicant informing of the expiry of the suspension period.</p> <p>The application is suspended until the case has been dismissed at court and any legal expenses awarded to the Association by the Sheriff has been paid by the existing tenant</p> <p>If the application is suspended for 12 months, it will be cancelled and a new application will have to be submitted. . We will write to the applicant informing of the expiry of the suspension period.</p>	<p>full or reduced to less than one month's rent.</p> <p>When the case has been dismissed at court and any legal expenses awarded to the Association by the Sheriff has been paid by the /existing tenant.</p>
<p><u>Providing False Information</u> It can be shown that the applicant intentionally provided false information during the application process so that they could receive more points for their application.</p>	<p>Twelve months</p>	<p>The suspension will end when the twelve months have passed.</p>
<p><u>Refusal of a third offer of housing</u> Suspension will be applied where the applicant has refused a third reasonable offer within the last 2 years (made in accordance with the applicants preferences)</p>	<p>Three months. During this three month period the applicant will be invited to meet with the Head of Housing to discuss their application and the reasons for their refusals of the previous three offers.</p>	<p>The suspension will end when the three months have passed or when the application has been reviewed by the applicant and Head of Housing and any choices are reviewed and confirmed by the applicant.</p>
<p><u>Unsatisfactory Tenancy Report</u> Where the Association is made aware that the present or a previous tenancy has not been conducted in</p>	<p>Where the tenancy breach has not occurred in the past 12 months, it will not count as a reason for</p>	<p>A further reference will be requested to ensure that the tenancy has</p>

<p>a satisfactory manner it may consider suspension of an application or withdrawal of an offer of accommodation. This decision will depend on the individual circumstances, and staff will discuss the content of any information or tenancy report with the applicant. An example would be where a Notice of Proceedings for Recovery of Possession has been served on ground 1 – 7 of Schedule 2, Part 1 of the Housing (Scotland) Act 2001.</p>	<p>withholding the offer. Otherwise, suspension will be for a period that allows the applicant to resolve the tenancy matter to the satisfaction of the Association or full period of 12 months, whichever occurs first.</p> <p>If the application is suspended for 12 months, it will be cancelled and a new application will have to be submitted. . We will write to the applicant informing of the expiry of the suspension period.</p>	<p>been conducted in a satisfactory manner. The suspension will be removed if the reference is acceptable. A further suspension will be applied if it has not.</p>
<p><u>Aggressive & Violent Behaviour Towards Staff</u></p> <p>The Association reserves the right to suspend applicants who verbally or physically abuse or threaten staff in the course of making their application. Similarly any applicant who attempts to bribe a staff member or offer some other form of inducement in order to receive an offer of housing will automatically be suspended from the list.</p>	<p>Six Months</p>	<p>The suspension will end when the six months have passed.</p>
<p><u>Anti-Social Behaviour</u></p> <p>The Association will suspend an applicant where there is evidence of serious anti-social behaviour, which has been confirmed by an official source e.g. Police, other Landlords.</p> <p>The list below provides examples of behaviour that we will consider to be antisocial (this list is not exhaustive)</p> <ul style="list-style-type: none"> • Annoyance, harassment, violent or intimidating behaviour towards neighbours or visitors to a property in the vicinity of their home • Criminal convictions relating to a tenancy e.g. drug dealing, prostitution, fire raising etc • Extensive damage to a landlord's property • ASBO (antisocial behaviour order) granted 	<p>Suspension will be for a period that allows the applicant to resolve the matter to the satisfaction of the Association or the full period of 12 months, whichever occurs first.</p> <p>If the application is suspended for 12 months, it will be cancelled and a new application will have to be submitted. . We will write to the applicant informing of the expiry of the suspension period.</p>	<p>The suspension will end when the applicant resolves the matter to the satisfaction of the Association or full period of 12 months, whichever occurs first.</p>

<ul style="list-style-type: none"> • Eviction decree granted • Established and sustained pattern of conduct considered antisocial • Any other behaviour that we consider to be antisocial <p>The Association will generally take account of any such behaviour within the last three years, as well as any changes in behaviour that have taken place during that period.</p> <p>Existing tenants of the Association who have a history of causing nuisance or annoyance or harassment will not be considered for housing until they have demonstrated their ability to adhere to the terms and conditions of their tenancy over a reasonable period.</p>		
<p><u>Previous Convictions</u></p> <p>The Association will suspend applications where the applicant or someone the applicant lives with or has lived with, has been convicted of certain offences and where those offences are associated with a residential property or the surrounding area.</p> <p>We will consider the nature of the offence and whether the behaviour that led to a conviction has had a impact on the people living in, or in the locality of, the house before suspending on this basis.</p> <p>The applicant, or someone who has lived with the applicant has been convicted of:-</p> <ul style="list-style-type: none"> (a) Using the house or allowing it to be used for immoral or illegal purposes, or (b) An offence punishable by imprisonment which was committed in, or in the locality of, a house occupied by the person 	<p>Twelve months.</p> <p>If the application is suspended for 12 months, it will be cancelled and a new application will have to be submitted. . We will write to the applicant informing of the expiry of the suspension period.</p>	<p>The suspension will end when the 12 months have passed.</p>
<p><u>Order for Recovery of Possession</u></p>		

<p>The Association may suspend an applicant where an order for recovery of possession has been made against them. This means that where a court in Scotland, England, Wales or Northern Ireland has previously granted an order to evict a tenant.</p> <p>We will consider each case on an individual basis.</p>	<p>Twelve months</p> <p>If the application is suspended for 12 months, it will be cancelled and a new application will have to be submitted. . We will write to the applicant informing of the expiry of the suspension period.</p>	<p>The suspension will end when the 12 months have passed.</p>
<p><u>Abandoning or Neglecting a property</u></p> <p>The Association will suspend an application when, as either a tenant or a joint tenant, they have abandoned or neglected a previous tenancy.</p> <p>A suspension will be imposed where:</p> <p>(a) An applicants previous tenancy has been repossessed by the landlord when abandoned and where the tenancy has been terminated</p> <p>(b) Where the applicant was a tenant or joint tenant of a property for which a court ordered recovery of possession on the ground of deterioration of the property due to neglect, or deterioration of furniture due to ill-treatment</p>	<p>Twelve months</p> <p>If the application is suspended for 12 months, it will be cancelled and a new application will have to be submitted. . We will write to the applicant informing of the expiry of the suspension period.</p>	<p>The suspension will end when the 12 months have passed.</p>
<p><u>Asylum Seekers</u></p>	<p>Application will be suspended until the applicant is granted leave to remain or authorisation to work</p>	<p>When the applicant is granted leave to remain or authorisation to work</p>

6.2 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.

6.3 A suspended applicant will also be advised of their right to appeal through the Association's Allocations Appeals process. . Where an application has been suspended and is new to the list, applicants have the right to appeal to the Sheriff Court once our internal appeals process has been exhausted.

- 6.4 The Association may decide not to suspend an application where, in the view of the Head of Housing, the needs of the household are so exceptional as to outweigh any other circumstances. Any applications which fall into this category will be reported to Committee on a quarterly basis.
- 6.5 Suspended applications will be reviewed on a regular basis. Our objective is to enable the applicant to resolve the reason for the suspension, thus making them accessible to offers of housing.
- 6.6 Applicants may wish to have their application deferred for a period of time. This would allow them to remain on the waiting list but not receive an offer during a certain period. Once the applicant asks for the deferral to be lifted, this will be done within 5 working days. We will take the opportunity to carry out a review of the applicants circumstances before the application is reinstated.

7.0 REMOVAL FROM THE WAITING LIST

- 7.1 It will not be usual practice for the Association to remove applicants from the lists and, where this does occur, it will be confined to the following circumstances:
- 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 made an offer of accommodation and has failed to respond to the offer and subsequent letter asking them to contact Association.

8.0 REVIEW OF THE WAITING LIST

- 8.1 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 a review at least every twelve months.
- 8.2 At the time of the review, the Association will ask applicants to confirm (i) that they still want to remain on our housing list, and (ii) any changes to their circumstances. Applicants indicating a change of circumstances will have their application re-assessed and will be advised of their new status.
- 8.3 The review will be done by text, email and post and where there is no response within the review period the application will be cancelled and the applicant will be advised of this in writing.

SECTION 4

ALLOCATION OF PROPERTIES

1.0 THE TENANCY AGREEMENT

- 1.1 All applications are assessed on a case by case basis. This policy gives general information and guidance on the categories used.
- 1.2 The Housing (Scotland) Act 2001 introduced the Scottish Secure Tenancy (SST). We would normally let our properties with an SST. In certain very limited circumstances, for example, lets to persons evicted for anti-social behaviour from a tenancy or lets to persons where they or other members of their household are the subject of an Anti Social Behaviour Order (ASBO) granted on or after 30 September

2002 under section 19 of the Crime and Disorder Act 1998, the Association may decide to let on the basis of a Short Scottish Secure Tenancy.

- 1.3 Leases and Management agreements will be put in place with external agencies who provide support for particular client groups to allow them to provide temporary or permanent supported accommodation as appropriate. These lease agreements may result in the applicant being offered a Scottish Secure Tenancy Agreement after a reasonable period of time of occupying in order to promote a sustainable community.

2.0 SUSTAINABLE COMMUNITIES

- 2.1 In the interest of achieving balanced and sustainable communities and making most effective use of housing stock, the process of matching applicants to properties may 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. (If there are no applicants on the waiting list for wheelchair properties and one becomes available, we will attempt to find a suitable applicant by contacting agencies who support people who require this type of accommodation. If this is not successful we will offer the wheelchair property to the applicant with the most medical points for mobility.
- **Avoid potential clashes of lifestyle** – based on analysis of the circumstances of individual applicants rather than generalisations.
- **Avoiding inappropriate concentrations of household type** – for example high levels of child density or unduly high proportion of vulnerable people in one area, estate, street or close

3.0 REASONABLE PREFERENCE

Reasonable preference refers to a level of priority given to applicants under certain circumstances. The Housing (Scotland) Act 2014 sets out three categories of applicants who should be given reasonable preference. These are: -

- (a) Homeless persons and persons threatened with homelessness and who have unmet housing needs
- (b) People who are living under unsatisfactory housing conditions and who have unmet housing needs; and
- (c) Tenants of houses which are held by a social landlord, which the social landlord selecting its tenants considers it to be under-occupied

- 3.2 For clarity, an applicant has unmet housing needs where the landlord considers the person to have housing needs which are not capable of being met by housing options which are available.
- 3.3 We are required to give reasonable preference to those who are homeless or threatened with homelessness or who are living in unsatisfactory housing conditions if their housing needs cannot be met in another way. This does not mean we will not house anybody whose housing needs can be met in another way, but it does mean we will not give applicants reasonable preference under this Policy.
- 3.4 There are two elements we will consider when deciding whether an applicant has unmet housing needs. These are:-

- (a) The applicant's circumstances
- (b) The existing housing options which are available and accessible to the applicant

3.5 Reasonable preference does not mean that we will allocate properties in the reasonable preference groups regardless of its suitability. The allocation should lead to a sustainable, successful tenancy and make best use of the housing stock we have available. Our points system gives reasonable preference to statutory defined groups which are detailed at Section 5. below. Therefore for general needs properties we will operate one waiting list which includes direct applicants and applications from the Association's existing tenants.

3.7 For sheltered and very sheltered accommodation all applicants will be placed on the general needs list.

4.0 ALLOCATION GROUPS

4.1 Each application will be assigned to one of the following groups:

- Section 5 Referrals
 - Statutory Homeless referrals from the local authority
- Homeless/threatened with Homeless
 - Homeless and potentially homeless applicants
- General Needs
 - Applicants who are not homeless/potentially homeless and are not Govan Housing Association tenants
- Transfer
 - Current Govan Housing Association tenants with housing need or no housing need (Aspirational)

4.2 Quota Table - In order to ensure consistency with how we allocate our properties, we will aim to achieve the following quota for the relevant area of allocation as follows:

Lets to Existing Tenants – internal transfer	20%
Lets to Housing List Applicants	50%
Lets to Other sources (supported/mutual exchange etc)	5%
Section 5 referrals	25%

5.0 POINTING CRITERIA

5.1 Statutory Homeless Persons And Persons Threatened With Homelessness

Statutory Homeless and in Priority Need

Local Authorities have a legal duty to help people who are homeless or threatened with homelessness. In carrying out these duties, GCC may require Govan HA to provide accommodation for a person found to be homeless under Section 5 of the Housing (Scotland) Act 2001. We must comply with the request unless we have good reason for not doing so.

In summary, good reason is where:-

- An RSL is unable to make suitable housing available within six weeks of the request; or
- The only housing the RSL has available is of a particular nature (for example sheltered housing for older people) and this is not suitable for the applicant

Statutory Homeless

Points will be awarded to applicants who have been accepted as Statutory Homeless but are not in priority need i.e. have registered and been accepted as being homeless but is not classed as priority need where a Section 5 referral has not been made directly to the landlord. These cases will include where an applicant is in temporary accommodation provided by the Council e.g. B&B, Hostels and Homeless Unit accommodation. Applicants will be required to provide evidence of their homeless status.

Persons threatened with Homelessness

All applicants applying for housing directly to the Association who are homeless or potentially homeless will be encouraged to seek advice and support on their options for housing from Glasgow City Council's Homeless Persons Casework Team. Applicants will be awarded Threatened with Homelessness points if they will be homeless within 2 months of their application in any of the following circumstances.

- Where an applicant is in tied accommodation which they are required to leave. Points will only be awarded where the applicant has through no fault of their own had to vacate tied accommodation, for example redundancy, retirement, medical retirement, deletion of job / post etc. No points will be awarded where the applicant has to vacate tied accommodation through his / her conduct, for example dismissal on conduct grounds.
- Applicants living in mobile homes, boats, caravans or other movable structures that have no place where they are legally entitled to live in them.
- Applicants who are subject to notice to quit from the owner or tenant of the accommodation. This includes 3rd round succession applicants. Applicants will not be eligible for points where they have made themselves intentionally homeless, because of, for example, rent arrears or anti-social behaviour.
- Applicants who have a Short Assured tenancy with a private landlord and have been served with a Notice to Quit.
- It has been determined that repossession of the applicant's tenancy or owner-occupied property is inevitable.
- Applicants living in supported accommodation, for example Talbot Association, SAMH, Quarriers
- Where an applicant's home will be demolished by their landlord or reposessed through no fault of their own.

No Fixed Abode

Where the applicant has no fixed abode advice will be given to contact Glasgow City Council Homeless Casework Team to be assessed.

5.2

Insecurity of Tenure

Points will be awarded under this category for the following:-

- *Living with friends and relations (on a permanent basis)*
- *Relationship breakdown*
- *Tenancy with a private landlord - (a copy of the tenancy agreement must be provided)*

- *Persons leaving the HM Forces and are required to leave Service accommodation*
- *Leaving prison*
- *Leaving the parental home for the first time*
- *Young persons leaving Local Authority Care*
- *Patients leaving long term hospital care*
- *Lodgers and sub tenants*

5.3 Occupying Houses Which Do Not Meet The Tolerable Standard

Legislation sets out the tolerable standard which a home must meet to be fit for people to live in. A house meets the tolerable standard if:

- it is structurally stable
- it is substantially free from rising or penetrating damp
- it has satisfactory access to all external doors and outbuildings
- it has satisfactory provision for natural and artificial lighting, for ventilation and for heating
- it has satisfactory thermal insulation
- it has adequate piped supply of wholesome water available within the house
- it has a sink provided with a satisfactory supply of both hot and cold water within the house
- it has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house
- it has a fixed bath or shower and a wash hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house
- it has an effective system for the drainage and disposal of foul and surface water
- in the case of a house having a supply of electricity, complies with the relevant requirements in relation to the electrical installation for the purposes of that supply
- has satisfactory facilities for cooking food within the house (this means gas or electricity supply, not lack of appliance)

Points will be awarded if a copy of relevant notices from the Council are provided confirming that the property does not meet the tolerable standard or where Association's technical staff have visited the property and confirmed lack of any of the above. If evidence is not available from the local authority we will contact Environmental Health Service to assess whether the property meets the tolerable standard. Whilst the property remains below tolerable standard any applicant will be given reasonable preference.

5.4 Occupying Overcrowded Houses/ Large Families

A bedroom should NOT be shared in the following circumstances:

- Persons of different gender (not a couple), one of whom is age 10 or over
 - Persons of the same gender (not a couple), one of whom is age 16 or over
 - Two people of the same gender (not a couple) of different generations
 - Different families e.g. cousins
 - More than two children
- Two people of any gender or age should not share a single bedroom.
 - The living room/bedroom of a studio flat counts as a living room, therefore, an applicant who lives in a studio flat will be seen as having NO BEDROOMS.

- If an additional bedroom is required to accommodate medical appliances e.g. dialysis machine, overcrowding points will be awarded points as overcrowded by 1 room.
- The Association will give a higher level of priority to those who are overcrowded by two or more bedrooms than to those overcrowded by one bedroom.
- Applicants who have shared custody of their children will be offered a property with one additional bedroom, regardless of the number, sex and ages of the children involved.
- Applicants who need a **4 apartment home or larger** will be placed on the waiting list for the size of home they require. In addition, applicants can choose to be placed on the list for properties that are one bedroom smaller than required, should this alleviate their current housing situation. If the applicant is rehoused in a smaller property, they can remain on the list for the larger property that would fully meet their needs.
- If it is deemed by Association staff that the applicant has deliberately created a situation of overcrowding to improve their position on the housing list, overcrowding points may be withdrawn.

Kinship Carers, Foster Carers and those Adopting

We will consider giving a level of priority to those who have been approved for adoption, are approved for fostering or kinship carers who will be in housing need if a child or children came to live with them. We will work closely with the Children and Young Peoples services to decide at what stage it is appropriate to award points should additional bedrooms be required. Housing need will be assessed on the applicants current home e.g. if an applicant is approved for adoption/fostering/caring and their current accommodation does not have sufficient bedrooms to accommodate their new family, we will consider the applicant to be overcrowded.

5.5 **Under occupation**

Govan Housing Association is committed to making best use of the socially rented stock across the city and will give priority to tenants who are under-occupying their home, except where the Association has let a property with an additional bedroom at the outset of the tenancy, due to lack of demand for the larger sized houses. Points will be awarded for each bedroom within the property that is surplus to requirements to adequately accommodate the applicant's household in all other cases.

In some cases the Association may use an incentive to encourage existing tenants to downsize from a larger property, who are under occupying 2 or more bedrooms, to allow the property to be let to a larger family. These incentives may include help with removal costs, support with notifying utilities, redirection of mail, disconnection and reconnection of appliances or help with decoration. All applications of this nature will be reviewed on a case by case basis by the Head of Housing.

Existing tenants of the Association will be given a higher priority than other applicants on our waiting list.

5.6 **Living Under Unsatisfactory Housing Conditions**

5.6.1 *Medical Circumstances (Mobility and Mental Health)*

Where an applicant or a member of their household suffers from any medical condition including mental health and where rehousing would alleviate the medical problem, points will be awarded in recognition of this situation. The applicant will be required to complete a medical assessment form which will

enable a decision to be made on the suitability for rehousing. Evidence from a medical practitioner may also be required.

There are three categories which are used to determine the level of medical priority awarded to applicants:

High

Where the applicants current accommodation is potentially life threatening or causing severe aggravation to their medical condition and where rehousing is extremely urgent. For example this would refer to housebound cases, applicants in hospital waiting an offer of accommodation before immediate discharge or cases where the applicant's mental health is seriously affected due to their housing circumstances or where there is severe difficulty accessing the accommodation or it cannot be adapted to suit those needs. In these cases it is likely that the applicant will have specific property requirements such as a wheelchair accessible property, which we will aim to meet.

Medium

Points will be awarded where the applicant's current accommodation is causing aggravation to their medical condition. For example this refers to cases where there may be difficulty getting to and from the accommodation due to the internal layout or where mental health is being affected by the current living conditions and the applicant cannot enter or leave the property independently.

Low

Points will be awarded where the applicant's current accommodation is causing a significant degree of discomfort to the applicants medical condition. For example this refers to cases where there may be adaptations required e.g. walk in shower, handrails etc. to enhance the current living conditions or where mental health is affected to such a degree that continued assistance is required from a Community Psychiatric Nurse or other medical professional.

The descriptions are not exhaustive of the medical conditions that will be considered under each category and is intended to provide guidance only.

- Only ground or first floor, or accommodation with lift access, will be offered to applicants with medical (Mobility) circumstances points where a move would significantly enhance their housing conditions.
- Points will be awarded to applicants who currently reside in an upper flat (unless it can be accessed via a ramp or by a lift) or live in accommodation with internal stairs and their medical condition means they can only negotiate stairs with extreme difficulty or not at all and their mobility would be improved by moving to ground or first floor accommodation or upper floor accommodation served by a lift.

Need for an Adapted or Accessible property

Priority given under this category is designed to address housing need and points will only be awarded if a move to an adapted or accessible property will address that need. For example if the need or disability is short term or where the applicants current property can be adapted to make it suitable, no priority will be given for rehousing to such a property.

In assessing priority for an adapted or accessible home, we will consider the following factors: -

- The severity of the applicants condition or the degree of incapacity; and
- The extent to which rehousing will benefit the applicant

5.6.2 *Domestic Abuse/Other Harassment or Abuse including Antisocial Behaviour*

The safety of an applicant is paramount and in all cases the applicant will be advised and encouraged to contact agencies who can give assistance, for example Women's Aid, Racial Equality Councils, Police, Social Work Services, Statutory Homeless Service and relevant housing advice agencies and 3rd party centres.

Confidentiality will be observed and is crucial to ensure safety. The Association will not contact and/or provide information to other agencies or individuals without the applicant's permission. We will never contact the alleged perpetrators which will include other members of the household where the claims are of domestic violence or abuse.

Domestic Abuse

The Association will award a high level of priority to anyone who is experiencing domestic abuse. This represents a critical housing need, with the victim and any children or anyone living with them potentially being at severe risk. The Association will deal with applicants who are experiencing domestic abuse in a sympathetic manner and will endeavour to work with the relevant agencies in order to provide advice and assistance.

Other Harassment or Abuse

We will deal with all claims of harassment and abuse sensitively and provide support and assistance to the person.

The Association will consider applications from applicants who are victims of harassment or hate crime. Harassment and abuse of any kind is extremely serious and can have a detrimental effect on the quality of life. Claims of this nature will always be taken seriously with safety being paramount. The Association may request evidence that these incidents have been reported to Police Scotland.

Harassment and abuse can take many forms, it can be verbal or physical and at its most acute, life threatening. Types of abuse and harassment we will consider are: -

- Racial harassment
- Religious or sectarian harassment
- Homophobic harassment
- Transphobic harassment
- Harassment of people with a learning or physical disability
- Sexual harassment

Antisocial Behaviour

Antisocial behaviour refers to a wide range of actions and behaviours. It can also be a form of abuse or harassment. The Housing (Scotland) Act 2001 defines antisocial behaviour (in relation to grounds for eviction) as an action or course of conduct which causes or is likely to cause alarm, distress, nuisance or annoyance. The focus is on the alarm or distress that is caused to another individual. How the Association will deal with antisocial behaviour is set out in our Antisocial Behaviour, Nuisance and Harassment Policy. A copy of which is available on request.

Existing Govan Housing Association Tenants

Unable to Continue to reside

Where the applicant confirms that they are unable to continue to reside in their home due to harassment, emergency re-housing will be sought. The Association will seek the assistance of the Homeless Casework Team of the Local Authority, Glasgow City Council to provide temporary accommodation. They will undertake a full assessment of the applicant's situation under the provisions of the Homeless Persons legislation, with a view of providing alternative re-housing.

The Housing Officer will assist their assessment of the applicant's situation where they have previously resided in the Govan area. They will forward a report to the Caseworker within 48 hours outlining their knowledge of the situation and confirming any further investigations. These further investigations could include a full investigation into the alleged harassment and abuse and request for police or social services reports.

Able to Continue to Reside

In the event that the applicant can continue to reside in their home or can reside temporarily with friends or family and they are clearly suffering from harassment, the Association will consult them on their prospects of re-housing, which may include: -

Move within the area.

Where an applicant who is experiencing harassment or abuse lives in the Govan area and the situation could be resolved with a move within the area they will be considered for a transfer under exceptional circumstances

Move out with the area

Where an applicant who is experiencing harassment or abuse lives in the Govan area and the situation can only be resolved with a move out with the area, the Association will assist with providing a report to another RSL where the applicant has made an application for rehousing.

Non Govan Housing Association Tenants

Where an applicant, who is a tenant of another RSL makes a direct waiting list application to the Association and claims to be experiencing harassment or abuse, we will encourage the applicant to make contact with their own landlord. We may ask for the current landlord to confirm that claims of such harassment or abuse have been reported. Where an applicant is not a tenant and claims to be experiencing harassment, they will be required to provide information to support their claims of harassment.

5.7 Social Consideration

Applicants must currently live OUTSIDE the G51 postcode area to receive points under this category. Applicants will require their GP, Medical Practitioner, hospital consultant Community Psychiatric Nurse, employer etc. to confirm that they are moving to give/receive support or take up employment.

5.7.1 Taking Up and Sustaining Employment/Education

- To assist in avoiding inappropriate concentrations of household type, for example unduly high proportion of vulnerable people in one area, estate, street or close, a proportion of our allocations will be made to applicants who are moving into the area to take up/sustain employment or full time education

5.7.2 Hospital Attendance

- Points will be awarded if applicants are required to attend a hospital within our area of operation for **essential AND prolonged medical treatment** e.g. kidney dialysis

5.6.3 Family Support

- Consideration will be given where the social support and / or medical needs of the applicant or members of his/her family would be **significantly enhanced** by moving into the Association's area of operation.

5.8 Sharing Amenities

Points will be awarded to an applicant who shares key amenities, such as a kitchen, living area and/or bathroom, with anyone other than the **household members** stated on the application form e.g. another family. . Applicants who sublet part of their home or take in lodgers do not qualify for these points.

5.9 Exceptional Circumstances

Points will be awarded under this category in very exceptional circumstances where the Association accepts that rehousing is the only means of resolving a problem, which is not otherwise taken account of in any of the other categories contained in this Policy. Any allocations made under this category must be approved by the Head of Housing and corroborative evidence from the applicant will be required e.g. Police Incident reports, the applicant's current landlord and/or voluntary organisations such as Victim Support before any points under this category are awarded.

5.10 Points Award

Description	Detail	Points
Statutory Homeless Persons And Persons Threatened With Homelessness		
	Statutory Homeless with priority need (Section 5 Referral)	200
	Statutory Homeless with no priority need (living in accommodation provided by Glasgow City Council Homeless Casework Team e.g. bed & breakfast, hostels or temporary. Homeless accommodation	100
Threatened with Homelessness (within 2 months)		
	No Fixed abode	45

	Living in tied accommodation	45
	Mobile homes/boats/caravans	35
	Tenant or owner facing NTQ	45
	Repossession of owner occupied property	45
	Living in supported accommodation	45
Insecurity of Tenure		
	Living with friends/relations	30
	Relationship breakdown	30
	Tenancy with private landlord	20
	Leaving HM Forces (within 6 months)	40
	Leaving prison	40
	Leaving parental home for the first time	20
	Young persons leaving local authority care	40
	Patients leaving long term hospital care	40
	Lodgers and sub tenants	20
Occupying Houses Which Do Not Meet The Tolerable Standard		45
Occupying Overcrowded Houses/Large Families and family increases in size		
	Overcrowded by 1 room	35
	Every additional bedroom	25
Under occupation		
	Under occupation of 1 bedroom	45
	Every additional bedroom	10
Existing Govan HA tenants		
	Under occupation of 1 bedroom (where this has not been let due to waiting list demand)	45
	Every additional bedroom	15
Medical Circumstances		
	High	40
	Medium	30
	Low	20
Domestic Abuse		80
Harassment/Abuse/ASB		35
Social Considerations		
	Education/Employment	15
	Hospital Attendance	15

	Family Support	15
Sharing Amenities		30
Exceptional Circumstances (to be approved by HOH only)		100

If more than one applicant has the same number of points, their applications will be prioritised by date of application.

6.0 OTHER ROUTES INTO HOUSING

6.1 Joint Tenancies

- A tenant can apply for a joint tenancy with any person that has occupied their home as their only or principal home at the time of the request being made. From 1st November 2019 the proposed joint tenant must have lived at the property as their only or principal home for the 12 months before the tenant applies for them to become a joint tenant (previously there was no qualifying period); and
- The 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home. The landlord must have been told by the tenant, a joint tenant, or the person the tenant wishes to become a joint tenant.

While we will not unreasonably refuse permission for a joint tenancy, reasonable grounds for refusing permission include: -

- we have served a notice on the tenant warning that we may seek eviction on certain grounds because of their conduct;
- we have obtained an order for eviction;
- the proposed change would lead to the criminal offence of overcrowding;
- We intend to carry out work on the house (or the building of which the house forms part) which would affect the part of the house connected with the proposed change.
- The prospective joint tenant has been: -
 - served with an ASBO
 - evicted for anti-social behaviour in the last three years

7.2 Mutual Exchange

Section 33 of the Housing (Scotland) Act 2001 gives a tenant the right to exchange their house with another tenant, providing that both applicants are tenants and have a Scottish Secure Tenancy and the tenant(s) have received consent from their landlord(s).

Tenants who wish to mutually exchange their home must complete a Mutual Exchange Application Form. Both parties are required to complete this form prior to the exchange being considered. **The tenant requires to have been the tenant of the house throughout the 12 months immediately before any application is made to exchange the property.**

Tenants who wish to transfer with a tenant of a Fully Mutual Co-operative must be agreeable to become a member of the housing co-operative when the exchange takes effect.

Tenants must terminate their existing tenancy prior to signing the Scottish Secure Tenancy with their new landlord.

We will not unreasonably refuse our consent for a mutual exchange application, reasonable grounds for refusal are as listed: -

- A Notice of Proceedings for Recovery of Possession has been served on the tenant under Section 14 of the Housing (Scotland) Act 2001 for grounds listed in paragraphs 1 to 7 of that Act.
- An order for recovery of possession of the house has been made against the tenant under section 16 (2) of the Housing (Scotland) Act 2001
- The house was provided by the Association in connection with the tenant's employment.
- The house has been designed or adapted for occupation by a person whose special needs require accommodation of the kind provided by the house and if the exchange took place, there would no longer be a person with such needs occupying the house.
- The accommodation in the other house
 - is substantially larger than is required by the household
 - is not suitable to the needs of the tenant or the tenant's family
- The exchange would lead to overcrowding as defined in section 139 of the Housing (Scotland) Act 1987.

7.3 Mobility Schemes

Homeswapper (www.homeswapper.co.uk) is a national database that holds information on tenants of Registered Social Landlords and local authorities who would like to exchange their tenancy with another tenant. The Association does not participate in the scheme but for a small monthly fee people can access the Homeswapper website directly.

7.4 Succession to Tenancy

In the event of the death of the tenant, the Association will consider applications from occupants of the household to succeed to the tenancy.

They will be considered on the basis of the following levels of priority: -

Level One

- The tenant's husband or wife or co-habitee if the house was their only or principal home at the time of death; OR
- a joint tenant, if the house was his or her only or principal home for six months at the time of the tenant's death.

In the case of a co-habitee, she/he must have occupied the house as his/her only or principal home for at least 6 months immediately before the tenant's death.

Level Two

If no-one qualifies at Level One, or a qualified person does not want the tenancy, it may be inherited by a member of the tenant's family as long as:

- he or she is aged at least 16 at the date of death; and
- the house was his or her only or principal home at the date of death.

Level Three

If no-one qualifies at Level One or Level Two, or a qualified person does not want the tenancy, it will be inherited by a carer as long as:

- he or she is aged at least 16 at the date of death; and
- the house was his or her only or principal home at the date of death; and
- he or she gave up another only or principal home before the death of the tenant. and
- he or she is providing, or has provided, care for the tenant or a member of the tenant's family.

In all levels if more than one person qualifies for the tenancy, they must decide among themselves who should get the tenancy. If they cannot agree, within 4 weeks of either

- a. The death of the tenant or;
 - b. The date on which the person in question is notified of their right to succeed to the tenancy;
- we will decide who will succeed to the tenancy.

Where the house has been designed or substantially adapted for a person with special needs, if at the first succession someone qualifies for the tenancy at Level Two or Three and does not have special needs requiring accommodation of that kind, that person will not have the right to succeed to the house but does have the right to be provided with suitable alternative accommodation by the Association. Where, in the case of such a property, at the point of a second succession someone qualifies at Level One, Level Two or Level Three and does not have special needs requiring accommodation of that kind, we have the right to terminate the tenancy and offer that person suitable alternative accommodation

If someone qualifies for the tenancy but does not want it, they should tell us in writing within four weeks of the death and leave the house within three months. Rent will be charged only for the actual period of occupation.

The tenancy can only be inherited twice under the provisions of the Scottish Secure Tenancy Agreement. If the tenancy has already been inherited twice, the third death will normally end the tenancy. This will not happen if there is a surviving joint tenant whose Scottish Secure Tenancy will continue. However, if there is still a person in the house who would otherwise qualify to inherit the tenancy under the above paragraphs, the tenancy will continue for a maximum of 6 months after the last death. The tenancy will not be either a Scottish Secure Tenancy or a Short Scottish Secure Tenancy for that period.

From 1st November 2019 the person wishing to succeed the tenancy must have lived at the property as their only or principal home for the 12 months prior to the death of the tenant and the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home.

7.5 Assignations

The tenant can assign their tenancy to any person that has occupied their home as their only or principal home for at least six months before the date of the written request. The written request should be in the form of a completed Assignation Application Form.

We will not unreasonably refuse permission to assign the tenancy, reasonable grounds for refusing permission include: -

- we have served a notice on the tenant warning that we may seek eviction on certain grounds because of their conduct;

- we have obtained an order for eviction;
- the proposed change would lead to the criminal offence of overcrowding;
- we intend to carry out work on the house (or the building of which the house forms part) which would affect the part of the house connected with the proposed change.

From 1st November 2019 the person wishing to have the tenancy assigned to them must have lived at the property as their only or principal home for the 12 months before the tenant applies for them to assign the tenancy and the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home.

7.6 Sub-lets

If a tenant wants to sub-let part or all of the house, they must complete a Sub-Let Application Form. They must provide the following information: -

- Who they want to sub-let the property to
- The amount of rent and any other payments (including a deposit) they propose to charge (if any)
- When they want the sub-let to take place.
- The tenancy/occupancy terms on which they intend to sub-let (prior to granting consent, we will require sub-lessees to be provided with a written agreement and that the terms of the agreement are acceptable to the Association).
- From 1st November 2019 The tenant requires to have been the tenant of the house throughout the 12 months immediately before any application is made for written permission to sublet their home (previously there was no qualifying period) or
- If they were not the tenant throughout the whole of that period, the house must have been the only or principal home during those 12 month; and the tenant must have told us that they were living there prior to the start of those 12 months.

7.7 Lodgers

If a tenant wants to take in lodgers, a Permission to Reside Form must be completed. The tenant must provide the following information: -

- Who they want to take in as lodger
- The amount of rent or other payments (including deposit) they propose to charge (if any) in the case of taking in a lodger
- When the lodging will take place.

SECTION 5 - AUDITING, MONITORING AND REVIEW OF POLICY

1.0 Auditing

- 1.1 The Association has a commitment to ensure that the tenant selection and lettings procedure are carried out fairly, effectively and efficiently. In order to ensure that the allocation policy is being followed in a correct, fair and efficient manner we will undertake an audit of the allocations process. This self assessment audit will measure our compliance with the provisions of our policies, procedures, legislative and good practice requirements. It will ensure that allocations have an audit trail that are clear and can account for why each allocation was made.

2.0 Monitoring & Reporting

2.1 The Head of Housing will present information on the allocations process to the Management Committee, which will include: -

- Demand information by size of property
- Performance against Targets in the allocations process
- Origin of applicants on the waiting lists and quarterly lettings
- Number of applicants who identify they have a disability on the waiting lists and quarterly lettings
- Gender of applicants on the waiting lists and quarterly lettings
- Number of Void properties
- Length of vacancies
- Lost rent information

2.2 We will use this monitoring information to inform strategies to improve the allocations process, as well as ensure our policy continues to meet the needs of applicants. This information will also inform demand for all parts of our area and the review of our policy and procedures in the allocations and other relevant procedures, for example empty homes.

2.3 We will also use other methods to gather information on our performance. These will include questionnaires to new tenants on the allocation process and a termination of tenancy questionnaire which encourages tenants leaving our properties to give us reasons for ending their tenancy and leaving the area.

3.0 Review

3.1 This Policy is scheduled for review in April 2024 and will take account of: -

- Legislative, regulatory and good practice requirements
- Association performance
- the views of tenants, applicants, partner agencies, staff and our members of the Management Committee

SECTION 6 - APPEALS PROCESS

1.0 APPEALS

Appeals Process

1.2 The Association is committed to getting it right every time and providing a first class service to all of our tenants, applicants and potential applicants. The allocations process can, however, be complex and, occasionally, mistakes can be made or there can be differences of opinion where an element of judgement is required.

1.3 In order to ensure transparency, we will offer applicants the opportunity to discuss outcomes of their application and allocations process where necessary. If an applicant does not believe that the decisions we make are justified then they can make an appeal against our decisions. If, however, the applicant does not think that we have provided a good service, or that they have not been treated well by our staff or our procedures, then the applicant can make a complaint.

- 1.4 If the query cannot be dealt with informally to the applicant's satisfaction, then contact should be made initially with the Housing Officer. We would prefer the contact to be in writing, but this is not a requirement and choosing not to do so will not in any way affect the outcome of your appeal or complaint. All decisions on Appeals will be provided in writing (in the applicant's preferred format/language) with our reasons explained as clearly as possible.
- 1.5 If the applicant remains dissatisfied, there is a right of appeal **to the Management Committee**. The decision of the Management Committee will be conveyed in writing.

SECTION 7 - HOUSING INFORMATION AND ADVICE

- 1.0 We aim to ensure that applicants receive high quality information and advice which enables them to make informed choices about their housing. We provide information and advice on:
- How to apply for housing and how the application will be dealt with
 - Timescales for processing and assessing applications
 - The role of the applicant and what information they are expected to provide
 - Applicants' realistic chances of obtaining a tenancy from the Association
 - Other housing options
 - Income, Benefit and Housing Benefit/Universal Credit advice

LOCAL HOUSING ASSOCIATIONS

Name		Address	Tel No.
Elderpark Association	Housing	31, Garmouth Street, Govan, Glasgow G51 3PR	0141-440-2244
Linthouse Association	Housing	1 Cressy Street, Glasgow G51 4RB	0141-440-4418
Clydeview Partnership	Housing	1 Dava Street, Govan, Glasgow G51	0800 479 7979
Southside Association	Housing	553 Shields Road, Glasgow G41 2RW	0141-422-1112
Partick Association	Housing	10 Mansfield Street, Glasgow G11 5QP	0141-357-3773
Whiteinch & Scotstoun Housing Association		1, Northinch Court, Glasgow G14 OUG	0141-959-2552
Glasgow Association	Housing	539, Mosspark Boulevard, Glasgow G52 1SB	0800 479 7979

Homelessness Services

	<p>South West Community Casework Team Rowan Business Park 5 Ardlaw Street Glasgow G51 3RR</p> <p>Phone: 0141 276 6180 or 0141 276 8201</p>
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Glasgow Women's Aid

4th Floor

30 Bell Street

Glasgow

G1 1LG

0141 553 2022

Drop In - Monday to Friday 9:30am – 3:45pm, except Wednesdays 9:30am – 1:00pm

Phone – Monday to Friday 9:30am – 5:00pm, except Wednesdays 9:30am – 1:00pm

Shelter Advice Line

0808 800 4444: Lines open between 9am and 5pm Monday to Friday

www.scotland.shelter.org.uk