



ALLOCATIONS POLICY

This document is available on the Association's website. Customers will be provided with a copy of this policy on request. We will provide this policy in specific formats as requested, i.e. tape, Braille or another language.

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1. Introduction

The main aim of the Association is to provide good quality affordable accommodation and to allocate our houses in a way that gives reasonable preference to those in the greatest housing need, while at the same time, helping to maintain a balanced, stable and sustainable community.

2. Legislative and Regulatory Framework

This policy complies with relevant statutory requirements, the Scottish Social Housing Charter which sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities along with the “Social Housing Allocations – A Practice Guide February 2019”.

3. Scottish Social Housing Charter Outcomes

The following charter outcomes and standards are directly relevant to the allocation policy:

Charter Outcome 1 ‘Equalities’:

‘Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services’.

Charter Outcome 2 ‘Communication’:

‘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’.

Charter Outcome 3: Participation

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.

Charter Outcome 4 ‘Quality of housing’:

‘Tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair’.

Charter Outcome 7,8 and 9 'Housing Options':

'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'.

'People at risk of losing their homes get advice on preventing homelessness'.

Charter Outcome 10 'Access to Social Housing':

'People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects for being housed'.

Charter Outcome 11 'Tenancy Sustainment':

'Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations'.

4. Policy Statement

4.1 The main key aims and principles of this policy are:

- Meeting all relevant legal and good practice standards, for example, addressing the specific housing needs of groups set out in housing law
- Avoid discrimination on grounds covered in our Equality and Diversity Policy
- Making best use of the housing stock through promoting tenants' rights such as the right to exchange homes
- Forming partnerships with other housing providers to address housing need
- Establishing new tenancies that are successful and sustainable
- Maximising income by letting empty houses quickly in accordance with timescales
- Maximise opportunities by offering applicants comprehensive advice and information concerning their housing options
- Processing personal information confidentially to meet relevant legal obligations
- Dealing with appeals and complaints fairly in accordance with timescales
- To operate a policy that is easily understood and simple to administer
- To respect at all times the human rights of applicants and in particular their right to respect for private and family life

- Assessing if policy objectives are met through our audit and performance management system
- Reviewing the policy every three years or sooner if required

4.2 **Lettings Plan**

The letting plan sets targets of lets that are to be made available to each of the housing groups. This is done to ensure a balance of allocations to each group, ensuring preference to the housing need groups covered in law.

Key aspects of a letting plan include:

- the possible numbers of houses available for letting; and
- the number of applicants seeking housing

This is reviewed every year and includes analysing the outcome of lettings made to each housing group and the number of empty houses. This assists us to plan strategically so that we can identify and address changing patterns of need as they arise. The Management Committee approve a letting plan annually for the following year.

In order to achieve these objectives, comprehensive staff training will take place to ensure the policy is implemented effectively and quality services are delivered.

5. Legal Requirements

We will ensure that the Allocation Policy satisfies legal provisions. The purpose of this section is to explain legal provisions for housing applicants.

Legal requirements on allocations are contained in the Housing (Scotland) Acts 1987, 2001, 2010 and 2014.

These requirements cover the following matters:

- Access to the housing register
- Groups that are to be given reasonable preference when letting houses
- Factors that must be disregarded when letting houses
- Information
- Publicity
- Access to personal information

6. Access to the Waiting List

6.1 Admission to the Waiting List

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

Application forms can be obtained by contacting the office either:

- In person
- By phone
- By post
- Via website
- On Line Application

6.1 Any person who is sixteen years old or over may apply to the waiting list. This is not, however, an automatic right to receive offers of housing.

6.2 We will provide housing application forms at our offices and online. In line with our equality commitments, the housing application 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.

6.3 In addition, housing applications can be made by referrals from agencies that have an agreement with any of the aforementioned landlords. Examples are:- Glasgow City Council Homeless Service (also known as a section 5 homeless referral) and GENR8.

6.4 Internal Transfer Applicants

Tenants of the Association are eligible to apply for an internal transfer with the Association and to be added to the waiting list.

Internal transfer applicants will be required to have held their current tenancy for at least one year before they can be considered for any offers. If there has been a change in circumstances for the tenant this qualifying period will not apply.

All internal transfer applicants will be subject to the same suspension requirements as per external housing applicants.

Priority may be given to transfer applicants wishing to move because of a medical need, or those experiencing under-occupation or overcrowding.

Owners or sharing owners factored by Calvay Housing Association will not be eligible to apply for an internal transfer, but can apply through the external waiting list.

For tenants applying for an internal transfer, their dwelling must be in good internal order. Prior to an offer being issued Property Services staff will inspect the property and advise that any outstanding repairs which are the responsibility of the tenant will require to be carried out to a satisfactory standard, before any offer of re-housing is made. If the tenant has responsibility for a garden, this must also be of an acceptable standard, before any transfer takes place.

Where the tenant is in arrears of rent or other related charges, of an amount that is more than one month's rent and they do not have a repayment arrangement in place to which they have been adhering for at least 3 months, their application for mutual exchange may be suspended for three months, following which a further review will be carried out.

There must be no other breaches of tenancy for which a Notice of Proceedings (NOP) has been served

Where alterations have taken place or where there have been any additional fixtures added then the tenant must ensure that the requirements are adhered to as per Alterations & Improvements Policy and Void Policy.

Any eligibility for compensation should be paid in accordance with the Right to Compensation for Improvements Policy where app.

6.5 Mutual Exchanges

We will not unreasonably refuse permission for the mutual exchange of a house. Tenants can apply to exchange within the association or with any other housing association or local authority tenant anywhere in the UK. All parties involved in an exchange must receive permission from their landlord.

Due to the demand and lack of availability of properties, this may be the best option for some applicants. Further information is available on our website or from a member of the housing team.

Applications must have been made to the Association and other respective landlord and written approval received from both, before any exchange takes place and the exchange satisfies the eligibility criteria for the size and type of housing they are moving into.

There must be no other breaches of tenancy for which a Notice of Proceedings (NOP) has been served, or where an order for recovery of possession of the property has been made.

The Association will not incur any expense in connection with granting a mutual exchange other than normal repairs that fall within its responsibility.

6.6 Reasonable preference groups

Under the Housing (Scotland) Act 2014 the law requires us to give reasonable preference to certain groups when letting houses. The groups to which we must give reasonable preference when letting houses are:

(a) Homeless people and those threatened with homelessness and who have unmet housing need

(b) People living in:

- Unsatisfactory housing conditions and who have unmet housing need
- Tenants of houses held by a social landlord which the social landlord considers to be under-occupied.

(c) Domestic Abuse

For clarity, a person has unmet housing needs where the social landlord considers the persons to have housing needs which are not capable of being met by housing options which are available.

We recognise that people may be in housing need for other reasons than those covered in the law.

6.7 Owner Occupiers

We will consider property ownership as part of assessing an applicant's housing needs and circumstances. We will take into account the ownership and/or value of heritable property owned by the person applying for housing in accordance with Section 5 of the Housing (Scotland) Act 2014. This also extends to anyone currently staying or intending to stay with the applicant. This may result in an owner occupier(s) not being awarded housing priority as it is reasonable for them to occupy the property they own.

We will not take into account property ownership in cases where the owner cannot secure entry to the property (e.g. severe structural faults making the building unsafe);

in cases where there is a risk of abuse from someone living or previously lived in the property

where the health of the occupants may be at risk by occupying the property and there are no reasonable steps to prevent the danger. Each case will be looked at individual and supporting evidence will be required before an applicant is admitted to the housing list.

6.8 Factors not taken into account for access to the Waiting List

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

- Length of time applicants have lived in the area
- 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 except in the allocation of:
(a) houses which have been designed or substantially adapted for occupation by persons of a particular age group;
(b) houses to persons who are, or are to be, in receipt of housing support services (within the meaning of section 91 of the 2001 Act) for persons of a particular age group.
- Applicants income or property, including income or property owned by other household members
- Any rent arrears/tenancy related debt which is no longer outstanding.
- Any rent arrears where the amount is not more than one months' rent and or where the applicant has been maintaining an arrangement for paying the arrears for at least three months

Whilst the following factors do not affect an applicant gaining access to the housing register, here 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 an applicant has acted anti-socially within the last three years
- Outstanding Recharges or condition of property

Section 8 gives more information on reasons why an application would be suspended.

7. Dealing with Housing Applications

7.1 Within 10 working days of receiving an application form, Calvay will aim to:

- a) Carry out an assessment of the application
- b) Enter the application onto the waiting list register
- c) Notify the applicant of the outcome of the assessment/award of points, apartment size and queue.

Applications with insufficient information may be subject to delay. Housing applications cannot be processed until the relevant information is received by the landlord processing it. Or, alternatively, housing applications may be processed but not given full points entitlement until the information is received.

Applicants may contact housing staff during office hours to discuss housing application details.

If required, we may provide support services including interpreters for hearing impaired applicants or people who do not have English as a first language.

Home visits and office appointments out with standard office hours to assist applicants complete their forms may be carried out in special circumstances.

7.2 Applying for joint tenancies

Applicants, including existing tenants, may apply to have a joint tenancy with someone who is staying (or intending to stay) with them.

We encourage joint applicants to apply for joint tenancies to ensure that they have the same legal rights once they become a tenant.

Joint applications – points will not be awarded where joint applicants can move into together to resolve their housing need. ie: no sharing points where one applicant can move in with the other applicant who is a tenant.

7.3 Processing applications

We process personal information provided on the housing application form in line with legal requirements. We will make enquiries to confirm information provided in the housing application. Express consent is granted by the applicant by signing the declaration on the application form to allow exchange of information with other agencies where appropriate and for their application to form part of any future tenancy record. We provide housing applicants with a Fair Processing Notice with the information pack. 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.

Care must be taken when members of staff or their families apply for housing. Any member of staff or a member of their family is entitled to join a landlord's housing list and be made an offer of housing under the same rules as any other applicant. The application form should ask applicants if they are a member of or related to a member of staff. Where this is the case, the member of staff concerned should play no role in assessing the level of priority to be awarded or in making any offers of housing. There should be clear processes for awarding of priority or making an offer of housing to a member

of staff or family members. This should be checked and approved by a senior member of staff who is not involved in the day-to-day allocations work. A full record of why the applicant was awarded any priority and why any specific offer of housing was made should be kept.

We may also carry out home visits, phone calls or set up meetings via video call to confirm application details. This is of particular importance if no references are available confirming household details. For example, 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.

To ensure an applicant's circumstances have not changed, the applicant will require to provide additional, recent proof of address, before they can accept and offer of housing.

If an applicant is re-housed based on false information that knowingly or recklessly provided, we are entitled to take legal action to evict the applicant and 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.

7.4 **Verifying applicant's circumstances**

Examples of the verification required include:

| Circumstance | Proof required |
|--|--|
| <u>All applicants</u> – proof of current address (2 pieces of correspondence) <u>Proof of identity</u> (1 piece of photographic identification) <u>All household members</u> – proof of current address (1 piece of correspondence with current address) | Proof of identity ie: driving license, passport, letters from NHS, DWP, Inland Revenue, Utility Bills |
| Residency | driving license, passport, letters from NHS, DWP, Inland Revenue, Utility Bills, copy of tenancy agreement (this is essential for private rented tenants) |
| Homeless or threatened with homeless | Acceptance letter undertaken by Glasgow City Council |
| In need of rehousing as health affected by current housing circumstances | Relevant medical documentation, full information from applicant |

| | |
|--|--|
| Access arrangements | Letter from child's other parent or lawyer Proof of child benefit required if child over 16 years of age but still in full time education |
| Household member temporarily living away from home | Letter from this individual confirming they wish to be considered as part of the household if over the age of 16 |
| Experiencing harassment | Corroborating evidence e.g. police, Social Work etc |
| Pregnancy | MAT B1 form or similar |
| Owner Occupiers | Proof of intent to sell property |
| Private Sector Tenant | Copy of tenancy agreement |

7.5 **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.

8. Suspension from the Waiting List

8.1 We can suspend applicants for unpaid rent or other outstanding money owed 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 costs have been incurred in changing the locks and not paid the debt
- The cost of cleaning a house if you leave furniture or rubbish behind when you move out
- Legal costs if an applicant has been taken to court

If an applicant owes money for unpaid rent, 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
- 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

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 breaching 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.
- The applicant has failed to adhere to their conditions of tenancy in respect of the property as stated in their tenancy agreement.
- An applicant has deliberately given false or misleading information to gain advantage over other applicants.

An applicant can appeal against a suspension. Applicants may appeal in writing against a decision within 14 working days. If the applicant remains dissatisfied with the decision, they can follow the Association's Complaints process.

8.2 Applicant Choice

Our allocation system takes applicant choice into account. However, there are certain circumstances that may only allow the applicant to be placed against a particular type of property, for example: ground floor or adapted properties etc.

8.3 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.

If an applicant refuses two offers that reflect their stated choice, their housing application may be suspended or cancelled. The applicant will be contacted prior to suspension or cancellation to discuss their housing options.

8.4 Payment of Rent

Applicants will be expected to pay one month's rent in advance when signing up for their new property in line with the tenancy agreement.

8.5 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

8.6 House size

This section explains the house size for which applicants may be considered. It also outlines rules to address overcrowding and under-occupation.

Table 1: The size of property for which applicants may be considered

| Household size | 1 apt | 2 apt | 3 apt | 4 apt | 5 apt |
|--|-------|-------|-------|-------|-------|
| Single person | √ | √ | √ | | |
| Couple | √ | √ | √ | | |
| Parent(s) with 1 child | | | √ | | |
| Parent(s) with two children under 14 years of same gender | | | √ | | |
| Parents(s) 2 children of different gender both under 8 years | | | √ | | |
| Parent(s) with 2 children of same gender where 1 is 14 years or older | | | | √ | |
| Parent(s) with 2 children of different gender where oldest is over 8 years | | | | √ | |

Applicants will be placed on the waiting list for the size of property they required based on their household composition. However, they may be able to obtain a property of a different size. See below for more information.

If the applicant is a foster carer and has a letter of support from the Local Authority they may be queued for the property size recommended by the Local Authority.

8.7 **Overcrowding**

Demand for larger houses often exceeds supply. On occasion, this makes it necessary to consider applicants for smaller houses than specified in the table above. Any decisions of this nature will be decided by the Association.

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

Where an applicant has allowed a household to move into their home causing overcrowding, and they do not wish for this household to be rehoused with them, no overcrowding points will be awarded.

Where the applicant has access to a child or children only one set of overcrowding points will be awarded and one extra room. However we can consider one other bedroom if required but no further points will be awarded.

8.8 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 the 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.

8.9 Reviewing applications

A review of applications will be carried out on at least an annual basis. Applicants will be required to respond to a letter within 28 calendar days of receipt stating whether they still wish to be considered for housing and listing any changes in circumstances. Failure to do so will result in the applicant being removed from the list. If an applicant contacts the Association within one month (28-calendar days) of being removed from the list, giving good reason for not responding they will be reinstated. Removed applicants contacting us after the 28-calendar day deadline with no good reasons for not responding, must reapply by completing a new application form. This will be regarded as the new date of application, unless the Senior Housing Officer considers there to be mitigating circumstances.

8.10 Removal of applications

There are other occasions when we will remove applications from the register. We will remove an application from the housing register if an applicant:

- has been rehoused or confirms they wish their housing application cancelled
- Specifically requests that we remove their application
- Fails to respond to offers of accommodation within a reasonable timescale
- Fails to respond to a periodic review within a reasonable timescale
- Is deceased

9. Our Allocation System

This section explains the type of allocation system we have adopted to ensure that we meet our policy objectives effectively.

9.1 Group plus points system

The group plus points system establishes a number of groups with individual applications placed into an appropriate group. Applicants in the group are then awarded points for any housing needs that they have.

The only exceptions to this are people who are placed in group 1 (Homeless) and 8 (Aspirational).

Internal Applicants are placed in this group who have no housing 'need' element (in that their current home meets their housing needs), therefore have zero points. When we have a suitable offer for an applicant in this group it is offered to the person who has been on the list (for that property type) longest and has the longest length of tenancy.

Order will be as follows –

1. Date admitted to list
2. Length of tenancy (group 8 – internal applicants only)

9.2 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, Employment and Education Needs
- Group 8 Aspirational

Groups 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.

Joint applicants with separate addresses are pointed at each address according to their circumstances. They are then placed according to the highest group, not the highest points. The applicant can appeal this decision if they are not satisfied with their placing and thereafter may be placed in a different group.

If an applicant has an urgent housing need, their application is placed in the urgent needs group (Group 2). This applies even if the applicant has other housing needs.

If an applicant has a medical condition, their application is placed in group 3. If an applicant is living in overcrowding conditions and not in Group 2, 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. The same applies to underoccupation.

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

If an applicant is an internal tenant and are awarded zero points they will be placed on the aspirational group (Group 8).

If applicants share the same points within the same group, applications will be prioritised based on date of application and length of tenancy. Accordingly, if two applicants have the same points, the applicant who has been in housing need the longest will be given priority.

See appendix 1 for Points System.

10. Information

Applicants may obtain a full copy of the Allocations Policy on request, free of charge. This can also be made available in alternative formats. The Allocations Policy can also be found on the Associations webpage www.calvay.org.uk

11. Publicity

We must make allocation rules and publish details of how we assess priority. These rules cover all applicants on the waiting list, including existing tenants who wish to transfer to alternative accommodation.

12. Access to personal information

An applicant has the right to access personal information under the UK General Data Regulations and the Data Protection Act 2018.

The request to access personal data should be submitted directly to Calvay Housing Association. Contact details www.calvay.org.uk

We will acknowledge your request and we then have one month to provide relevant information. Please note:

- We may require identification to confirm that you are the data subject
- We may contact you if we need to clarify the request
- We may also require an extension to respond to the request if the request is complex, and you will be informed if this is the case.
- We may make a small charge under certain circumstances

Please note that we can only provide information that relates to you as the data subject. Details on your rights as a data subject can be obtained from each member organisation.

13. 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 and can also be provided in alternative formats.

14. Equal Opportunities

The Association will consider its responsibilities under the Equality Act 2010 and its equality and diversity policy when implementing this policy.

15. Training

Training is an important element in ensuring that the allocation policy is implemented effectively. We, therefore, provide ongoing training for staff. This includes training on:

- Allocation law and practice
- Allocation policy and procedures
- Information technology systems
- Other relevant legislation such as equality law

We monitor training through our training plans and annual staff appraisals that link training to strategic objectives and personal development needs.

16. Auditing and monitoring performance

16.1 Auditing performance

We ensure that proper mechanisms are in place to allow individual allocations to be audited.

16.2 Monitoring performance

Monitoring the implementation of the allocation policy is an important part of quality assurance. It is also essential to ensure that allocation practices are subject to continuous improvement.

We ensure we monitor performance in the following areas:

- The number of new applications received
- Applications reviewed and deleted as part of the review process
- The groups in which applications are placed
- Household type and equality information
- Offers of houses for let
- Appeals and complaints
- Method of submission i.e. online or paper form

General allocation performance is published for all tenants and service users.

17. Tenant participation and policy review

17.1 General

We review the allocation policy every three years, or as required. For instance, a review of the allocation policy may be necessary to address legal changes.

We discuss changes to policy with tenants, applicants and other service users through our tenant participation strategy.

We use our performance indicators to discuss improvements to service delivery.

THE POINTS SYSTEM

The assessment of housing applications is on a Group plus points basis and will be based on the following criteria:-

| GROUP | | POINTS AWARD |
|-------|---|-----------------|
| 1 | <p><u>Homelessness – Sect 5 Referral</u></p> <p>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.</p> <p>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</p> <p>We recognise our statutory responsibility in the prevention and resolution of homelessness.</p> <p>All applicants who the landlord has accepted as a Section 5 homeless referral will be placed in group 1.</p> <p>Confirmation of homelessness will be confirmed at the time of offer. Should confirmation not be confirmed we will withdraw the offer.</p> <p>Only accepted section 5 homeless referrals are placed within this group.</p> | 75 |
| 1B | <p><u>Statutory Homeless</u></p> <p>Applicants who have been assessed by the Local Authority and has a homeless decision/acceptance letter will be placed in group 1B</p> | 75 |
| 2 | <p><u>Group 2: Urgent needs</u></p> <p>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.</p> <p>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.</p> <p>The needs covered under this group are split into 2 categories:</p> | |

| | | |
|---------------------|---|-------------------------------------|
| <p>2 (a)</p> | <p><u>Domestic abuse</u></p> <p>This covers applicants who need to be rehoused because they are currently experiencing domestic abuse.</p> <p>Where the applicant has been displaced ie currently living c/o Women's Aid</p> | <p>150</p> <p>100</p> |
| <p>2 (b)</p> | <p><u>Harassment</u></p> <p>This covers applicants who need to be rehoused as a consequence of harassment**.</p> <p>Examples of types of abuse and harassment we consider include, but is not limited to:</p> <ul style="list-style-type: none"> • Racial harassment • Religious or sectarian harassment • Homophobic harassment • Bi-phobic harassment • Transphobic harassment • Harassment of autistic people and people with a learning or physical disability. <p>** Where a move will not resolve the harassment an applicant is experiencing , then no points will be awarded. Harassment should not be confused with neighbourhood issues, general nuisance, vandalism or other forms of anti-social disputes. Harassment is on-going violence which may be physical or verbal and which is aimed at a specific person or household.</p> <p>Points will be awarded for harassment when the applicant can demonstrate that their quality of life is seriously affected because of harassment of themselves or a member of their household.</p> <p>Evidence may be requested such as letters of support from current landlord, police reports etc.</p> | <p>150</p> |
| <p>2 (c)</p> | <p><u>People re-housed through care initiatives</u></p> <p>This covers applicants who need to be housed as part of community care initiatives. Applicants are referred through Social Work or other support agencies.</p> <p>Examples of such groups are:</p> <ul style="list-style-type: none"> • Young people "looked after" and accommodated by Glasgow City Council | <p>125</p> |

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| | <ul style="list-style-type: none"> • Residents of hospitals and other institutions who are returning to the community • Residents in supported accommodation now ready to move to other accommodation <p>2 (d) <u>Properties subject to demolition or regeneration</u></p> <p>Applicants whose houses are subject to demolition or regeneration due to action taken by their own landlord and who require permanent re-housing are regarded as being in serious need.</p> <p>We will consider, on a case by case basis, requests by local landlords to assist their clearance programmes.</p> <p>2 (e) <u>Properties below the tolerable standard</u></p> <p>Housing falls below the tolerable standard if it does not meet the relevant legal standard. A house is below the tolerable standard if it fails to meet any one of the elements within the tolerable standard.</p> <p>For example, a house must be substantially free from rising or penetrating damp and must have a sink that has a supply of both hot and cold water.</p> <p>This must be verified by a letter from Environmental Health or clarified by a home visit by Association staff.</p> <p>2 (f) <u>Needs not covered by policy</u></p> <p>We apply this section of the policy only in exceptional circumstances if our present policy does not address the housing need in question. If this applies, we will award points only after each case has been fully investigated and evidence gathered.</p> <p>In order to ensure accountability, each case must be approved a senior member of staff. The points awarded are withdrawn if the particular need is resolved before an offer is made. These cases will be monitored closely and, if unique circumstances occur, this will be recognised within the policy review.</p> | <p>75</p> <p>125</p> <p>300</p> |
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| <p>3</p> | <p><u>Medical</u></p> <p>We must give reasonable preference when letting houses to applicants living in unsatisfactory housing conditions. This includes applicants whose ill health is significantly affected by their current housing conditions and whose condition is likely to be improved by living in alternative housing.</p> <p>In order to be assessed for medical priority, applicants must complete the medical assessment form to enable the Association to fully assess your needs. Evidence from an external third party e.g. Occupational Therapist; Consultant or Health Professional may also be required; we may also request to visit you at home to verify your circumstances. Any supporting evidence provided will require to be the opinion/assessment or a diagnosis of a medical professional.</p> <p>An assessment is not made on the basis of health but how the accommodation is impacting on the individual's health. Therefore, where a move will not alleviate or address a medical problem, an applicant will not be awarded medical points and Medical priority will not usually apply where the current accommodation is at ground level and whereby the accommodation can be adapted.</p> <hr/> <p>Applicants will be placed in either of the four medical groups which matches their medical need. They are described below:</p> | |
| <p>CAT A</p> | <p><u>Category A:</u> Where an applicant's current accommodation is potentially life threatening or there is an extreme need for rehousing urgently and/or the accommodation greatly exacerbating the medical condition or health problem. For example, need accommodation to enable discharge from hospital where previous accommodation is unsuitable or unavailable to return to.</p> <p>Applicants who are housebound, and where the property is incompatible with the person's physical disabilities (ie: applicant currently living on an upper floor property and requires a ground floor level access property or a wheelchair accessible property) will also be included.</p> <p>NB: Applicants placed in group Medical A will be queued for ground floor or adapted properties only and will not be queued for properties with internal stairs.</p> <p>Applicants placed in group Medical A will be queued for ground floor or adapted properties only and will not be queued for properties with internal stairs.</p> | <p>100</p> |

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| <p>CAT B</p> | <p>Category B: Where an applicant's current accommodation is causing serious aggravation to an applicant's medical condition. This refers to cases where:-</p> <ul style="list-style-type: none"> ▪ there is difficulty getting to and from the accommodation. ▪ the internal layout is unsuitable and require ground floor accommodation and it is not practical to adapt their home to meet their needs. ▪ there is difficulty accessing facilities within the current accommodation. <p>NB: Applicants placed in group Medical B will be queued for a for ground floor or adapted properties and will not be queued for properties with internal stairs.</p> | <p>75</p> |
| <p>CAT C</p> | <p>Category C: This will apply where the applicant has a condition which causes difficulty in the present accommodation and where re-housing would alleviate an applicant's health or mobility difficulties and/or improve their quality of life.</p> <p>NB: Applicants placed in group Medical C will be queued for properties at a maximum of first floor level or a housing with internal stairs.</p> | <p>50</p> |
| <p>CAT D</p> | <p>Category D: Where the current housing/living circumstances of an applicant, or member of the household, causes a decline in their mental health, to such a degree that continued assistance is required from a Community Psychiatric Nurse or other medical professional.</p> <p>Where an applicant or a member of their household suffers from a mental health condition and overall wellbeing would be improved by rehousing.</p> <hr/> <p>Where an applicant requires an extra bedroom due to medical needs (i.e. autism, sleeping problems, storage for medical equipment etc.) they will be awarded Medical D points. Note: they may also be awarded Overcrowding points, only if they meet the age criteria for this.</p> | <p>50</p> <p>25</p> |

| | <p><u>Additional Medical Points</u></p> <p>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.</p> <p>Applicants with a medical priority who consider that their medical circumstances have changed, may submit additional supporting information to Calvay for review.</p> | | | | | | | | | | | | | |
|-----------------------------------|---|----------------|-------------------|---------------|-----|--------|-----|-----------------------------------|-----|--------------------------------|-----|------------------|-----|--|
| <p>4</p> | <p><u>Overcrowding</u></p> <p>When awarding points to applicants in this group, we use the below occupancy standard, Table 2. This standard is used to calculate if overcrowding (or under-occupation) exists.</p> <p>Where an applicant has allowed a household to move into their home causing overcrowding, and they do not wish for this household to be rehoused with them, no overcrowding points will be awarded.</p> <p>Table 2: Occupancy standard</p> <table border="1" data-bbox="451 1066 1224 1312"> <thead> <tr> <th>Household size</th> <th>Bedrooms required</th> </tr> </thead> <tbody> <tr> <td>Single person</td> <td>One</td> </tr> <tr> <td>Couple</td> <td>One</td> </tr> <tr> <td>Same sex members who are under 14</td> <td>One</td> </tr> <tr> <td>Two children mixed sex under 8</td> <td>One</td> </tr> <tr> <td>Any other person</td> <td>One</td> </tr> </tbody> </table> <p>Table 2 shows that, as soon as one child reaches 8 years of age, overcrowding points are awarded if the child does not have a separate bedroom.</p> <p>We do not let houses to applicants if this creates statutory overcrowding. The size of houses that we let to applicants is based on our policy standard</p> <p>In the case of medical needs, extra room space may be required. This will be assessed within our Group 3 – Medical.</p> <p>Overcrowding assessments include people who normally live in the house but who are temporarily absent. This could include family members working away from home for a short period or students.</p> | Household size | Bedrooms required | Single person | One | Couple | One | Same sex members who are under 14 | One | Two children mixed sex under 8 | One | Any other person | One | <p>50</p> <p>(for each bedroom required)</p> |
| Household size | Bedrooms required | | | | | | | | | | | | | |
| Single person | One | | | | | | | | | | | | | |
| Couple | One | | | | | | | | | | | | | |
| Same sex members who are under 14 | One | | | | | | | | | | | | | |
| Two children mixed sex under 8 | One | | | | | | | | | | | | | |
| Any other person | One | | | | | | | | | | | | | |

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| | <p>Parents with shared access to children will be awarded with one additional bedroom regardless of how many children the applicant has access to.</p> <p>In this group we have two separate sub-groups: overcrowding for waiting list applicants and transfer applicants.</p> <p>If it is deemed by Association staff that the applicant has deliberately created a situation of overcrowding to improve their position on the housing list, overcrowding points will be withdrawn.</p> | |
| <p>5</p> | <p><u>Under-occupation</u></p> <p>In this group we have two separate sub-groups: under-occupation for waiting list applicants and transfer applicants.</p> <p>Applicants who are under-occupied and have a medical condition which will be alleviated by a move will be placed in the relevant Medical Priority Group (3) and awarded the relevant points for under-occupation of bedrooms. Where there is no medical need then applicants will remain in Group 5”.</p> <p>(a) Under-occupation</p> <p>Reducing under-occupation helps us to make best use of our housing. Tenants may wish to move to smaller houses as their present home is too large.</p> <p>Tenants can apply to move to accommodation that reduces present under-occupation levels even if the house remains under-occupied. Such applicants would be awarded under-occupation points only if under-occupation is reduced.</p> <p>Only tenants (including private rented sector tenants) will qualify for under occupation points. No points will be awarded to owner occupiers.</p> <p>Two sub groups within this group exist. Group 5a includes internal tenants. Group 5b includes tenants from other Registered Social Landlords and tenants from the Private Rented Sector.</p> | <p>50</p> <p>(each room under-occupied)</p> |

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| | <p>(b) Two households wishing to merge into one</p> <p>If two tenants want to live together and re-housing both households releases both their houses for let we award a fixed amount of points.</p> | <p>50</p> |
| <p>6</p> <p>NO other priority except medical condition</p> | <p><u>General Needs</u></p> <p>General needs include areas such as insecurity of accommodation and households who want to move into the social rented sector.</p> <p>Applicants (non-tenants) with zero points would be placed in here (if you are a tenant with zero points your application will be placed into group 8).</p> <p><u>Insecurity of accommodation</u></p> <p>Applicants from people living in insecure accommodation will be awarded points in this group.</p> <p>Insecurity of accommodation covers a range of situations, including applicants who live in:</p> <ul style="list-style-type: none"> • Private sector accommodation • Tied accommodation • Armed forces personnel <p>(a) Private sector accommodation</p> <p>Applicants who reside in privately rented accommodation will be awarded housing need points to reflect lesser security of tenure compared to that offered by social landlords and the realisation that affordability is a legitimate housing need.</p> <p>(b) Private sector accommodation with limited security</p> <p>This covers private rented sector accommodation that is ending due to actions by the landlord or agency to seek recovery of repossession. For instance, this might apply in cases where the landlord is terminating either an assured or a short assured tenancy through the correct legal procedures.</p> | <p>20</p> <p>75</p> |

| | <p>Insecurity of tenure points may also be awarded to owners whose home is threatened because of mortgage default. This may happen if owners cannot afford to maintain mortgage payments and lenders have taken court action to recover the property for sale. Points are awarded once the owner has a date to leave accommodation. In processing applications, we carry out checks as required to confirm details.</p> <p>(c)Tied accommodation / Armed Forces</p> <p>This applies to applicants living in accommodation as part of their employment duties. . We award points under this category when the accommodation is ending due pending Army Discharge.</p> <p>(d) Armed forces personnel</p> <p>This applies to Armed Forces personnel who occupy service accommodation and want to be rehoused in our community. We encourage applicants to apply as soon as possible before discharge. Applicants are required to provide a copy of their certificate of discharge</p> <p>Relationship Breakdown</p> <p>This applies to partners/joint tenancies in a relationship breakdown who now want to live separately.</p> <p>Shared amenities</p> <p>We also award points to applicants who are living with other households if they share key amenities. The amenities for which points are awarded are kitchen, bathroom or toilet. Applicants need to only be sharing one of these amenities to qualify for the points.</p> <table border="1" data-bbox="491 1603 1225 1744"> <thead> <tr> <th>Household type</th> <th>Points awarded</th> </tr> </thead> <tbody> <tr> <td>Single person and couples</td> <td>20</td> </tr> <tr> <td>Families</td> <td>30</td> </tr> </tbody> </table> <p>Applicants who sublet part of their home or take in lodgers do not qualify for these points.</p> | Household type | Points awarded | Single person and couples | 20 | Families | 30 | <p>75</p> <p>75</p> <p>20</p> <p>20/30</p> |
|---------------------------|--|----------------|----------------|---------------------------|----|----------|----|--|
| Household type | Points awarded | | | | | | | |
| Single person and couples | 20 | | | | | | | |
| Families | 30 | | | | | | | |

| | <p><u>No Housing Need</u></p> <p>Applicants (non-tenants) with no recognised housing need may also be placed in this group with zero points.</p> | | | | | | | |
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| 7 | <p><u>Social Support, Employment and Education Needs</u></p> <p>Where a person requires support from a friend or relative and the applicant is either the carer or the person requiring support points will be awarded.</p> <p>Because of the individual nature of this type of application, each application will be assessed on its merits. A number of factors will be taken into account:</p> <ul style="list-style-type: none"> • The current distance between the two individuals involved and whether there are other carers • The dependency of one person on the other and any associated health/emotional problems • The type and frequency of care being provided • The recommendations of health/social work professionals in relation to care and support. <p>Once the information has been gathered an assessment will be made.</p> <table border="1"> <thead> <tr> <th>Grade</th> <th>Points awarded</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>20</td> </tr> <tr> <td>B</td> <td>10</td> </tr> </tbody> </table> <p>Further evidence may be requested before points are awarded. There requires to be a fully justifiable reason for the support need, for example, child-minding in order to allow someone to retain employment.</p> <p>An applicant may have employment / education related reasons for needing to stay somewhere. We award points to applicants who want to move to our areas for employment / education related. These cases will be awarded Grade B 10 pts.</p> | Grade | Points awarded | A | 20 | B | 10 | 20/10 |
| Grade | Points awarded | | | | | | | |
| A | 20 | | | | | | | |
| B | 10 | | | | | | | |
| 8 | <p><u>Group 8: Aspirational</u></p> <p>The aspirational group is for Calvay tenants who wish to move to another property in the area that they currently stay. It could be that you live in a flat, and would like to move to a house or internal applicants who wish to move with no housing need.</p> | 0 | | | | | | |

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| | <p>As there is no housing 'need' element (in that their current home meets your housing needs), we do not award 'housing points'. Instead, we add the person to the group, and who has been on the list the longest and has the longest. If more than one applicant has the same application date, then the longest length of tenancy will take priority.</p> <p>You can't be in any other group as well as the aspirational group at the same time; if you require a bigger house, or a smaller house, or another property because of a medical condition, then you have an element of 'housing need' and will be placed within another group.</p> | |
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