

NORTH VIEW Housing Association

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

All North View policies and publications can be made available on CD/data to voice, 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

ALLOCATIONS POLICY REVIEW REPORT ON CONSULTATION PROCESS - JULY 2023

1.0 Introduction

- 1.1 The purpose of this report is to detail the customer consultation that was carried out when reviewing the current Allocations Policy.
- 1.2 Tenants and other service users were asked for feedback on the Allocations Policy and the proposed key changes as follows:
 1. Permission to Reside included at Section 8;
 2. Tenancy Changes added at Section 10 covering succession; assignation; sub-letting; joint tenancy; mutual exchange and tenancy change appeals.
- 1.3 The report sets out the Association's approach to the consultation process and the ways that were provided for tenants and other service users to provide feedback on the proposed changes.

2.0 Consultation Process

- 2.1 Despite articles in the Spring 2022 and Winter newsletters asking for tenant interest in carrying out a review of the Association's Allocations Policy, no response was received.
- 2.2 The Winter 2022 newsletter also publicised a 'drop in' consultation event at the Birgisdale Complex on 16th January 2023, hosted by the Maintenance Manager and Housing Manager in relation to their related policies, to which no one attended also.
- 2.3 Due to the lack of response or interest in reviewing policies, a questionnaire was developed, asking tenants and other service users for their thoughts on the proposed changes. The questionnaire provided a summary of information in relation to how we allocated our properties in the last financial year and our Annual Lettings Plan for the

next financial year (see appendix 1).

2.4 The remaining part of the report outlines the results of this questionnaire.

3.0 Response

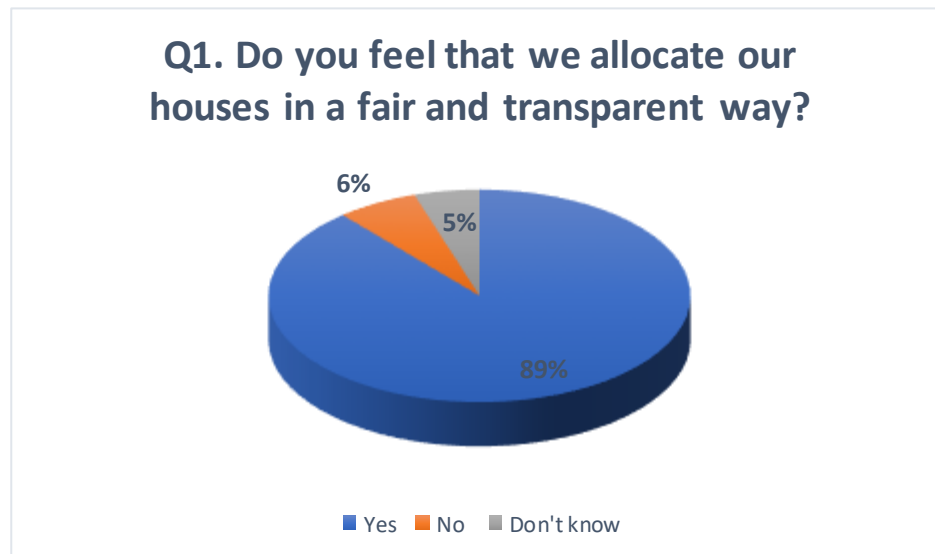
3.1 The questionnaire was circulated to tenants coming into the office and to tenants and other services user who phoned the office. Respondents were asked to either complete the questionnaire over the phone or given the option for it to be posted out with a free stamped addressed envelope to return it in.

3.2 In total, 80 questionnaires were completed, 75 from NVHA tenants and 5 service users (1 homeless/section 5 applicant and 4 housing list applicants).

3.3 The questionnaire response from 75 tenants equates to a response rate of just under 11% of all tenants (700 properties).

4.0 Results

Q1: North View allocates houses based on rules and regulations set out by the SG and the SHR: Do you feel we allocate our houses in a fair and transparent way?



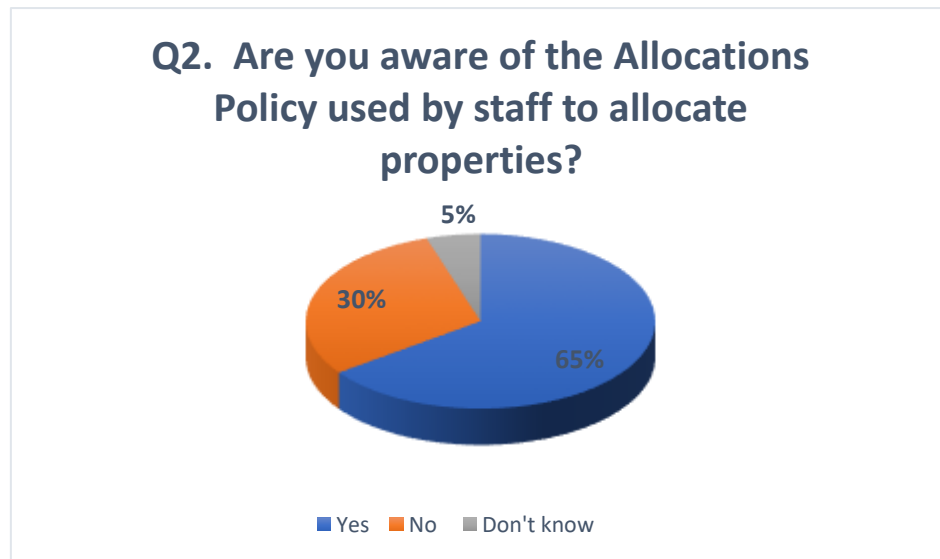
From the results, tenants and other service users overwhelmingly agree the Association allocates properties in a fair and transparent way.

Responses left in the comments section included:

- Applicants should be given priority based on length of time on waiting list.

- Clear lists, Section 5, Internal, External.
- Daughter waiting on 4 apt for long time hasn't got one. Believes others allocated before her daughter but shouldn't have.
- Tenant doesn't think people should need to wait until kids are a certain age to get a larger property.
- Homeless Section 5.
- Agree with points system.

Q2. Are you aware of the Allocations Policy used by staff to allocate properties?



From the results, it confirms that most tenants and other service users are aware that the Association allocates its properties based on the Allocations Policy.

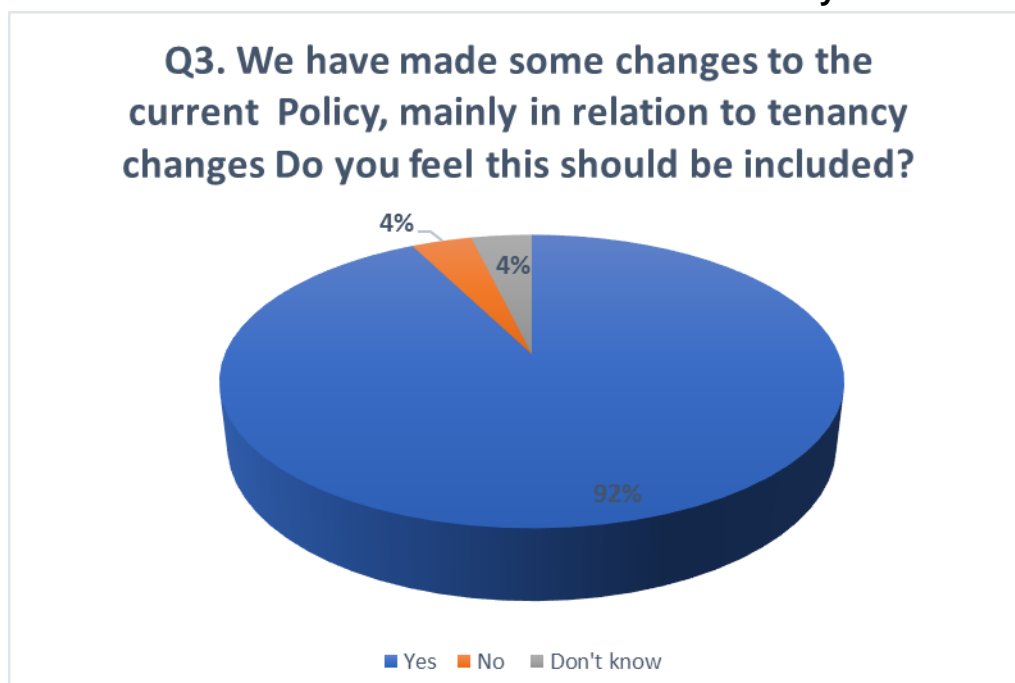
It does suggest however, that because 35% either did not know (30%) or were unsure (5%) that staff allocated properties based on the Allocations Policy, that an exercise in raising awareness about the Policy would be beneficial.

There were no responses left in the comments section.

Q3. We have made some changes to the current Allocations Policy, mainly in relation to including the following tenants' rights:

- **Succession**
- **Assignment**
- **Sub-letting**
- **Joint Tenancy**
- **Mutual Exchange.**

Do you feel this should be included in the Allocations Policy?



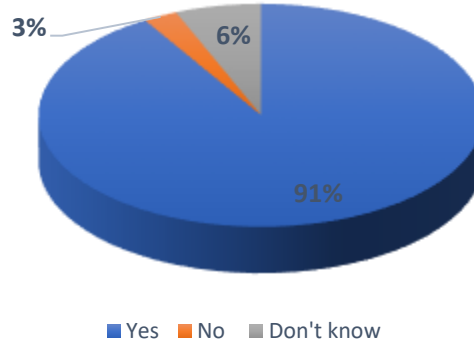
From the results, tenants and service users agree that tenancy changes should be included in the Allocations Policy.

Responses left in the comments section were:

- Succession following death of spouse/partner
- Does not think subletting should be included. Also believes subletting should not be allowed.

Q4. We have included a section on tenants getting permission for their family, their partner, relative or someone else to live with them in their house as part of the tenancy. Do you feel this should be included in the Allocations Policy?

We have included permission to reside in the Policy. Do you feel this should be included?



The results suggest tenants and other service users overwhelmingly support the inclusion of permission to reside within the Policy.

Responses left in the comments section were:

- I understand the importance of updating household.
- Shouldn't need permission for children to move in.

In the final part of the questionnaire, respondents were asked to leave any comment they had on the proposals and anything they would like the Management Committee to consider before taking the final decision on approval of the Allocations Policy review.

Responses left in the comments section were:

- Doesn't agree with permission to reside. Family should be allowed to return home.
- Thinks its important that the Association knows who is living in our properties at all times.
- Very fair organisation.
- Good idea.
- Ages of children should be looked at for larger properties i.e. lower ages.

5.0 Conclusion

- 5.1 Through the consultation exercise, the Association has tried to engage with as many of its tenants and service users as possible by providing different methods for people to contribute to the review process.
- 5.2 Due to the poor response for a focus group or drop in event, a questionnaire was developed asking tenants and other service users their views on the proposed keys changes made to the Allocations Policy, including permission for someone to reside in a property and tenancy changes (succession, assignation, mutual exchange and joint tenancy).
- 5.3 Based on the feedback received, it is clear that there is support for the proposed changes to the Allocations Policy. The draft Allocations Policy, to be presented to and discussed at the Association's Management Committee meeting on 25th July 2023 will take account of these changes.

End

Appendix 1: Allocations Information Leaflet & Allocation Policy Customer Survey

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Allocations Information Leaflet & Allocation Policy Customer Survey

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Last year, we had 72 properties that became available for re-let (not including the 19 newbuild properties we let). These were allocated to people from our housing list categories as outlined in the table below broken down into the size of the properties:

Size of property	Ground floor	Wheelchair	Above ground floor	Total
2 apartment	8	-	13	21
3 apartment	8	1	24	33
4 apartment	6	-	7	13
5 apartment	2	-	1	3
6 apartment	1	-	-	1
Supported accommodation	1	-	-	1
Total	26	1	45	72

The following table tells you what category the applicants who were housed came from:

Category	Number of lets made
General External Housing List	30
Glasgow City Council Referrals/Section 5 Homeless Applicants	28
North View tenants from our Internal List	11
North View tenants who applied for an aspirational move	3
Total	72

In addition, a total of 17 lets (68%) of Windlaw Lodge newbuild properties (out of a total of 25 properties) were allocated to existing North View Housing Association tenants, with priority

given to tenants who were under occupying their current home and looking to downsize. The result of this was the following larger properties were made available for re-let:

- 6 x four apartments
- 3 x five apartments
- 1 x six apartment

Re-allocation of our properties to more suitable households contributes to a more sustainable community because larger families do not have to leave the area for more suitable re-housing.

Next year we estimate that we will receive approximately 60 properties for re-let. The plan is to let to the following categories (see the page overleaf):

Annual Lettings Plan		%	NUMBER OF RE-LETS
Housing List (External)		35%	21
Homeless Referrals (Section 5 Referrals)		40%	24
Transfer List:	Internal	10%	6
	Aspirational Lets	5%	3
Underoccupancy	External	2%	1
	Internal	3%	2
Other Referrals/Other Lets		5%	3
TOTAL		100%	60

After reading this information, please take the time to complete the following short survey.

Staff:

- Ask if the tenant would like a copy of the full Policy to read prior to completing the form
- Advise that the survey responses are kept strictly confidential and in line with Data Protection legislation.
- You can send out the survey with a self-addressed envelope or by email if this is requested.
- Advise tenant if they complete the survey, they will be entered into a prize draw for a £50 Asda voucher

Tenant Survey: Proposed Changes to the Allocations Policy Review

Name: _____

Address: _____

1. North View HA allocates houses based on rules and regulations set out by the Scottish Government and the Scottish Housing Regulator:

Do you feel that we allocate our houses in a fair and transparent way? (please refer to the information provided):

Yes No Don't Know

Comments:

2. Are you aware of the Allocations Policy used by staff to allocate properties?

Yes No Don't Know

Comments:

3. We have made some changes to the current Allocations Policy, mainly in relation to including the following tenants rights:

- Succession
- Assignment
- Sub-letting
- Joint Tenancy

- Mutual Exchange

Do you feel this should be included in the Allocations Policy?

Yes No Don't Know

Comments:

4. We have included a section on tenants getting permission for their family, their partner, relative or someone else to live with them in their house as part of the tenancy.

Do you feel that this should be included in the Allocations Policy?

Yes No Don't Know

Comments:

5. Please use this space to comment on our proposals and anything you would like the Management Committee to consider before taking the final decision on approval of the review Allocations Policy (comment overleaf if required):



Thank you for your time and if you would like further information, please contact our office and speak to member of the Housing Management staff.