

# NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

## POLICY

## ALLOCATIONS

Passed:- 24/4/2019 Review Date:- 04/2022

All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

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## Policy Objectives

- 1 North View Housing Association Limited is a Registered Social Landlord (RSL) and a registered Scottish Charity (SC032963). The Association owns and manages houses in the Windlaw neighbourhood of Castlemilk.
- 2 This Policy describes how the Association will manage access to our housing list, and how we will let houses to people on the list.
- 3 The Association's aim is to provide affordable rented housing of a high quality, and to make Windlaw a thriving, sustainable community.

In support of this aim, the objectives of the Allocations Policy are as follows:

- To let our houses primarily to people with high levels of housing need, including existing residents and people wishing to move or return to our area;
  - To support Glasgow City Council in meeting the needs of people who are homeless or who are threatened with homelessness;
  - To provide access to our houses in a way which is clear and fair to everyone;
  - To make the Association's area a more sustainable community, by providing rehousing opportunities to existing North View tenants who wish to move within the area;
  - To comply with all legislation and statutory guidance relating to housing allocations;
  - To provide all housing applicants with good quality information and opportunities to exercise choice about where they want to live.
- 4 The Allocations Policy has been approved by the Association's Management Committee, and describes how we will achieve the objectives described above. It also provides guidance to people applying for housing and to the Association's staff team, who are responsible for all aspects of letting our houses.

## The Local Context

- 5 The Association owns around 670 properties in the Windlaw area of Castlemilk. 463 are fully refurbished properties and the remainder are newly built. Applicants receive information about the profile of our houses as part of their Housing Options and Solutions Interview with us.
- 6 The Association is part of the Glasgow Housing Options approach. This means that people interested in housing with North View will need to complete a Housing Options and Solutions Interview (HOSI), which results in a personalised Action Plan. If this has already been carried out by another RSL that participates in Housing Options, the applicant would provide a copy of their Action Plan for discussion with North View.

The Association will also carry out home visits (within a reasonable proximity to the area) on request to complete the Housing Options and Solution Interview with any infirm,



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housebound or disabled applicants. We will also provide support for people with learning difficulties and others who may need support with the Housing Options and Solutions Interview process.

- 7 In future, we may also participate in Glasgow City Council's proposed Common Housing Register, which could allow people to apply to a number of housing providers in different parts of the city by filling in a single form.
- 8 There are currently around 202 applications on our housing list, although the numbers change regularly. The housing list includes:
  - People who wish to return or move to the Windlaw area, for example for social, medical or employment reasons, or because of factors such as harassment or domestic abuse;
  - North View tenants who need or wish to move to another house within the area.

In addition, some people are referred to us for rehousing by Glasgow City Council or other organisations (for example, if they are homeless or have other support needs).

- 9 Accepting an application on to the housing list does not mean that we will always be able to make an offer of rehousing. This depends on each applicant's housing needs, the number and sizes of properties which become available for letting, and how much demand there is for different house types and sizes.
- 10 On average, the Association relets around 50 properties each year. To help applicants understand their prospects of being rehoused by us, we provide all applicants with updated information each year about current levels of letting and demand for our houses.
- 11 The Association's policy on mutual exchanges provides a further route to rehousing. This allows two (or more) tenants to exchange their houses with each other, as long as the Association, and any other landlords involved, agree to this. Further information is provided in the policy on mutual exchanges. Tenants can also use the online service provided by HomeSwapper to swap homes between different parts of the country.

## Legal Requirements

### Housing Legislation

- 12 North View assesses applications and lets houses in line with all applicable legal and regulatory requirements. Our main legal obligations are set out in the Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2014. This section sets out the main requirements we must meet, and should be seen as an essential part of the Allocations Policy.

### Allocations Policy

- 13
  - We must consult with tenants, housing applicants and any registered tenants organisations when we make, alter or review the Allocations Policy;
  - We must have regard to Glasgow City Council's Local Housing Strategy and any



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statutory guidance published by Scottish Ministers;

- We must publish our rules for allocating houses, transfers and exchanges. We must also provide a summary of the Allocations Policy to anyone who asks for it.

## **Allocating our Houses**

### **14 Access to the Housing List**

- We must provide open access to our housing list. Anyone aged 16 or over can ask to apply for a house from us.

#### **Reasonable Preference**

- We must give “reasonable preference”, when letting our houses to:
  - People who are homeless, or who are threatened with homelessness and have unmet housing needs;
  - People living in unsatisfactory housing conditions who have unmet housing needs;
  - People who are tenants of any social landlord who we consider are under-occupying their current home.
- We must also provide Glasgow City Council with access to some of our houses, if the Council requests this, for people who have been assessed as homeless.

#### **Factors that cannot be taken into account**

- We must not take into account certain factors<sup>1</sup> when we are letting housing. These factors include an applicant’s age, income, certain types and levels of rent arrears, and length of residence in our area of operation.
- The law prevents us from taking account of whether a housing applicant lives outside our area of operation, if the applicant:
  - is employed, or has been offered employment, in the area; or
  - wishes to move into the area to seek employment and we are satisfied that this is the applicant’s intention; or
  - wishes to move into the area to be near a relative or carer; or
  - has special social or medical reasons for requiring to be housed within the area; or
  - wishes to move into the area because he or she is subject to harassment; or
  - wishes to move into the area because he or she runs the risk of domestic abuse.

North View will not discriminate against any applicant because they live outside our

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<sup>1</sup> Specified in section 20(2) of the Housing (Scotland) Act 1987, as amended



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area of operation. We will meet the legal requirements stated above in the following ways:

- Everyone who applies to us for housing will be admitted to our housing list, regardless of their place of residence or reasons for seeking rehousing;
- In assessing housing need, we treat all applicants equally. Our points system goes beyond the legal requirements by offering points that address the types of needs listed above. Applicants from outside our area are eligible to receive all of these points, if they meet the criteria for each type of points (for example, if they wish to move to our area for employment reasons, to give or receive support, if they have medical needs etc).
- We can take property ownership by an applicant (or by anyone who currently lives with an applicant or who intends to live with them in future) into account in most circumstances. However, we cannot take property ownership into account if a property owner cannot secure entry to their property, is at risk of abuse, or may experience danger to their health if they occupy their property and no reasonable steps can be taken to prevent that danger

### **Statutory Guidance on Housing Allocations**

- 15 The Scottish Government has published statutory guidance on social housing allocations to accompany the Housing (Scotland) Act 2014. The Association has taken account of the guidance in this Policy, including the local flexibilities available to us with regard to:
- Applying our own definitions of “unsatisfactory housing conditions”, “unmet housing needs” and under-occupation;
  - Allocating houses to applicants who meet the criteria set out in our Allocations Policy, provided that we also a) give sufficient priority to the reasonable preference categories across all of the housing allocations we make and b) observe the limitations already described on factors that we cannot take into account.

### **Scottish Social Housing Charter**

- 16 North View will work in accordance with the Scottish Social Housing Charter, as approved by the Scottish Parliament.
- 17 The Charter sets the following outcomes which all social landlords are required to meet in relation to housing access and allocations:
- Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services;
  - Social landlords manage their businesses so that tenant and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides;
  - Social landlords manage their businesses so that tenants and other customers find it



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easy to participate in and influence their landlord's decisions at a level they feel comfortable;

- Social landlords work together to ensure that people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them;
- Social landlords work together to ensure that tenants and people on housing lists can review their housing options;
- Social landlords ensure that people at risk of losing their homes get advice on preventing homelessness;
- Social landlords ensure that people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed;
- Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

## **Equality and Human Rights**

- 18 North View Housing Association recognises that certain people may be discriminated against by the housing system, and that discrimination can be direct or indirect and can take place at a personal or at an institutional level.
- 19 The Association will meet its legal duty to ensure that nobody who applies for housing experiences discrimination because of any of the nine protected characteristics that are set out in the Equality Act 2010.
- 20 The Association also recognises its duty under the Human Rights Act 1998, to ensure that applicants' human rights are respected during the assessment and allocation process. In particular, we will avoid unjustified discrimination and procedural unfairness as described in the European Convention on Human Rights.
- 21 The Service Standards described later in the Allocations Policy describe the main measures North View will take, to ensure that its policy and working practices are non-discriminatory, respect individuals' rights, and promote fair access and treatment for all individuals and groups. This will be outlined in more detail in our Equality and Diversity Policy.

## **Conclusion**

- 22 This section of the Allocations Policy has set out a brief summary of the main legal requirements. All of the Association's legal obligations are reflected in the rest of this Policy, and in our procedures for housing applications and letting houses.



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## Admission to the Housing List

- 23 Anyone aged 16 or over has the right to be admitted to our housing list at any time.
- 24 The Association will make information about our housing widely available to all sections of the community, in response to individual requests and through places and services which housing applicants are likely to use. These places and services will include:
- All other housing organisations in Castlemilk;
  - The Castlemilk Law Centre;
  - The Citizens Advice Bureau;
  - Organisations representing or working with people from Black and Minority ethnic groups, people experiencing or threatened with domestic abuse, and people who have a disability.
- 25 The Association will make a summary of the Allocations Policy available to anyone who requests it. We will also place a copy of the summary on our website. This will include details of how we assess priority and will be in simple, jargon free language and in a variety of formats on request (i.e. via translation, interpretation etc).
- 26 To be placed on the housing list, applicants must attend a Housing Options and Solutions Interview (HOSI) or, in the case of tenants seeking an aspirational move, complete an Aspirational Housing Application form. The Association also accepts referrals from Glasgow City Council, where the Council is seeking accommodation for homeless people, and from other organisations working with people in housing need. We will provide reasonable additional support for people with additional support needs (i.e. learning difficulties, mental health issues etc) to complete the Housing Options and Solutions Interview or the Aspirational Housing Application form. If applicants inform the Association that they are experiencing domestic abuse or harassment then we will signpost them to relevant support agencies.
- 27 The Housing Options and Solutions Interview paperwork will be assessed by the Association's staff, based on the Allocations Policy, if the interview results in an Application for Housing. Applications will be placed on the housing list in accordance with the points or priority they have been awarded and the size of house needed. When a house comes up for letting, our computer system identifies the people who are waiting for that size and type of house (for example, based on the number of rooms and whether the house is suitable for any applicant or for people with particular needs).
- 28 For some types of housing need, we may need evidence from the applicant to show that their needs meet the conditions for receiving points or priority under the Allocations Policy. The Association will ensure that the information needed in support of housing applications is reasonable and not excessive.
- 29 Each applicant is responsible for providing all the information asked for by the Association, so that we can fully assess housing need. If this involves obtaining additional information from a third party, the applicant is responsible for paying any costs involved.
- 30 If an applicant does not provide information, the Association will confirm in writing how this affects the application. This may include not awarding points for a need stated in the application form if it is not backed up by the required information.



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31 Each applicant must also:

- Make sure that all information provided is true and accurate, and confirm this when signing the declaration in the Application for Housing section of the Housing Options and Solutions Interview form;
- Notify the Association of any changes in their circumstances that are relevant to their application.

The Association is entitled to take legal action to recover a tenancy which has been granted on the basis of false or misleading information which a housing applicant has knowingly or recklessly provided or omitted to provide.

This will be in accordance with our Rent Arrears Policy and the Association will ensure that reasonable adjustments are made to ensure that tenants with specific needs are not unfairly disadvantaged (for example, signposting tenants with learning difficulties to advocacy services, providing translation or interpretation support etc).

32 If an applicant needs a size of house the Association does not have, we will place the application on our list but will not be able to consider the applicant for offers. We will advise the applicant in writing of the situation (and use information from such applications to inform the planning of any future developments).

## **Immigration Status**

33 If a housing applicant is a person who is 'subject to immigration control' then they may not be entitled to receive an offer of housing.

34 Refugees and migrants are in general not excluded from housing allocation and homelessness assistance, however, the rules vary depending on the type of immigration status concerned.

35 Accordingly, we will assess each application against the current applicable legislation and guidance.

## **Applications from Sex Offenders**

36 North View Housing Association recognises that an applicant cannot be excluded from housing simply because he or she is a convicted sex offender. Such exclusion may increase the risks to the community, if offenders are homeless or mobile.

37 In accordance with the law, convicted sex offenders will be admitted to the housing list or may be referred for rehousing by the Responsible Authorities under the Multi Agency Public Protection Arrangements (MAPPA). In considering any such applications or referrals, and prior to any rehousing decisions being made, it is of the utmost importance that a robust strategy for managing the risk from the offender to the wider community is developed by the Social Work Department, Police, the Prison Service etc. The Association will participate fully in any risk assessment so that risks are minimised.



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## Keeping the Housing List Up to Date

38 Each year, we will write to everyone on the housing list asking them to confirm that:-

- a) They wish to remain on the list; and
- b) The information we hold about their Application is still accurate and up to date.

When sending out review letters, we will provide our most up to date information on turnover and availability for the Association's houses. The review exercise is managed on a rolling monthly basis, with letters being sent out to applicants within one year of the initial assessment or any re-assessment.

39 If we do not receive a response to our review letter after 28 days, we will send a second letter to the applicant. If we do not receive any response within 14 days of our second letter, the application will be removed from the housing list.

40 Applicants should advise the Association if their household circumstances or needs change, in between annual reviews.

41 Applicants may themselves ask to be removed from the housing list and should normally do so in writing.

## Deferring Applications Until a Future Date

42 The Association recognises that for a variety of reasons, people may wish to apply for housing, without being considered for rehousing until a predicted future date. Applicants can choose to have their application "deferred" in this way, until a future date. This means that the Association will not make offers of housing during the period specified by the applicant.

43 We will check whether the applicant wishes to continue to defer their application, during annual reviews of all applications. We will not make changes to the date of the application, because an application has been deferred.

## Deciding Who Has Priority for Rehousing

### Summary

44 There are three main factors which decide who has priority for rehousing:

- **The Association's points system;**
- **What size of house** an applicant should be considered for;
- The Association's **Annual Lettings Plan.**

### The Association's Points System

45 North View's Policy gives priority for rehousing based primarily on housing need. To do this in a fair and consistent way, we use a points system to assess applications. Details of



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the points we use are shown in **Appendix 1** to the Allocations Policy.

- 46 Points are awarded, following the Housing Options and Solutions Interview, for each type of need the applicant has. For some types of needs (such as medical needs), we ask for additional information to be provided. Where relevant, we will tell the applicant of any additional information needed as part of the interview process and in a letter following the initial assessment.
- 47 Each applicant's position on the housing list will depend on the number of points they have been awarded. If more than one applicant has the same points total when a house is being let, we will let the house to the applicant who has been on our list the longest.
- 48 The points system is consistent with Association's legal obligations to give "reasonable preference" to certain types of housing need, as described at the start of this Policy.

**a) People who are homeless, as defined in Part II of the Housing (Scotland) Act 1987, or threatened with homelessness and who have unmet needs.**

The most common route to rehousing for homeless applicants is to apply to the City Council as homeless. The Council may then refer homeless persons to the Association for rehousing. The points system does not apply in these cases – being referred by the Council is sufficient.

The Association also accepts direct applications from people who are homeless, people who are threatened with homelessness with unmet needs, and people who do not live in secure accommodation of their own.

We define "threatened with homelessness" as a need that will arise in the next two months, and "unmet needs" as needs that could not be met by the options available to the applicant.

For direct applications, we will conduct a Housing Options and Solutions Interview. We will check at the beginning of the interview whether the customer's current situation places them at risk (for example if they are already homeless or roofless). In any such cases, we will make an appointment for the customer with the Community Casework Team rather than proceeding with a full Housing Options and Solutions Interview.

**b) Occupying a social rented house that is too large for an applicant's needs**

This covers anyone who is the tenant of any social landlord, not just North View. The Association will conduct a Housing Options and Solutions Interview, and will use the definition of underoccupation set out in this Policy and the accompanying points system.

At this time, we do not offer incentives to our tenants who are underoccupying properties as a way of encouraging them to move to smaller properties. The Association will explore the possibility of introducing a suitable scheme to try to help free up larger houses for those who need them.

**c) Living in unsatisfactory housing conditions, and with unmet housing needs**

The points system sets out the reasons the Association uses to decide whether an



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applicant is living under unsatisfactory housing conditions, and how many points they should receive. The Housing Options approach enables us to make an assessment of whether an applicant has unmet needs, by reviewing the housing options that are available to them.

The unsatisfactory housing conditions that are covered by the points system include the following:

- Not having secure accommodation;
- Living in a property that is overcrowded;
- Living in a property in very poor condition;
- Living in a property that has been designated and confirmed as Below Tolerable Standard by the local authority;
- Living in a property which lacks satisfactory facilities, including situations where facilities are being shared with others;
- Rehousing is needed because of a medical condition, disability or sensory impairment;
- Rehousing is needed for personal or social reasons, such as:
  - Domestic violence or abuse;
  - Harassment;
  - Relationship breakdown;
  - Problems with neighbours;
  - Moving within or to the area to provide or receive support from family members;
  - Vacating a specially designed or adapted wheelchair property that is no longer needed;
  - Seeking to move to the area for employment or other reasons.

Points for all of these factors are available to all applicants, regardless of whether they are a Windlaw resident or from outside the area. The Association will ensure that we do not take into account residence in our area when we are awarding points for the personal and social reasons listed above.

- 49 To meet housing need and promote the sustainability of our community, the Allocations Policy and Lettings Plan include a separate lettings category for transfer applicants, i.e. existing North View tenants.
- 50 Lets to transfer applicants will normally be decided on the basis of housing need, as summarised above and applying the points system.
- 51 Within the transfer category, the Association will let a modest number of houses each year without taking any account of points. This allows tenants to seek an “aspirational move” to a different property within the area (for example, a move from a flat to a house with its own entrance and garden or a move to a property nearer friends or family). Aspirational moves are decided based on who applied for a move first.



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- 52 As well as the points system, the Association uses additional qualifying conditions when letting properties that have been specially designed or designated to meet particular types of housing need. This applies to properties that have been:
- Designed and built for wheelchair users;
  - Adapted to full wheelchair user standard;
  - Fitted with specialist aids (either when the property was built or through adaptation) to such an extent that it is not feasible to use the property for “general needs” housing;
  - Designated as housing that will be used to house people with support needs.

### **Size and type of housing needed**

- 53 We place applications on the housing list based on the size and type of accommodation needed, and use this assessment to decide what size of house we will offer. We use the same method to decide whether an applicant should receive points for overcrowding or priority for under occupation in their present accommodation.

This is worked out as follows:

- One bedroom for couples/partners;
  - One bedroom for single adults/parents;
  - One bedroom for two children of different sex up to 10 years of age;
  - One double bedroom for two children of the same sex up to 12 years of age;
  - One bedroom for each child of 12 years or over.
- 54 The Association’s “bedrooms needed” test recognises applicants’ expectations and is designed to make tenancies more sustainable for households with growing families. The bedrooms needed test is generally more favourable to applicants than the statutory definition of overcrowding<sup>1</sup>, although we may also have regard to the statutory definition if this would be in an applicant’s favour.
- 55 Where two people will be sharing a bedroom, we will ensure that the house they are offered contains double sized bedrooms with a floor area of 10 square metres or more. We will also do this for single adults or parents.
- 56 In deciding what size of property is needed, we will normally only take into consideration the permanent members of the applicant’s household and anyone else who will be using the accommodation as their principal home. To make the best use of its housing stock, the Association will generally offer houses to households who will make full use of all the rooms.
- 57 In some circumstances, we will make common sense exceptions to the normal rules on what size of house is needed. This usually requires the applicant to provide evidence of their household’s needs.
- 58 The main exceptions are as follows:

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<sup>1</sup> Housing (Scotland) Act 1987, Part VII



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- If a household needs an extra bedroom for a medical, social or other relevant reason;
- Where a member of the household is pregnant, the application will be reassessed from 20 weeks before the expected date of delivery. This will cover both the number of bedrooms needed, and whether the household is overcrowded in its present accommodation;
- If a house has been designed or adapted to meet a particular type of need (for example a wheelchair property, or a house with a walk-in shower), we will allocate the house to a household which needs this type of property, even if it is larger than they need;
- If an applicant has access to children who do not live with them, we will consider them for one extra bedroom (regardless of the number and ages of children);
- If an applicant provides foster care (or has been approved to provide foster care) or provides kinship care, they will qualify for a house one bedroom larger than the permanent members of the household need;
- If management difficulties are being experienced in a tenement due to the number of children living in the building, we may let empty properties to applicants who would under-occupy the property by no more than one room;
- If there are no applicants who need the size of house being offered, we will consider letting the house to a smaller household which would under-occupy the house by no more than one room.

59 The Association will not generally consider an applicant for a house which is smaller than their household needs, since this would result in overcrowding. We may make an exception if rehousing would improve the household's existing housing circumstances, provided that the living room does not need to be used as a sleeping area and the property is not overcrowded as defined by the Housing (Scotland) Act 1987. People who are rehoused in this way will remain on the housing list for the size of house which will fully meet their needs.

## Annual Lettings Plan

60 The Association produces an Annual Lettings Plan. This sets out how many houses we expect to relet during the course of the year, and includes targets for lets to each of the main types of applicant.

The purpose of the Lettings Plan targets is:

- To ensure that we address our legal obligations and policy objectives in a fair and open way;
- To provide people with different types of needs and circumstances with access to our houses, while making the best use of our housing and helping to make Windlaw a sustainable community.

The targets set in the Lettings Plan will cover **5 categories**:

### Housing List

People who apply direct to us for housing and are not already North View tenants.



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### **Homeless Referrals**

People passed to us for rehousing under the law or under local rehousing arrangements with Glasgow City Council's Social Work department.

### **Transfer List**

This category covers two types of lets:

- Lets to North View tenants who apply for a move because they have a housing need (for example, they may need to move to a bigger house or to move for medical reasons);
- North View tenants who are seeking an aspirational move to another home within the Association's area.

### **Under Occupation**

People who are tenants of North View or any other social landlord and who live in a house that is too large for their household's needs.

### **Other Referrals**

People passed to us for rehousing by specialist agencies which provide support and advice to people in housing need. This may include referrals from the Social Work Services, organisations supporting people experiencing domestic violence, and organisations providing support/care to people who live in an institutional setting and who wish to move to their own accommodation in the Windlaw area.

- 61 The main features of the Annual Lettings Plan will be publicised to local agencies and to people on the housing list.

## **How Lettings Decisions are Made**

- 62 When a house becomes available for letting, the decision-making process is as follows:

- **Which category of applicant should the house be offered to?**

This refers to the 5 applicant categories in the Annual Lettings Plan, as described in the previous section of the Policy. The targets for each category are indicative, and can be adjusted as required (for example, if additional properties are needed for homeless referrals).

- **Within the selected category, which individual applicant has greatest priority for the house to be offered?**

This is generally based on:

- Which applicants are on the list for that size of house?
- Which applicants are on the list for that type of house, if the house is a wheelchair or adapted property?
- Which applicant has the highest number of points?

- 63 The Housing Manager is responsible for ensuring that the Annual Lettings Plan targets are met during the course of the year. The Association will monitor the number and quality of lets made to the various categories and an annual report about the operation of the



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Lettings Plan will be submitted to the Management Committee.

- 64 Working within the overall Lettings Plan targets, and provided that there are no statutory homeless referrals outstanding, the housing management team will decide which category of applicant each individual property should be let to. To ensure transparency in how this discretion is used, the Association's staff will complete a decision pro forma, to record the reasons for deciding which category of applicant should be offered the house.
- 65 In general, the house will be offered to the applicant in the selected category who has most points and who is already on the list when the property becomes available for reletting. Exceptions to this are:
- Homeless referrals from Glasgow City Council, which are dealt with in date order of referral;
  - Aspirational applications from existing North View Housing Association tenants. These lets are dealt with in date order of application and the points system is not used.

### **Sensitive lettings & using discretion**

- 66 The Association may apply sensitive lettings criteria if a property being let is in a close or area with current or ongoing management problems. We will exercise reasonable judgment in making lettings decisions, and will make sure our decisions are not based on unlawful or discriminatory factors such as the age of an applicant or any of the nine protected characteristics that are set out in the Equality Act 2010.
- 67 There may also be occasions when the Association will need to use its discretion and make an allocation outwith the core policy. This could include where a housing applicant urgently needs rehousing but their circumstances are not covered by the policy.
- 68 The use of sensitive lettings and exceptional circumstances criteria is likely to be exceptional. Where used, the reasons will be authorised by the Housing Manager and recorded by staff on the decision pro forma already described. The use of this criteria will also be included in annual reports to the Housing Management Sub-Committee, so that the Sub-Committee may monitor the frequency and the circumstances in which the criteria are used.

### **Other Allocations Issues**

#### **Applicants with Particular Needs**

- 69 The Association welcomes direct applications from all sections of the community, including people with particular needs (such as support needs, a physical disability or impairment etc). We also accept Section 5 Referrals for homeless households from Glasgow City Council, and referrals from partner organisations for people with a range of particular needs.
- 70 We will use Housing Options and Solutions Interviews for direct applicants and Resettlement Plans for Section 5 referrals to review any support needs and how these will be met (for example, short-term support arrangements are generally in place for Section 5 Referrals). We will conduct home visits where necessary and we may also, with the individual's permission, contact relevant support and/or specialist agencies for advice on



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meeting an individual applicant's housing needs.

## Property Ownership

- 71 People who own housing property in the UK or abroad may apply for housing, but will not normally be considered for a permanent let unless they meet the specific needs criteria for property owners that are set out in the points system. This restriction also applies if:
- This restriction applies whether the property owner is the applicant or a current or future member of the applicant's household;
  - The restriction also applies if the property in question is being let as private rented accommodation.
- 72 To comply with legislation, the Association will not take property ownership into account in the following circumstances:
- The owner cannot secure entry to a property they own (for example, it is not safe to enter the property due to structural faults);
  - It is probable that occupying the property would lead to abuse from someone currently living in the property or from someone who previously lived with the applicant in the property or elsewhere;
  - Occupation of the property may endanger the health of the occupants and there are no reasonable steps that can be taken by the applicant to prevent that danger.
- 73 If a homeowner has urgent housing needs (for example, they have been evicted or face eviction within the next two 2 months due to repossession proceedings), they may be entitled to receive points for rehousing under the Allocations Policy. We will also refer households in these circumstances to the local authority homelessness service.

## Suspending Applications

- 74 There are some circumstances in which an applicant will stay on the housing list but will not be considered for offers of housing for a specified period of time. This is known as suspending an application, or putting the application on hold.
- 75 The Association's policy is to limit the use of suspensions, but there may be circumstances where this may be unavoidable.
- 76 If we suspend an application, the decision will be authorised by the Housing Manager. The Association will inform the applicant in writing, giving the reasons and the length of time the application will be placed on hold. The law allows us to set a suspension period of up to three years. We will also specify any action the applicant needs to take to have the suspension removed. The Association will monitor the circumstances of each case on a six monthly basis and as soon as the applicant meets the necessary conditions, the suspension will be removed.
- 77 **Reasons for suspension** may include the following:

### **Rent Arrears and Other Tenancy Related Debt**



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- 78 We may suspend an application if:
- The applicant owes the Association, or another landlord, a tenancy related debt for which the applicant is responsible, such as rent , the cost of rechargeable repairs and the cost of clearing an abandoned property ; **and**
  - The debt is equivalent to more than one month's rent; **and**
  - The applicant has not kept to a repayment arrangement for a 3-month period and is not continuing to make such payments.

79 In considering such cases, the Association will seek to identify those applicants who are genuinely struggling to cope with their circumstances and those who wilfully and persistently refuse to pay rent.

### **Anti-Social Behaviour**

80 In general terms, we may consider using a suspension where an applicant or a member of their household has behaved in an anti-social manner in the past three years.

Section 20B (7) of the Housing (Scotland) Act 1987, as amended, provides the following definitions:

- 'Anti-social', in relation to an action or course of conduct, means causing or likely to cause alarm, distress, nuisance or annoyance;
- 'Conduct' includes speech, and a course of conduct must involve conduct on at least two occasions, and
- 'Harassment' has the meaning set out in section 8 of the Protection from Harassment Act 1997 (c.40).

81 The types of conduct that may lead to a suspension decision are also described in section 20B of the Housing (Scotland) Act 1987 as amended, and they include:

- Acting in anti-social manner towards the occupant/visitor to a house;
- A course of conduct amounting to harassment;
- Acting in an antisocial manner towards a North View employee in the course of making the housing application;
- Conviction for use of a house for illegal/immoral purposes;
- Conviction for an offence punishable by imprisonment in or in the locality of a house;
- Granting of an order for recovery of possession of a house.

82 If we are considering suspending an application, we will take account of:

- The extent to which the conduct is a consequence of the acts of people other than the applicant;
- The nature and frequency and length of the conduct;
- The effect the conduct is having or had on other people;
- Any other action taken, or capable of being taken, by the applicant or the Association to address the conduct;
- Any reasonable adjustments which could be made to our processes or procedures in



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response to an applicant's support needs to avoid suspension (i.e. if their actions were as a result of mental illness and could be prevented by counselling or changes in medication).

### **Other Reasons for Suspensions**

83 The Association may also consider the use of suspensions in the following circumstances:

- The applicant or a member of their household has broken a condition of their tenancy agreement, such as causing damage to their home;
- The applicant has knowingly or recklessly given false information as part of their application;
- The applicant has not provided information needed to assess their application, despite reminders from the Association;
- Previous abandonment of a tenancy, without good reason;
- The applicant has used violence towards a staff member and has been charged with an offence in relation to this behaviour;
- The applicant is an asylum seeker and is awaiting a decision regarding their application for leave to remain in the United Kingdom.

84 Before suspending an application for the reasons stated above, or for any other reason, the Association will assess each case individually. We will place applications on hold for a period of six months and then review the circumstances of the case. If a suspension is continued, we will review the case again after a further six months.

85 Any person whose application has been suspended can ask the Association to review the decision. For example, a suspension decision relating to rent arrears can be reviewed as soon as the applicant has made payments towards the debt for the required period. In addition, an appeal can be made against a suspension decision at any time. The Association will also make any applicant who has had their application suspended under Section 20B, that they have a right to appeal to the Sheriff.

### **Use of Short Scottish Secure Tenancies**

86 To maximise tenants' rights, the Association's general policy is to provide a Scottish Secure Tenancy when it lets a house.

87 The Association may provide a Short Scottish Secure Tenancy in the circumstances permitted by legislation. This will normally be considered where there is evidence that a housing applicant, a member of their household or a visitor has been involved in anti-social behaviour in or near their home within the last three years.

88 The Housing Manager will be responsible for authorising any decision to award a Short Scottish Secure Tenancy. Where a tenancy agreement of this type is to be offered



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because of anti-social behaviour, the Association will work with the applicant and other organisations, to ensure that appropriate housing support services are offered.

## Service Standards for Housing Applicants

89 To make sure our service is responsive to the needs of housing applicants, the Association will implement the following Service Standards.

### Information and responding to applications

- 90
- i) The Association will provide information freely about the availability of housing, and how to apply for housing, to anyone who requests it.
  - ii) A Housing Options and Solutions Interview will be available to everyone who wants to apply for housing, by contacting or calling at the Association's office.
  - iii) All information about how to apply for a house can be made available in different languages and information formats, upon request. The Association will also arrange access to interpreting services, free of charge, for any applicant who needs this.
  - iv) A summary information leaflet about the Association and its houses will be made available in a range of community languages.
  - v) The Association will aim to assess and place applicants on its housing list within 7 days of the Housing Options and Solutions Interview. If an applicant subsequently reports a change in their circumstances, we will aim to provide a written response within 10 working days.
  - vi) As part of the Housing Options and Solutions Interview, the Association will provide applicants with realistic, factual information about their prospects of being rehoused. We will also provide information about other landlords with houses in the Castlemilk area.

### Choice for housing applicants

- 91
- i) The Association will not place any limit on the number of offers made to an applicant. We may contact applicants if they have refused two offers and the Association is unclear about the reasons for refusals. In these circumstances, we will offer to review with the applicant their prospects of being rehoused.
  - ii) Since the Association's houses are all located within the Windlaw area of Castlemilk, we will make offers of rehousing for any property of a suitable size which becomes available for reletting.
  - iii) With the exception of Aspirational lets (offers made from the Transfer List to existing North View tenants) and specially adapted properties, we will not make a distinction between flats and houses when we make offers of rehousing.



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## Offers of housing

- 92
- i) With the exception of applicants who have no fixed address or have applied due to domestic violence, the Association will visit applicants at home. The purpose of a home visit is to ensure that the circumstances reported in the Housing Options and Solutions Interview are correct and up to date. For internal transfer applications, we will also use the home visit to carry out a property inspection and establish whether any re-charges are needed.
  - ii) We may also need to seek information from third parties – for example, a tenancy report from a current or previous landlord, or reports from a health or social work professional if medical points are sought.
  - iii) We will issue a written offer of rehousing, in plain English, and also attempt to contact the applicant by telephone. We will allow up to 3 working days from the date of the offer letter for the applicant to let us know if they are interested in the offer. The offer letter will state the date and time that the applicant must contact the Association by if they are interested in the offer. If they are interested, an accompanied viewing of the property will be carried out.
  - iv) If the offer is accepted, we will complete a tenancy sign-up interview and arrange to carry out a settling-in visit usually within 6 weeks of the tenancy start date.

## Consultation and feedback

- 93
- i) We will consult with customers (existing tenants and housing applicants) and any registered tenants organisation about any significant changes to our Allocations Policy in line with our Resident Involvement Strategy. We will identify suitable methods for doing this and seek to involve all sections of our customer base. At the end of the process, we will to publish a report about the consultation that has taken place.
  - ii) When reviewing the housing list, the Association will provide applicants with information about our performance in letting houses, the turnover of properties, and the lettings plan for the year ahead. We will also provide information about our performance through tenant newsletters, the Association's annual report on the Charter and other appropriate methods.
  - iii) We will ask all new tenants for feedback about their experience of applying for a house from the Association, and their views about the standard of service we have provided.

## Ensuring fair treatment for all applicants

- 94
- i) The Association will take positive measures to ensure that the availability of housing is made known to all members of the community. We will make information about our housing available to organisations that represent or support people from disadvantaged groups, including Positive Action in Housing and the Glasgow Centre for Inclusive Living.
  - ii) Our selection and allocation policies will be clear, comprehensive and non-



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discriminatory.

- iii) We will give priority to meeting extreme forms of housing need which some applicants may be experiencing. This includes victims of racial harassment and domestic abuse (including same sex relationships), and people with urgent rehousing needs because of a disability or medical impairment.
- iv) We will maintain records of housing which is suitable for disabled people, to help match people with suitable houses.
- v) We will maintain suitable recording, reporting and monitoring procedures. To ensure accountability and fairness, more than one person will be involved in each allocation decision.
- vi) In arranging consultation and participation activities, the Association will be sensitive to the needs which different groups and individuals may have.
- vii) The Association will monitor access to the housing list and rehousing outcomes for different groups, in particular people with disabilities and people from Black and Minority Ethnic groups. Monitoring results will be reported to the Association's Housing Management Committee.
- viii) The Association will provide prospective tenants with information in a form appropriate to their individual needs.
- ix) The Association will remove unnecessary communication barriers. Information will be in simple jargon free language and where appropriate translation and interpretation services will be provided. The Association will offer help to fill out the relevant forms, and will be sensitive to the needs of people with communication difficulties.

### **Confidentiality and access to personal information**

- 95
- i) The Association will treat as confidential any information provided as part of the housing application process. If we need to obtain information from anyone else to assess the application, we will only do so where we have obtained the applicant's written consent. Consent will normally be requested as part of the Housing Options and Solutions Interview.
  - ii) All housing applicants are provided with 'Fair Processing Notices'. This tells applicants what the Association does with personal information they have provided, who we may share it with and how they can get access to it.
  - iii) The Association maintains paper and computerised information about housing applications. We have registered under the Data Protection Act 2018, to enable us to do this. Applicants can request access to any personal information we hold about them, as long as this does not affect anybody else's rights to confidentiality. Further information about the procedures for doing this are provided in the Association's Data Protection Policy.



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## Complaints and appeals

- 96 i) An applicant can appeal within 28 days against:
- The points total awarded;
  - A decision to suspend an application from the housing list;
  - Any other aspect of our assessment that the applicant believes is not in accordance with the Allocations Policy.
- ii) If an applicant wishes to complain about how their application has been dealt with (for example, how the Housing Options and Solutions Interview was conducted, standard of service provided or the conduct of a staff member), he/she can use the Association's Complaints Procedure.
- iii) Information about how to make a complaint is available from the Association's office. Stage 1 complaints will normally be reviewed by the Housing Manager, while Stage 2 complaints about allocations matters will be dealt with by the Association's Director.
- iv) Our decision on a Stage 2 complaint represents the end of the Association's internal complaints procedure. If an applicant remains dissatisfied, he/she can contact the Scottish Public Services Ombudsman if they wish to have their complaint considered by an independent body. Details are available from our office or by contacting the Ombudsman direct at:

4 Melville Street  
Edinburgh  
EH3 7NS, or Freepost SPSO

Telephone: 0131 225 5300, or Freephone 0800 377 7330  
Fax: 0800 377 7331

## Managing the Allocations Policy

### Roles and responsibilities

- 97 The implementation of this Policy and day-to-day management of applications and allocations will be carried out by the Association's housing management staff. The staff team is responsible and accountable to the Housing Management Sub-Committee and to the Association's Management Committee.
- 98 Reporting to the Director, the Housing Manager is responsible for ensuring effective implementation of the Allocations Policy, and the services provided to housing applicants.
- 99 The assessment of all applications and the making of offers will be checked and countersigned by a second member of the housing management team. Clear records will be maintained of all applications and all lettings decisions, to provide a suitable audit trail.



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100 Decisions about offers of housing are almost always made by the Association's staff. This includes any "special lets" which may arise to respond to urgent housing needs which are not fully recognised under the Allocations Policy. The Director has delegated authority to make decisions on special lets and will report to the Management Committee on the number and general circumstances of any such cases.

101 In very exceptional circumstances, an offer of housing may need the prior approval of the Association's Housing Management Sub Committee or Management Committee. This applies where:

- The Housing Manager and Director consider that a proposed let would involve a significant departure from normal policy and practice, and that committee approval should be sought;
- An offer of housing is subject to the Association's Policy on Payments and Benefits.

This applies to the letting of houses to past and present employees and committee members of the Association, and people closely connected to them. The Policy sets out the conditions that must be met if anyone in these categories is applying for a tenancy, to ensure that they do not receive any special treatment as a result of their connection with the Association.

### **Performance Management and Continuous Improvement**

102 The Association will closely monitor its performance in relation to access and lettings and will provide the Housing Management Sub Committee with regular reports.

103 In addition, the Association will review the Annual Lettings Plan, to examine performance in relation to targets, whether objectives are being met and to inform the Annual Lettings Plan for the coming year.

104 The Association will periodically assess service outcomes and performance in relation to the Scottish Social Housing Charter, to measure service quality and improvement.

105 The Allocations Policy will be reviewed every 3 years or earlier if required.

**End**

#### ***reviews and amendments***

Policy established - 2/8/2006  
Policy reviewed - 2008 (15 days)  
Policy reviewed - 21/10/2009 (reference to Asylum Seekers deleted)  
Policy reviewed - 23/11/2011 (various including reference to Youth Housing deleted)  
Policy reviewed - 24/4/2019



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# **NORTH VIEW Housing Association**

*North View is a registered Scottish charity – charity registration number SC032963*

## **POLICY**

## **ALLOCATIONS**

## **APPENDIX 1: GUIDE TO THE POINTS SYSTEM**

The points system is used to assess all housing applications, with the exception of the following:

- **People who have been assessed by Glasgow City Council as homeless and who are referred to us by the Council for settled accommodation**

If you are in this situation, you will not receive points. Instead, you will receive an offer of housing under the procedures set down in the law and in our agreement with the City Council. This helps make sure that homeless people receive the highest priority when we are letting houses.

- **Applicants on our housing Transfer List who are being considered for an Aspirational let**

Most housing transfers to existing North View Housing Association tenants are decided using the points system. We also let a small number of houses each year to North View Housing Association tenants who want to move to a different house within the area. These are called Aspirational moves, and we do not use the points system for these types of moves. Instead, offers are made to the applicant who applied for a move first.

- **Applicants who have been referred to the Association from Agencies** such as Social Work or specialist agencies that provide help and support to individuals in housing need or national mobility schemes to help people to move around the country for a variety of reasons, for example, to get work.

All other offers are based on the number of points you have, as described in the attached table. If two or more people have the same number of points, the person who has been on the housing list longest will receive the offer.



TYPE OF HOUSING NEED	POINTS	MORE INFORMATION ABOUT THESE POINTS
<p><b>1. You do not have secure accommodation</b></p> <p>The Association will review whether these points are still applicable at home visit stage or at the next review of the housing list. Points may be reduced if the applicant is no longer at immediate risk of homelessness.</p> <p>Applicants with no secure accommodation will also be provided with information about contacting the local authority homeless service.</p> <p>Applicants receiving points for no secure accommodation can also receive points for lacking/sharing facilities.</p> <p><b>TYPE OF NEED</b> HOMELESS, OR THREATENED WITH HOMELESSNESS AND UNMET HOUSING NEEDS</p>		
<p>1.1 You have been assessed by Glasgow City Council as homeless and are awaiting an offer of settled accommodation.</p>	<p><b>20</b></p>	<p>When you apply to us for housing, we will need you to provide confirmation from the City Council about their decision on your homeless application.</p>
<p>1.2 You have not been assessed by the Council as being homeless, but you are threatened with homelessness <b>within the next two months</b>, because:</p> <ul style="list-style-type: none"> <li>• Your lease or tenancy has expired, or your landlord has served you with a Notice to Quit;</li> <li>• You are an owner occupier and have had to sell your home, or you cannot reasonably occupy your home (e.g. you are at risk of domestic abuse or your home is in an unsafe condition);</li> <li>• You are having to leave tied housing; supported or temporary furnished or hostel accommodation; long term residential care; or the Forces;</li> <li>• You are an asylum seeker who has been granted permission to stay permanently in the United Kingdom, and you have to leave your NASS accommodation;</li> <li>• You have No Fixed Abode.</li> </ul>	<p><b>20</b></p>	<p>At application stage we need to have written evidence of your circumstances (for example: A copy of a Notice to Quit; a mortgage repossession order; a solicitor's letter showing that you have sold your current home; a letter from your employer; a discharge letter from the Forces etc).</p> <p>You should also consider applying to the City Council as homeless, as this may improve your chances of being rehoused by North View or another landlord.</p> <p>If you have no fixed abode, we would ask for written confirmation of the address you use for benefit/employer purposes.</p>

TYPE OF HOUSING NEED	POINTS	MORE INFORMATION ABOUT THESE POINTS
<p><b>TYPE OF NEED</b>            UNSATISFACTORY HOUSING CONDITIONS AND UNMET HOUSING NEEDS, THREATENED WITH HOMELESSNESS AND UNMET HOUSING NEEDS</p>		
<p>1.3 You do not have secure accommodation of your own.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Your lease or tenancy will run out within the next 12 months;</li> <li>• You are living in a boarding house, hostel, caravan or refuge;</li> <li>• You have to leave your current home because of a family or relationship breakdown;</li> <li>• You are applying from prison;</li> <li>• You have to sell your current home;</li> <li>• You are living as a lodger with relatives/friends.</li> </ul>	<p><b>10</b></p>	<p>When you apply, we will ask you to show us written evidence of your circumstances for example:</p> <ul style="list-style-type: none"> <li>• A copy of your lease;</li> <li>• Confirmation of your address;</li> <li>• A solicitor's letter confirming that you are selling your current home/a mortgage repossession order.</li> </ul> <p>If there is a difficulty about us visiting you at your home please let us know.</p> <p>If you become homeless after you have applied to us, you should make a homeless application to Glasgow City Council. You should also let us know about any change in your circumstances, as you may be entitled to receive more points.</p>
<p><b>2. You live in a house which is in poor condition</b></p> <p><b>TYPE OF NEED</b>            UNSATISFACTORY HOUSING CONDITIONS AND HAVE UNMET HOUSING NEEDS</p>		
<p>2.1 Your home is in serious disrepair.</p>	<p><b>10</b></p>	<p>This level of points will be awarded where your home is affected by <b>one or more</b> of the following:</p> <ul style="list-style-type: none"> <li>- structural defects;</li> <li>- dry rot;</li> <li>- problems with the roof;</li> <li>- subject to a closing order;</li> <li>- formally designated as Below Tolerable Standard;</li> <li>- confirmed for demolition.</li> </ul> <p>At application stage, we will ask you to provide documentary evidence such as a report from your landlord (if you are a tenant) or a structural survey or a copy of an environmental health report.</p> <p>Alternatively, we may assess the problems when we carry out a home visit, but we can only do this if the problems are immediately apparent.</p>

TYPE OF HOUSING NEED		POINTS	MORE INFORMATION ABOUT THESE POINTS
2.2	Your home is affected by <b>2 or more</b> of the following: <ul style="list-style-type: none"> <li>• Dampness;</li> <li>• Condensation;</li> <li>• Inadequate heating (no central heating or partial central heating);</li> <li>• Window frames inadequate or in poor repair.</li> </ul>	<b>10</b>	Points will be awarded based on the information you provide at your Housing Options and Solutions Interview and confirmed when we carry out a home visit. We may ask you to supply supporting evidence such as an environmental health report.  These points will only be awarded to the tenant or owner of the property.
2.3	Your home is affected by <b>one</b> of the problems described at 2.2.	<b>5</b>	
<p><b>3. Your home does not have adequate facilities, or you have to share facilities with others</b></p> <p><b>TYPE OF NEED</b> UNSATISFACTORY HOUSING CONDITIONS AND HAVE UNMET HOUSING NEEDS</p> <p>You can be awarded points for not having secure accommodation and for lacking or sharing facilities.</p> <p>People living in hostels where they do not have a kitchen can receive points for lacking facilities and for sharing facilities. Otherwise points will be awarded for only one of the categories 3.1 and 3.2.</p>			
3.1	You <b>do not have 2</b> or more of the following facilities: inside toilet, suitable cooking facilities, hot water supply, bath or shower; <b>OR</b> You do not have <b>one</b> of the above facilities.	<b>10</b>  <b>5</b>	Points will be confirmed when we visit you at home. If you live in a hostel and you do not have kitchen facilities, or there is a canteen, you can receive points in this category, as well as points for sharing facilities with others.
3.2	You <b>share 2</b> or more of the following facilities with family or friends, or as a lodger: cooking or kitchen facilities, toilet, bath or shower; <b>OR</b> You share <b>2 or more</b> of the above facilities within a hostel or with more than two other households not related to you.	<b>2</b>  <b>5</b>	

TYPE OF HOUSING NEED	POINTS	MORE INFORMATION ABOUT THESE POINTS
<b>4. Overcrowding – your house is not big enough</b>		
<b>TYPE OF NEED</b>		
UNSATISFACTORY HOUSING CONDITIONS AND HAVE UNMET HOUSING NEEDS		
<p>4.1 You need:</p> <ul style="list-style-type: none"> <li>• 3 or more extra bedrooms;</li> <li>• 2 extra bedrooms;</li> <li>• 1 extra bedroom.</li> </ul>	<p><b>25</b></p> <p><b>15</b></p> <p><b>10</b></p>	<p>We work out overcrowding as follows:</p> <p>Your home should have a living room which is not used for sleeping in, plus:</p> <ul style="list-style-type: none"> <li>• One bedroom for couples/partners;</li> <li>• One bedroom for single adults/parents;</li> <li>• One bedroom for two children of different sex up to 10 years of age;</li> <li>• One bedroom for two children of the same sex up to 12 years of age;</li> <li>• One bedroom for each child of 12 years or over.</li> </ul> <p>We also use these guidelines to work out what size of house you need.</p>
<b>5. Underoccupation – your house is too large</b>		
<b>TYPE OF NEED</b>		
TENANTS OF ANY SOCIAL LANDLORD WHO WE CONSIDER ARE UNDER-OCCUPYING THEIR HOME		
<p>5.1 You are already a tenant of a social landlord and have:</p> <ul style="list-style-type: none"> <li>• 3 or more extra bedrooms;</li> <li>• 2 extra bedrooms;</li> <li>• 1 extra bedroom.</li> </ul>	<p><b>25</b></p> <p><b>15</b></p> <p><b>10</b></p>	<p>To free up larger houses for people who need them most, we give points to tenants of any social landlord who are prepared to move to a smaller house.</p> <p>We work out underoccupation in the same way as overcrowding (see the previous box on this page) and then award points accordingly.</p> <p>Points are only awarded where the applicant is the tenant of the property.</p>

TYPE OF HOUSING NEED	POINTS	MORE INFORMATION ABOUT THESE POINTS
<b>6. You need to move for medical reasons</b>		
<p><b>TYPE OF NEED</b>  <b>UNSATISFACTORY HOUSING CONDITIONS AND HAVE UNMET HOUSING NEEDS</b></p>		
<p>Medical points are awarded if rehousing would help to relieve a serious medical problem. We will ask for information to support this during the Housing Options and Solutions Interview and also in any further information letter sent out following the Interview.</p> <p>We may require additional information to be provided by an occupational therapist, medical practitioner or medical social worker but will only obtain this with your agreement.</p>		
<p>6.1 You qualify for urgent rehousing on medical grounds, as a matter of emergency.</p>	<p><b>25</b></p>	<p>This level of points will be awarded where:</p> <ul style="list-style-type: none"> <li>• The applicant, or a member of the household, is housebound or virtually unable to leave their home unassisted - for example, a wheelchair user living above the ground floor;</li> <li>• Someone is living in hospital or away from home and cannot return to their home because their accommodation is unsuitable.</li> </ul>
<p>6.2 You have serious medical and mobility problems and your current housing is not suitable e.g. not adapted for your needs.</p>	<p><b>15</b></p>	<p>This level of points will be awarded where:</p> <ul style="list-style-type: none"> <li>• The applicant, or a member of the household, has serious medical problems which affect their mobility, and their current housing is not suitable. This could be due to the floor level/ number of stairs to the property, internal stairs, location of the property (e.g. up a hill or isolated location) or where the property has not been adapted for their needs.</li> </ul> <p>Examples of severe illness could include: cancer, heart disease, severe arthritis, chronic bronchitis or emphysema, where mobility is severely restricted and the applicant or household member currently lives at a higher floor level than they require.</p> <p>This list is not exhaustive and each case will be assessed individually, taking account of the impact of housing factors on the impairment.</p>

TYPE OF HOUSING NEED	POINTS	MORE INFORMATION ABOUT THESE POINTS
<b>TYPE OF NEED</b> UNSATISFACTORY HOUSING CONDITIONS AND HAVE UNMET HOUSING NEEDS		
6.3 You have other medical problems, which make your home unsuitable for you and which could be improved by re-housing.	<b>5</b>	<p>This level of points will be awarded where:</p> <ul style="list-style-type: none"> <li>• The applicant, or a member of the household, is living in accommodation which is having a detrimental effect on a proven medical condition;</li> <li>• The medical condition does not need to be of a physical nature and does not affect the person's mobility.</li> </ul> <p>Examples could include: HIV, cancer, heart disease, angina, arthritis, bronchitis, severe depression or other mental illness.</p> <p>If mobility is affected, this may qualify for the higher level of points described above.</p> <p>This list is not exhaustive and each case will be assessed individually.</p> <p>The Association will take into account the severity of the impairment, whether mobility is affected and the likely benefit of re-housing.</p>
<b>7. You need to move for social reasons</b>		
<b>TYPE OF NEED</b> UNSATISFACTORY HOUSING CONDITIONS AND HAVE UNMET HOUSING NEEDS		
7.1 You need re-housing for social reasons, as an emergency case (potentially life-threatening situation).	<b>30</b>	<p>People in these circumstances can apply to the Association direct, or be referred by a specialist support agency.</p>
7.2 You are experiencing serious social problems such as racial harassment or domestic violence.	<b>20</b>	<p>The Association will assess each case based on the information supplied by applicants. Where confirmation can be provided by the Police, Women's Aid or other agencies this will be taken into account if provided. For the higher level of points, we would normally expect that such confirmation would be available.</p>
7.3 You have experienced social problems over a period of time and re-housing would help.	<b>5</b>	<p>This level of points applies to less serious cases of harassment which have been ongoing over a period of time. It does not apply to problems with neighbours, unless these escalate and/or lead to more serious problems on a landing, or within a close or block. We may confirm details with the Police or landlord if appropriate.</p>

TYPE OF HOUSING NEED	POINTS	MORE INFORMATION ABOUT THESE POINTS
<b>TYPE OF NEED</b> UNSATISFACTORY HOUSING CONDITIONS AND HAVE UNMET HOUSING NEEDS		
7.4 You have experienced problems with neighbours over a period of time and re-housing would help.	<b>2</b>	This level of points applies to circumstances where an applicant has problems with their neighbours.
7.5 You live on or above the fifth floor and this is unsuitable for your household.	<b>5</b>	Points will be awarded to applicants living on or above the fifth floor, where the household includes: <ul style="list-style-type: none"> <li>• Persons above retirement age;</li> <li>• Children aged 12 years or younger.</li> </ul>
7.6 You or a member of your family needs to stay in the area to provide or receive family or other personal support.	<b>5</b>	We will need information about the type and frequency of support to be provided or given (for example, shopping, medical, child care, domestic, help with maintaining a tenancy).  These points can be awarded to people who need to move into the Windlaw area to give or receive support.  Existing Windlaw residents can also be considered for points if a move is essential in order to establish or sustain a support arrangement.
7.7 You need to move home to be closer to your place of work.	<b>5</b>	You work, or have received an offer of employment, in the Castlemilk area or within a 5-mile radius of the G45 postcode area. We will need a copy of the offer letter.  These points can be awarded to people who want to move to the Windlaw area for employment reasons.
7.8 You live in, but no longer need, a property which has been specially designed or adapted for a person using a wheelchair.	<b>35</b>	To free up specially designed properties, we give points to tenants of any social landlord who no longer need this type of accommodation.