

# SUMMARY

# ALLOCATIONS POLICY

**This document is available in other formats such as audio tape, CD, Braille and in large print. It can also be made available in other languages on request.**

## What does this booklet tell me?

This booklet contains a summary of Calway's Housing Allocation Policy and how it works. It tells you what size of house you are eligible for and how we work out what priority to give your application.

The law states we must provide this summary of our allocation policy. However, we can also give you a full copy of the policy.

This provides more details about:

- Our legal responsibilities
- The principles of the policy
- Your rights as someone applying

## How can I be sure that my application will be treated fairly?

In order to make sure that the allocation policy is managed fairly, we have the following measures in place:

- Every application is checked by two staff members
- We make checks to ensure that what you say on your form is accurate
- Every offer of housing we make is checked by a second staff member
- Our computer system records how we make offers of housing

- We employ an external auditor to monitor our practices
- We have an Equal Opportunities Policy (available on request) that prevents discrimination
- All staff who process applications and offer properties are fully trained on all necessary policies and procedures
- There is a complaint procedure

We are regulated by the Scottish Housing Regulator and complaints are managed in accordance with the Scottish Public Sector Ombudsman Complaints Policy.

## What size of property can I apply for?

HOUSEHOLD SIZE	1 APT.	2 APT.	3 APT.	4 APT.	5 APT.
Single person	✓	✓	✓		
Couple	✓	✓	✓		
Parent(s) with 1 child			✓		
Parent(s) with 2 children under 14 years of same gender			✓		
Parents(s) with 1 girl and boy both under 8 years			✓		
Parent(s) with 2 children of same gender where 1 is over 14 years				✓	
Parent(s) with 1 girl and 1 boy where oldest is over 8 years				✓	

Please note you will be placed on the waiting list for the size of property you require based on your household composition. However, you may be able to obtain a property of a different size. Please contact the office for more information.

## Who can apply for housing?

Any person who is sixteen years or more may apply to the housing register. This is not, however, an automatic right to receive offers of housing.

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

## Factors not taken into account for access to housing register

In accordance with legislation, certain factors must be ignored by landlords when assessing applicant's access to the housing register. These factors are:

- Housing debt not owed by applicants, for example, rent arrears owed by a partner
- Housing debt now repaid
- Any non-housing debt such as council tax
- Age of applicants unless under the age of 16
- Applicants income or property, including income or property owned by other household members

Whilst these factors do not affect an applicant gaining access to the housing register, there are factors that can affect the status of an application.

These include:

- Any rent arrears where the amount is more than one month's rent and or where the applicant has not been maintaining an arrangement for paying the arrears for at least three months
- If you have acted anti-socially within the last three years
- If you own a property

## Is there any reason why you would suspend my application?

- We can suspend applicants for unpaid rent or other money relating to current or previous tenancies. For instance:
- Unpaid rent and factoring charges
- Outstanding rechargeable repairs. For example, if a tenant has lost their keys and we have changed the locks
- The cost of cleaning a house if you leave furniture or rubbish behind when you move out
- Legal costs if we have taken an applicant to court
- The applicant or someone that lives with them has been given an anti-social behaviour order (ASBO) or an interim ASBO (the ASBO must be removed by the Sheriff Court before we can end a suspension)
- The applicant has a Short Scottish Secure Tenancy because of anti-social behaviour
- The applicant has been evicted for anti-social behaviour in the last 3 years
- The applicant has been violent or aggressive towards staff

If an applicant owes money for unpaid rent, however, we will only suspend if:

- More than one month's rent is owed and there is no mutually agreed arrangement to repay it; or
- The applicant owes more than a month's rent, a mutually agreed arrangement is in place to pay it, but has not been kept for three months

We can also suspend applicants due to anti-social behaviour. For instance:

- The applicant has been given a final warning for anti-social behaviour in the last six months
- The applicant has been given a "Notice of Proceedings" for antisocial behaviour in the last six months

We can also suspend applications due to other types of breaches of their tenancy agreement. For instance:

- The applicant has been given a "Notice of Proceedings" for breaking the rules of the tenancy agreement in the last six months (for example, a failure to maintain a garden to an acceptable standard)
- The applicant has been evicted for a breach of a tenancy in the last three years

When we suspend an application, we will write and explain why, how long the suspension is for and what needs to be done to remove the suspension. We will also write to the applicant when we have removed the suspension.

### Rehabilitation of Offenders Act 1974

The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a 'rehabilitation period'. You may be entitled to withhold information about convictions that are 'spent' under the provisions of the act.

### Admission to the housing register

In order to be admitted to the housing list, we ask applicants to complete an application form.

An application form can be obtained by contacting us:

- In person
- By phone
- By post
- Online application via website

Our target for assessing completed application forms (this includes receiving relevant proofs) and informing the applicant of the outcome is 10 working days from receiving them. Applicants are sent written confirmation of their housing application details, including their award of points.

Applications with insufficient information may be subject to delay. This means that applications cannot be processed until the relevant information is received. Alternatively, applications may be processed but not given full points entitlement until the information is received.

## Information and processing applications

We process personal information provided on the application form in line with legal provisions. Accordingly, we only share information with other agencies if we have applicants consent, or if permitted by legislation. We may ask for references from any landlord or mortgage lender to confirm housing and tenancy details. We request applicants' consent to do this on the application form.

We check application details before making offers. This is good practice to ensure that information is recorded accurately so that offers are appropriate. For instance, we may telephone applicants to confirm details are as recorded on their application form.

We may also carry out home visits to confirm application details. This is of particular importance if no references are available confirming household details. For example, at the home visit, application details may have changed and an offer may no longer be appropriate.

If information held is inaccurate, the application details are amended accordingly. This might result in an offer not being made, or withdrawn.

If an applicant is re-housed based on false information that an applicant has made knowingly, we are entitled to take legal action to recover the tenancy.

Applicants are responsible for advising us of any changes to their housing circumstances. They are advised of this requirement on the application form.

## Verifying applicant's circumstances

Examples of the verification required include:

CIRCUMSTANCE	PROOF REQUIRED
All applicants	Proof of current address x 2 and ID
All household members	Proof of current address x 1 and ID
Residency/Asylum Status/Visa	Proof of residency – bank statement, driving licence, tenancy agreement, Home Office Letter
Homeless or threatened with homeless	Assessment outcome letter from Glasgow City Council
Asked to leave current accommodation	Copy of valid Notice to Quit
In need of rehousing as health affected by current housing circumstances	Medical Assessment Form and/or relevant medical documentation.
Access arrangements	Letter from child's other parent or lawyer
Household member temporarily living away from home e.g., armed forces	Letter from this individual confirming they wish to be considered as part of the household
Experiencing harassment	Corroborating evidence e.g. police, social work etc.
Pregnancy	MATB1 form or similar
Owner Occupiers	Proof of intent to sell property / Mortgage Default Letter
Care & Support	Relevant medical documentation from a health professional, full information from applicant.
Education / Employment An applicant may have employment / education related reasons for needing to stay somewhere. We award points to applicants who want to move to our area for this reason.	Documentation confirming employment or education.

## Non-UK Nationals, Asylum Seekers & Refugees

Non UK Nationals are expected to provide all necessary documentation to show they have a right to reside in the UK before an application for housing is accepted. An application for housing can be made but it will be suspended until the correct documentation is provided to satisfy legislative requirements. Migrants have differing rights to social housing according to their immigration status. Whilst we welcome applications from those looking to live, work or study in the UK we will ensure the applicant is not subject to immigration control and has an entitlement to a Scottish Secure Tenancy.

These applicants require to demonstrate that they have a right to reside and are habitually resident in the UK.

Asylum Seekers applying for housing with Calway will have their applications suspended until their refugee status is confirmed by the Home Office. We will accept applications from refugees directly or via the statutory homeless route (Section 5) and these customers are given reasonable preference on our housing list as defined by the Housing (Scotland) Act 2014.

## Offers

We make offers based on the applicant's housing needs and preferences after confirming details on their application form. This is good practice as it aims to reduce inappropriate offers.

Reasonable offers are those that reflect an applicant's stated choice. For example, we will

not offer applicants house types that they have expressly stated they will not consider.

Nonetheless, we provide advice and information on realistic preferences, as demand generally exceeds supply.

## Tenancies

We provide applicants who accept an offer of housing a Scottish Secure Tenancy in accordance with our legal obligations. In a limited number of instances, we may offer applicants a Short Scottish Secure tenancy. This has limited security of tenure.

Examples of grounds for a short Scottish Secure Tenancy agreement include:

- An applicant has been evicted for anti-social behaviour within the last three years

- A tenant (or a member of their family) is subject to an anti-social behaviour order
- The applicant owns a property that is not currently meeting their needs and requires housing on a temporary basis to enable their needs to be met pending making alternative arrangements.

## Overcrowding rules

Demand for larger houses often exceeds supply. On occasion, this makes it necessary to consider applicants for smaller houses than specified in the table on page 3. It may also be necessary to consider applicants for smaller properties due to the changes introduced in April 2012 under The Welfare Reform Act ("bedroom tax").

Any decisions of this nature will be decided by Calway Housing Association.

We do not let houses to families if this would create statutory overcrowding, as this would constitute an offence.

## Under-occupation

If required, we may also allow under-occupation of larger accommodation. For example, this may be necessary if:

- An applicant can show a need for such accommodation due to medical needs
- Any decisions of this nature will be decided by Calway Housing Association.

- Internal applicants affected by under-occupation will be prioritised for offers of housing. This is to ensure, as set out within The Housing (Scotland) Act 2010 as a reasonable preference group, that we make best use of stock.

## Our groups and placing applications

We have established a total of 8 groups. These groups cover the main needs covered in housing law and good practice guidance. These groups are listed in order of priority.

Our groups are as follows:

- Group 1 Homeless
- Group 2 Urgent Needs / Unsatisfactory Housing
- Group 3 Medical
- Group 4 Overcrowded
- Group 5 Under-occupation
- Group 6 General needs
- Group 7 Social & Support
- Group 8 Aspirational

**Group 1, 2, 4 and 5 have sub groups.**

We place applications into a group using the following method. Applicants are placed in the highest priority group reflecting their housing need.

### GROUP 1

Homeless Applicant's will be placed in Group 1

Anyone who is placed in Group 1 will be queued for house type "No Preference" unless there is a specific medical requirement. Medical evidence will be required.

They will not be awarded any additional points except medical points, if relevant i.e. they will not be awarded overcrowding, sharing amenities points etc.

### GROUP 2

If an applicant is not in Group 1 and has an urgent housing need, their application is placed in the urgent needs group (Group 2). This category will be reviewed every six months.

Anyone who is placed in Group 2 will be queued for house type "No Preference" unless there is a specific medical requirement. Medical evidence will be required.

They will not be awarded any additional points except medical points, if relevant i.e. they will not be awarded overcrowding, sharing amenities points etc.

### GROUP 3

If an applicant is not in Group 1 or 2 and is living in unsatisfactory housing, their application is placed in the unsatisfactory housing group (Group 3).

### GROUP 4

If an applicant is living in overcrowded conditions and not in Group 1, 2 or 3, their application is placed in the overcrowded group (Group 4). In this group, we have two separate sub-groups: overcrowding for waiting list applicants and transfer applicants.

### GROUP 5

If an applicant is under-occupying a property, and not in Groups 1 to 4, their application is placed in the Under-Occupation Group (Group 5).

Note: Owner Occupiers are not awarded under-occupation points.

### GROUPS 6, 7 & 8

All other applicants are placed in the general needs group (Group 6), social and support group (Group 7) or aspirational group (Group 8).

For those placed in group 8, Calvary tenants only, this is because people in this group have no housing 'need' element (in that their current home meets their housing needs), we do not award 'housing points' for aspirational applications. Instead, we add the person to the group, and when a suitable property becomes available for offer to someone from the aspirational housing group, it is offered to the person who has the longest length of tenancy and been on the list (for that property type) longest.

Order will be as follows –

- Date submitted to list
- Length of tenancy

An annual letting plan informed by housing need and demand will establish indicative percentage figures of anticipated lets from each group.

## What points will I be awarded?

HOUSING NEED	POINTS
You are statutorily homeless and can provide a copy of your decision letter from the Local Authority.	75
You have suffered domestic abuse – still staying at known address	150
You have suffered domestic abuse – displaced by Woman's Aid etc.	100
You are suffering Harassment.	150
You are a young person who is currently or was recently looked after and accommodated by Glasgow City Council and are moving on to your own accommodation.	125
Residents of hospitals and other institutions who are returning to the community.	125
Residents in supported accommodation now ready to move to other accommodation.	125
Your home is being demolished or major repair work is being carried out	75
Below Tolerable Standard	125
Needs not covered in policy.	300
You have a need to move to accessible housing Where more than one member of the Applicant's moving, household has a medical condition that would benefit from rehousing, the member most in need will receive full points and subsequent members of the household will receive 10 points each.	Med A - 100 Med B - 75 Med C - 50 Med D - 50 or 25
You are overcrowded and your current home is smaller than you need (we give points for each room you are lacking, in line with our occupancy standard).	50
You are a tenant and not using all your bedrooms (points for each extra bedroom in line with our occupancy standard). Owner occupiers will not receive any under-occupation points	50
You are in a private sector tenancy	20
You are in a private sector property, and you have been served notice to quit through the correct legal procedures or your home is being repossessed because you have not kept up your mortgage payments.	75
Where two tenants of Calvay Housing Association wish to move together into one property within Calvay Housing Association.	50
You are living in accommodation linked to your job and your employment is due to an end within the next six months	75
You are currently in the armed forces, and you are due to leave within the next six months.	75
Relationship Breakdown: Partners who now want to live separately	20
You are sharing facilities with another household	20 (points for single persons + couples) 30 (points for families)
No Housing Need – except Calvay Tenants who will be placed in Group 8.	0
Social and Support	A 20 B 10

## Appeals

If an applicant is dissatisfied with any aspect of the way in which their application has been dealt with, an appeal can be lodged within 14 days to the Association.

If the applicant remains dissatisfied with the response to their appeal, they will have further recourse through the Association's Complaints Procedure. Ultimately, the complaint can

be referred to the Scottish Public Services Ombudsman. This will be managed in accordance with the Scottish Public Sector complaints policy.

A copy of this complaint policy is available on request and can also be found on the Association's website [www.calvay.org.uk](http://www.calvay.org.uk) and can also be provided in alternative formats.

## Contact Details



The Calvay Centre, 16 Calvay Road, Barlanark, G33 4RE

Tel. 0141 771 7722

[enquiries@calvay.org.uk](mailto:enquiries@calvay.org.uk)

[www.calvay.org.uk](http://www.calvay.org.uk)

## USEFUL TELEPHONE NUMBERS

CITIZENS ADVICE BUREAU (Easterhouse)	0141 771 2328
GREATER EASTERHOUSE MONEY ADVICE PROJECT	0141 773 5850
HOMELESS SERVICES (Office Hours)	0141 287 0555
HOMELESS SERVICES (Evenings, Overnight & Weekends)	0800 838 502
SHELTER	0808 800 4444
GOVAN LAW CENTRE	0141 440 2503
HOUSING BENEFIT	0141 287 5050