

NORTH VIEW Housing Association

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

POLICY			
ALLOCATIONS			
Passed:-	26/07/2023	Review Date:-	July 2026
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			

Contents

Section 1: Policy Objectives	4
Section 2: The Local Context	5
Section 3: Legal Requirements	6
3.1 Housing Legislation	6
3.2 Allocations Policy	6
3.3 Allocating our Houses	6
3.3.1 Access to the Housing List	6
3.3.2 Reasonable Preference	7
3.3.3 Factors that cannot be taken into account	7
3.4 Statutory Guidance on Housing Allocations	8
3.5 Scottish Social Housing Charter	8
3.6 Equality and Human Rights	9
3.7 Conclusion	10
Section 4: Admission to the Housing List	10
4.1 Introduction	10
4.2 Immigration Status	12
4.3 Applications from Sex Offenders	12
4.4 Keeping the Housing List Up to Date	13
4.5 Deferring Applications Until a Future Date	13

NORTH VIEW HOUSING ASSOCIATION 29A Stravanan Road, Castlemilk, GLASGOW G45 9LY Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk	
---	---

4.6	Deciding Who Has Priority for Rehousing	14
4.6.1	Summary	14
4.6.2	The Association's Points System.....	14
4.6.3	Size and type of housing needed	17
Section 5: Annual Lettings Plan		19
5.1	Background	19
5.2	The categories in the Lettings Plan:	19
5.2.1	Housing List.....	19
5.2.2	Transfer List.....	19
5.2.3	Under Occupation.....	20
5.2.4	Other Referrals	20
5.2.5	Aspirational List	20
Section 6: Lettings and How Decisions are Made		22
6.1	Introduction	22
6.2	Sensitive lettings & using discretion	23
6.3	Other Allocations Issues	23
6.3.1	Applicants with Particular Needs	23
6.3.2	Property Ownership	24
Section 7: Suspending Applications		24
7.1	Introduction	24
7.2	Reasons for suspension may include the following:	25
7.2.1	Rent Arrears and Other Tenancy Related Debt.....	25
7.2.2	Anti-Social Behaviour	25
7.2.3	Other Reasons for Suspensions	26
Section 8: Permission to Reside		27
8.1	Qualification	27
8.2	Refusal	28
Section 9: Use of Short Scottish Secure Tenancies		28
10.	Tenancy Changes	29
10.1	Introduction	29
10.2	Succession	29
10.3	Assignment	30
10.4	Sub-letting.....	30
10.5	Joint Tenancy	31

10.6	Mutual Exchange	32
10.7	Tenancy Change: Appeals.....	32
Section 11: Service Standards for Housing Applicants		33
11.1	Information and responding to applications	33
11.2	Choice for housing applicants.....	33
11.3	Offers of housing.....	34
11.4	Consultation and feedback	35
11.5	Ensuring fair treatment for all applicants.....	35
11.6	Confidentiality and access to personal information	36
Section 12: Managing the Allocations Policy.....		36
12.1	Roles and responsibilities	36
Section 13: Appeals and Complaints.....		37
13.1	Appeals.....	38
13.2	Internal Appeals.....	38
13.3	External Appeal through the legal/judicial system.....	38
13.4	Complaints.....	39
Section 14: Performance Management and Continuous Improvement		39

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



Section 1: Policy Objectives

- 1.1 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.
- 1.2 This Policy describes how the Association will manage access to our housing list, and how we will let houses to people on the list.
- 1.3 The Association's aim is to provide affordable rented housing of a high quality, and to make Windlaw a thriving, sustainable community.
- 1.4 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.
- 1.5 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.

Section 2: The Local Context

- 2.1 The Association owns around 700 properties in the Windlaw area of Castlemilk. Applicants receive information about the profile of our houses as part of their Housing Options and Solutions Interview with us.
- 2.2 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.
- 2.3 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, 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.
- 2.4 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.
- 2.6 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).
- 2.7 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.
- 2.8 On average, the Association relets around 50 to 60 properties each year. To help applicants understand their prospects of being rehoused by us, we

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



provide all applicants with updated information each year about current levels of letting and demand for our houses.

- 2.9 The Association's position on mutual exchanges provides a further route to rehousing (see Section 10.6). 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. Tenants can also use the online service provided by HomeSwapper to swap homes between different parts of the country.

Section 3: Legal Requirements

3.1 Housing Legislation

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.

3.2 Allocations Policy

- 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 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.

3.3 Allocating our Houses

3.3.1 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.

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



3.3.2 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.

3.3.3 Factors that cannot be taken into account

- We must not take into account certain factors 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 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

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



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

3.4 Statutory Guidance on Housing Allocations

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.

3.5 Scottish Social Housing Charter

3.5.1 North View will work in accordance with the Scottish Social Housing Charter, as approved by the Scottish Parliament.

3.5.2 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:
 - they support the right to adequate housing
 - every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services
- Social landlords manage their businesses so that:

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



- tenants 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 are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with.
- 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 tenants and people on housing lists can review their housing options.
- Social landlords have a role to prevent homelessness and should ensure that:
 - people at risk of losing their homes get advice and information 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 on their prospects of being housed.

3.6 Equality and Human Rights

- 3.6.1 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.
- 3.6.2 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.
- 3.6.3 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.
- 3.6.4 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.

3.7 Conclusion

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.

Section 4: Admission to the Housing List

4.1 Introduction

4.1.1 Anyone aged 16 or over has the right to be admitted to our housing list at any time.

4.1.2 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.

4.1.3 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).

4.1.4 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

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



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.

- 4.1.5 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).
- 4.1.6 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.
- 4.1.7 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.
- 4.1.8 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.
- 4.1.9 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.

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



- 4.1.10 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.
- 4.1.11 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).
- 4.1.12 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).

4.2 Immigration Status

- 4.2.1 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.
- 4.2.2 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.
- 4.2.3 Accordingly, we will assess each application against the current applicable legislation and guidance.

4.3 Applications from Sex Offenders

- 4.3.1 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.
- 4.3.2 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

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



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.

4.4 Keeping the Housing List Up to Date

4.4.1 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.

4.4.2 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.

4.4.3 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.

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

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

4.5 Deferring Applications Until a Future Date

4.5.1 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.

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



- 4.5.2 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.

4.6 Deciding Who Has Priority for Rehousing

4.6.1 Summary

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.

4.6.2 The Association's Points System

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

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.

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.

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.

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



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 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.

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



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.

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.

Lets to transfer applicants will normally be decided on the basis of housing need, as summarised above and applying the points system.

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

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



move to a property nearer friends or family). Aspirational moves are decided based on who applied for a move first.

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.

4.6.3 Size and type of housing needed

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.

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 , although we may also have regard to the statutory definition if this would be in an applicant’s favour.

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.

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.

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.

The main exceptions are as follows:

- 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.

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



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.

Section 5: Annual Lettings Plan

5.1 Background

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.

5.2 The categories in the Lettings Plan:

5.2.1 Housing List

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

Homeless Referrals

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

5.2.2 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 HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



- North View tenants who are seeking an aspirational move to another home within the Association's area.

5.2.3 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.

5.2.4 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.

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

5.2.5 Aspirational List

One of North View's aims is to help sustain the local community. The implementation of Aspirational List is to help achieve this by increasing the housing options for North View tenants. This in turn will help make the community more stable.

North View is aware that some of its tenants may wish to move to another similar sized property in the area despite having no obvious housing need for such a move.

In recognition of this demand – and the fact that the majority of stock is tenemental – the Association will support its tenants by establishing and maintaining an 'Aspirational Housing List' and will annually let a proportion of its houses to this category of applicant.

The target level of Aspirational lets to be made each year will be described in the Association's Annual Lettings Plan approved by the Management Committee. Given that the Association has a legal obligation to give "reasonable preference" to applicants with certain types of housing need, the target for Aspirational lets will be set at a low level in relation to the overall anticipated number of lets per year. In this way, the Association will let the

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



majority of its houses to applicants with high levels of housing need, while still being responsive to the reasonable aspirations of existing tenants to move to a different area/type of house.

5.2.5.1 Aspirational List Qualifying Criteria

Applicants must meet the following criteria:

- They must be North View tenants;
- They must have maintained their tenancy to the Association's satisfaction;
- Have any liability which is outstanding but where the amount outstanding is not more than one twelfth of the annual amount payable (or which was payable) by the applicant to the landlord in respect of the tenancy or the applicant has agreed an arrangement with the landlord for paying the outstanding liability and has made an arrangement in accordance with that arrangement for at least three months and is continuing to make such payments;
- The house they wish to move to must be suitable in relation to their households needs (for example in relation to the size of the property and any medical factors).

5.2.5.2 Aspirational List Process

- The applicant will complete an Aspirational Housing Application Form.
- As there will be no housing need, the application will attract a nil point award.
- Applicants must indicate an interest for a particular street/house type at time of application.
- There will be no limit to the number of offers made.
- The property will be offered to the applicant whose application has been on the List for the longer (or longest) period of time.
- The applicant can request an interview with a member of the Housing Management Team to review/amend their property choices.

The Association will make information about the Aspirational List available to tenants through its newsletters and on an individual basis when providing verbal information to tenants in relation to opportunities for rehousing.

Section 6: Lettings and How Decisions are Made

6.1 Introduction

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

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

6.1.2 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?

6.1.3 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?

6.1.4 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 Lettings Plan will be submitted to the Management Committee.

6.1.5 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.

6.1.6 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:

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



- 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.

6.2 Sensitive lettings & using discretion

- 6.2.1 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.
- 6.2.3 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.
- 6.2.4 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 Management Committee, so that the Management Committee may monitor the frequency and the circumstances in which the criteria are used.

6.3 Other Allocations Issues

6.3.1 Applicants with Particular Needs

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.

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

NORTH VIEW HOUSING ASSOCIATION
 29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
 Tel:- 0141 634 0555 Fax:- 0141 631 3231
 e-mail:- enquiries@nvha.org.uk



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 meeting an individual applicant's housing needs.

6.3.2 Property Ownership

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.

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.

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.

Section 7: Suspending Applications

7.1 Introduction

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



- 7.1.1 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.
- 7.1.2 The Association's policy is to limit the use of suspensions, but there may be circumstances where this may be unavoidable.
- 7.1.3 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.

7.2 Reasons for suspension may include the following:

7.2.1 Rent Arrears and Other Tenancy Related Debt

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.

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.

7.2.2 Anti-Social Behaviour

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:

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



- '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).

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.

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 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).

7.2.3 Other Reasons for Suspensions

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;

NORTH VIEW HOUSING ASSOCIATION
 29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
 Tel:- 0141 634 0555 Fax:- 0141 631 3231
 e-mail:- enquiries@nvha.org.uk



- 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.

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.

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.

Section 8: Permission to Reside

Any tenant wishing another person to move into the property requires the written consent of the Association. Permission will not be unreasonably withheld.

8.1 Qualification

Whilst each individual case is considered on its merits, Permission to Reside is likely to be granted in the following circumstances:

- a. A couple setting up home together
- b. Someone wishing to move in to give or receive care
- c. A family member who had previously been in residence and wishes to return

NORTH VIEW HOUSING ASSOCIATION
 29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
 Tel:- 0141 634 0555 Fax:- 0141 631 3231
 e-mail:- enquiries@nvha.org.uk



All of the above will be considered on the basis that they have given or intend to give up any tenancy of their own and that overcrowding would not result from permission being granted.

8.2 Refusal

Permission to Reside is unlikely to be granted in the following circumstances:

- Overcrowding would result
- The Applicant absconded from, or gave up a previous tenancy leaving arrears of rent or other charges.
- The applicant was evicted from a previous tenancy
- The applicant has a record of anti social behaviour The above list contains some examples only of where requests for Permission to Reside would be considered to be reasonable or unreasonable.

This list is not exhaustive. It should be noted that in certain circumstances we may acknowledge that a person is residing at an Association property without permission, for example, in family emergency situations. However these persons will not be considered part of the household nor will they be considered for rehousing by the Association from the property.

Section 9: Use of Short Scottish Secure Tenancies

- 9.1 To maximise tenants' rights, the Association's general policy is to provide a Scottish Secure Tenancy when it lets a house.
- 9.2 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.
- 9.3 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 because of anti-social behaviour, the Association will work with the applicant and other organisations, to ensure that appropriate housing support services are offered.

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



10. Tenancy Changes

10.1 Introduction

The allocation of properties based on housing need and reasonable preference categories supports staff to make the best use of our available housing stock.

In addition to the allocation process, tenants have the right to apply for certain tenancy changes as part of their Scottish Secure Tenancy (SST) agreement. This includes the right to succeed to a Scottish Secure Tenancy; pass on their tenancy to another member of their household; temporarily sub-let their tenancy; apply to be a joint tenant; and apply to exchange with another social landlord tenant.

10.2 Succession

If a tenant dies, a member of the household can apply to succeed the tenancy and become the tenant or joint tenant under the provisions of the Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014.

The law sets who in the household is eligible as a 'qualified person' to succeed the tenancy. If it is a joint tenancy, the joint tenant automatically remains with the other tenant(s). Where there is no joint tenant, the order of priority is specified as follows:

- 1) the tenant's spouse or partner, providing that the house has been their only or principal home at the time of the tenant's death;
- 2) if (1) does not apply, then the tenancy may be offered to a member of the tenant's family, providing that it was their only or principal home for at least 12 months, at the time of the tenant's death;
- 3) if neither (1) nor (2) applies then the tenancy may be offered to the carer, providing that the carer gave up their only or principal home in order to move in with the tenant and that it was their only or principal home for at least 12 months, at the time of the tenant's death.

A 12 months qualifying period for succession applies to all members of the household, including a co-habiting partner (where there is no marriage or civil partnership). The minimum 12 months qualifying period also applies to family members and carers.

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



The 12 months qualifying period only begins when the person in question, or the tenant, officially notifies us that they have moved in.

The type of tenancy given after succession is a full Scottish Secure Tenancy.

Where a house has been substantially adapted or specifically designed for an applicant or tenant with specific needs, it can only be succeeded if a member of the household at the time of succession has a requirement for the same type of property. If there are no requirements, then those tenants who would otherwise be eligible to succeed the tenancy will be made an alternative reasonable offer of accommodation. The applicant has the right to appeal the decision, including raising a summary action in the sheriff court.

10.3 Assignment

If a tenant needs to move out of their home or cannot live in their home due to their health, they can apply to assign the tenancy to a member of the household under the provisions of the Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014.

The applicant (the assignee) must have had our previous permission to reside in the property and lived there as their only or principal home for at least 12 months prior to the date of application.

The applicant must apply to us in writing and meet all of the following conditions:

- the applicant would be threatened with homelessness
- the house does not become overcrowded as a result of the assignment
- we are satisfied that there are no tenancy issues, for example rent arrears or anti-social behaviour and the applicant will be a suitable tenant; and
- transferring the tenancy to the applicant makes the best use of the house.

We will provide consent or reasons for refusal within one month of receiving the application. The applicant has the right to appeal under the internal appeals process.

10.4 Sub-letting

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



We will consider an application from a tenant to sublet their property in line with Part 2 of Schedule 5 of the Housing Scotland (2001) Act and where grounds set out in Subsection (3) of Part 2 of Schedule 5 do not apply.

A tenant must have lived continually within their tenancy for at least 12 months before we can accept an application to sub-let. The application to sub-let will only be considered from those applying to sublet their property on a temporary basis, to a maximum of one year. The application must be in writing and include details of the proposed charges the tenant intends to apply, including a deposit or any other payment in relation to the transaction.

The property will stay in the name of the tenant who will remain legally responsible for the terms and conditions of the Scottish Secure Tenancy, including payment of rent, condition of property, and conduct of the person subletting the property. Additionally, the sub-let cannot succeed to the tenancy.

10.5 Joint Tenancy

We will consider an application for joint tenancy in line with Housing (Scotland) Act 2001, Section 11 (5) as amended by 5.2 Section 12(1) of the 2014 Act.

Before a tenant can request to have someone added to their tenancy agreement as a joint tenant they must apply in writing for permission. The person the tenant wants to add as joint tenant, and any existing joint tenant, must apply in writing along with the tenant.

In order to qualify:

- the proposed joint tenant must have lived at the property as their only or principal home for the 12 months prior to making the application to become a joint tenant ; and
- the tenant, joint tenant or proposed joint tenant must have notified the landlord that the person they wish to become a joint tenant with is living in the house. The 12-month qualifying period does not start unless we have been formally notified in writing that the person is living in the property as their only or principal home.

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



The 12-month period applies to anyone wanting to be a joint tenant including the tenant's spouse, civil partner or co-habiting partner.

We will only refuse permission to create a joint tenancy when there are reasonable grounds for doing so. Possible grounds for refusal are:

- Person has history of serious anti-social behaviour
- Person is unlikely to sustain the terms and conditions of tenancy

10.6 Mutual Exchange

All tenants of a social landlord have the right to exchange homes and tenancies under section 33 of the 2001 Housing (Scotland) Act. This legislation also defines the circumstances under which landlords can refuse them.

We may refuse an application for one or more of the following reasons:

- A notice for eviction has been served on the tenant or the person the tenant has applied to exchange with, or an eviction order is in place
- Rent arrears and there is no repayment arrangement in place
- The house has been adapted and no one on the application needs the adaptations
- The exchange would result in one of the houses becoming overcrowded or under occupied
- One of the applicants for exchange has a Short Scottish Secure Tenancy
- The property is not of a lettable standard

If we refuse an application to exchange homes, we will provide confirmation of this in writing citing the reasons why.

If tenants wish to access the HomeSwapper mutual exchange service, Housing Management staff can provide support. The HomeSwapper website gives information about tenants in the Castlemilk area who are registered to exchange houses, in addition to people who want to move from outside the area.

10.7 Tenancy Change: Appeals

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



We will provide consent or reasons for refusal within one month of receiving an application for any of the tenancy changes as outlined. The applicant has the right to appeal under the internal appeals process (see Section 8) and thereafter in the sheriff court if still in dispute.

Section 11: Service Standards for Housing Applicants

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

11.1 Information and responding to applications

- 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.

11.2 Choice for housing applicants

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



- 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.

11.3 Offers of housing

- 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.

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



11.4 Consultation and feedback

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.

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.

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.

11.5 Ensuring fair treatment for all applicants

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.

Our selection and allocation policies will be clear, comprehensive and non-discriminatory.

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.

We will maintain records of housing which is suitable for disabled people, to help match people with suitable houses.

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



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.

In arranging consultation and participation activities, the Association will be sensitive to the needs which different groups and individuals may have.

The Association will provide prospective tenants with information in a form appropriate to their individual needs.

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.

11.6 Confidentiality and access to personal information

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.

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.

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.

Section 12: Managing the Allocations Policy

12.1 Roles and responsibilities

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



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 Management Committee.

Reporting to the Director, the Housing Manager is responsible for ensuring effective implementation of the Allocations Policy, and the services provided to housing applicants.

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.

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.

In very exceptional circumstances, an offer of housing may need the prior approval of the Association's 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.

Section 13: Appeals and Complaints

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



13.1 Appeals

If an applicant is unhappy about the points which have been allocated to them; the decisions made in applications to succeed, assign or exchange a tenancy; sub-let or become a joint tenant ; or how properties have been allocated in line with our Allocation Policy, then appeals can be made through our Internal Appeals Process.

13.2 Internal Appeals

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
- Refusal of a tenancy change request (succession, assignation, sub letting, joint tenancy or mutual exchange)

13.3 External Appeal through the legal/judicial system

If at any time a housing applicant feels that North View Housing Association has made a wrong decision which is in breach of their rights either as an internal tenant, externally as a housing applicant, or as a section 5 referral homeless referral, they can seek legal advice and pursue a decision they believe to be wrong through legal action. This will usually involve raising a summary action in the sheriff court.

Independent legal advice can be sought from the following providers:

Castlemilk Law Centre
155 Castlemilk Dr,
Glasgow
G45 9UG

Legal Services Agency
134 Renfrew Street
Glasgow

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



13.4 Complaints

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.

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.

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

Section 14: Performance Management and Continuous Improvement

- 14.1 The Association will closely monitor its performance in relation to access and lettings and will provide the Management Committee with regular reports.
- 14.2 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.

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



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

14.4 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

Policy reviewed - Jan 2023:

Policy reviewed - 26/07/2023:

1. Aspirational Lets added at Section 5.2.5
2. Permission to reside included in Section 8
3. Tenancy Changes added at Section 10
4. External Appeal through the legal/judicial system added at Section 13.1

Policy reviewed 11/12/24:

References to Housing Management Sub-Committee removed from sections 5.25, 6.24, 12.1 and 14.1 to reflect new to reflect new governance arrangements from January 2025

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk

