

**Common Allocation Policy
(Summary Information Leaflet)
Your guide to applying for a home and our allocation process**

A joint approach to housing in Drumchapel involving:



Reviewed: April 2020

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This summary policy document can be produced in various formats, for instance, in larger print or audio-format; and it can also be translated into other languages, as appropriate.

Our equality and diversity policy statement describes our key equality commitments that we use to develop all organisational services; this includes employment services and services to tenants and other customers.

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The Scottish Housing Regulator Reg. No: HAC231; Registered Scottish Charity No: SC038237; FCA Reg. No: 2375R(S); Property Factor Reg. No: PF000151



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1. Introduction

This leaflet is a summary of our Common Allocation Policy (the policy) and how it works. It tells you what size of property you are eligible for and how we work out what priority to give your application

Our Common Allocation Policy has been developed between:

- Cernach Housing Association
- Kendoon Housing Association
- Kingsridge Cleddans Housing Association and
- Pineview Housing Association

The policy sets out an agreed, common approach that we will use to allocate homes that become available for let.

By allocating, we mean the process of selecting people from our housing lists, offering them a property and, if they accept, signing a tenancy agreement with them.

The law states that we must provide this summary of our policy, however a full copy of the policy is available on the partner housing association web sites and / or available on request from us.

Contact information about the partner housing associations can be found at the end of this leaflet.

The full policy gives more detail about:

- Our legal responsibilities
- Our regulatory framework
- Our good practice commitments
- Our equality and diversity commitments
- Confidentiality, access to applicants details and data protection
- Your rights as an applicant

2. Our policy aims and objectives

We are committed to providing high quality, affordable housing that meets housing needs. In implementing this policy, we will aim:

- To meet all appropriate legal, regulatory and good practice guidance standards, for example, addressing the specific housing needs groups set out in housing law.
- To contribute to the regeneration of Drumchapel through the provision of quality housing services at affordable rent levels which will meet the changing needs and aspirations of our customers.
- To maximise opportunities by offering applicants comprehensive advice and information concerning their housing options.
- To establish new tenancies that are successful and build sustainable communities. By 'sustainable community' we mean an area that is attractive to residents and where people wish to live and work.

- To form partnerships with other housing providers to address housing need and to prevent / address homelessness.
- To operate a policy that is easily understood and simple to administer.
- To maximise rental income by letting empty houses quickly and against timescales.
- To make best use of the housing stock and ensure a balanced community.
- To base allocation practice on a comprehensive assessment of local housing needs and demand; this includes taking account of applicants' preferences.
- To avoid discrimination on grounds covered in our equality and diversity policy.
- To include equality matters in all aspects of our housing services in order that services are linked to individual needs.
- To process personal information confidentially to meet relevant legal obligations.
- To deal with appeals and complaints fairly and in accordance with our set timescales.
- To assess if policy objectives are met through our audit and performance management system.
- To review the policy every three years.

3. Key stages of the allocation process

It is the responsibility of each of the partner housing associations to make sure that the policy is put into practice. This section explains the key stages in the allocation process.

• Support and advice when applying for housing

In order to prevent homelessness we will liaise with Glasgow City Council and other organisations to ensure people at risk of losing their homes access appropriate advice and support to sustain their tenancy where possible.

• Access to the housing list

Each partner housing association operates their own housing list. Any person who is sixteen years or over can register on our housing list. This is not, however, an automatic right to receive offers of housing.

• Admission to the housing register

You must complete an application form for the housing association(s) you wish to apply for housing.

We will assist you to complete your application form as appropriate.

This includes making reasonable adjustments. For example, we may provide support services including signers for deaf people as well as interpreting services in other languages.

Applications can also be made to us via formal referrals by agencies that have an agreement in place with any of the participating housing associations.

An example of this being Glasgow City Council Homeless Service (also known as a Section 5 Homeless Referral).

Our target for assessing completed application forms is 7 working days, from the date all information / relevant proofs received.

Applicants are sent written confirmation of their points award.

If further information is required following an application submission we will contact you about this. Your application may however still be pointed on the information provided.

You are responsible for advising of any changes to your housing circumstances.

- **Verification**

To enable the correct housing need assessment to be made, we generally require you to provide information to verify your circumstances.

We will also make checks to ensure that what you say on your application form is accurate.

We may carry out tenancy checks / ask for references from any landlord or mortgage lender to confirm housing and tenancy details.

- **Home Visits**

We may carry out home visits to verify application details, to provide information relating to tenancies and also to consider any support requirements.

A home visit 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.

- **Applicant Choice / Selection**

You can state your preferences for a number of factors including:

- Area and streets preferred.
- House / property types.
- Floor level

You may also state what you don't want in respect of these factors.

Your choice of area and housing may be affected by legal orders and relevant guidance that we are required to follow e.g. anti-social behaviour orders, matrimonial interdicts and exclusion orders.

Your choices are also often determined by availability of housing.

Therefore, although you can request housing in any area, prospects of re-housing will vary from area to area based on numbers of properties available for let.

• **Offers of Housing**

As mentioned previously, admission to the housing list does not mean that we will always be able to make an offer of housing.

Whether you receive an offer of housing will depend on:

- The reasonable preference groups and priority / points categories set out in our policy;
- Any quotas or letting targets in place i.e. the number of allocations we need to make to applicants in each of our groups;
- Your individual circumstances, requirements and preferences; and
- The property, its size, location and suitability.

Reasonable offers are those that reflect your stated need for rehousing, for example, we will not offer house types that you expressly stated that you will not consider.

We will also not offer properties which do not suit your housing requirements for example we will not offer a top floor property where mobility requirements have been identified.

Each Association will provide advice and information on realistic preferences, as demand generally exceeds supply in certain areas / property types.

In cases where you refuse a number of reasonable offers (i.e. meeting your assessed needs and preferences) we reserve the right to re-interview and re-assess your application.

If we decide to offer a property to you this will be a written formal offer of housing. We may telephone to tell you we have an offer, but we will always confirm any offer in writing.

4. What size of property can I apply for?

This depends on the size of your household. The table below shows you the size which you are eligible for:

Apartment size	2 Apt (1 bedroom)	3 Apt (2 bedroom)	4 Apt (3 bedroom)	5 Apt (4 bedroom)
Single Person	✓	**		
Couple	✓	**		
Parent(s) with 1 child		✓		
Parent(s) with 2 children under 16 of same gender		✓		
Parents(s) with 1 girl and boy both under 10 years		✓		
Parent(s) with 2 children of same gender where 1 is 16 years or older			✓	
Parent(s) with 1 girl & 1 boy where oldest is 10 years or older			✓	
Parent(s) with 5 children aged under 16 years or applicant plus 3 adults 16 years or older				✓

****** At the discretion of the allocating landlord.

6 apartments and above, where available, are let at the discretion of the allocating landlord.

The size and type of properties becoming available will vary depending on the housing stock of each landlord. If there is limited interest in a property amongst those needing a property of that size we may consider making offers to other households

• **Reasons for additional bedrooms**

We understand that there may be other circumstances which can affect the number of bedrooms you need, and we will discuss this with you on a case by case basis.

You may be entitled to an additional bedroom under the following circumstances:

- If there is a health, care or mobility reason for needing an additional bedroom.
- If someone in the household is, or wishes to be, a kinship carer for a child or children but those children are not yet living in the household.
- If someone in the household is caring for a foster child or has been accepted as a foster carer but has no child living with them.
- If someone in the household is adopting a child or has been approved in principle pending suitable housing.

5. How we allocate our properties

We prioritise applicants on our housing list according to their housing need. To do this we operate a groups plus points system.

You will be placed in a group and awarded points based on your housing need.

We will allocate housing according to targets for the proportion of lets to each group.

Allocation targets are set to ensure that those in housing need receive a fair share of allocations.

When setting targets we will take account of:

- Our legal duty, for instance, to give reasonable preference to certain groups when letting houses;
- The demand for housing; and
- Applicants' choices for housing that becomes available to let.

If applicants share the same points and are in the same group, applications will be prioritised based on their date of application.

Therefore, if two applicants have the same points, the applicant who registers first will be given greater priority.

6. Our application groups

Our Common Allocation Policy has four main groups:

Group 1: Homeless Persons (as defined by current legislation).

Only accepted section 5 referrals are placed within this group.

No points awarded.

Priority is based on date of application, that is, the date on which statutory section 5 referrals are received by us from Glasgow City Council.

Group 2: General Housing List

Examples of housing circumstances that we consider under this group are as follows:

Threatened with homelessness

- Leaving the armed forces;
- Accommodation with limited security;
- Tied accommodation that is ending due to the ending of employment;
- Properties subject to demolition or regeneration.

Unsatisfactory housing

- Accessibility i.e. if current housing is not accessible to a disabled person.
- Housing below the tolerable standard.
- Health, Social Care and Mobility needs i.e. if current housing does not meet someone's needs due to these reasons.
- Overcrowding i.e. if current housing does not meet our occupancy standard
- Sharing amenities
- Under-occupation

Social needs and sustainable communities

- care and support;
- employment in the Drumchapel area;
- environmental issues, for example, children at height points;
- harassment if re-housing is the appropriate remedy after assessment of
 - each case in liaison with applicants;
 - relationship breakdown; and
- releasing housing for let to other applicants.

Group 3: Internal Transfers

This group consists of applications for housing from Pineview Housing Association tenants.

Group 4: External referrals from other organisations

This group consists of applications made as referrals from a range of external organisations.

Needs not covered by policy

There may be exceptional cases where one of the landlords considers it appropriate to make an allocation out with the terms of the policy.

If this applies, points will be awarded only after each case has been fully investigated and evidence gathered.

Due to the exceptional nature of these lets, the numbers involved will be very low and will be clearly documented for audit purposes.

7. What will I be awarded points for?

Summary of applicants points categories and amounts

(Please see full policy for details on each category)

Points		Eligibility		
Description	Amount	Group 2	Group 3	Group 4
Properties subject to demolition / re-generation	250	✓	✓	X
External referrals from other organisations	250	X	X	✓
People subject to domestic abuse, harassment etc.	250	✓	✓	X
Exceptional needs not covered by the policy	250	✓	✓	X
Priority A (health, social care or mobility needs & accessibility)	100	✓	✓	X
Priority B (health, social care or mobility needs & accessibility)	75	✓	✓	X
Accommodation with limited security	75	✓	X	X
Tied accommodation (ending due to termination of employment)	75	✓	X	X
Armed forces personnel	75	✓	X	X
Priority C (health, social care or mobility needs & accessibility)	25	✓	✓	X
Overcrowding (per room) in accordance with our Occupancy Standard – see full policy	25	✓	✓	X
Social landlord under-occupation (per room)	25	✓	✓	X
Releasing tenancy for let to other applicants	25	X	✓	X
Properties below tolerable standard	20	✓	X	X
Shared amenities	20	✓	✓	X
Relationship breakdown	20	✓	✓	X
Care and support	20	✓	✓	X
Taking up employment in Drumchapel	10	✓	X	X
Child / Children at height (under 10 years living in multi-storey accommodation)	5	✓	✓	X

Group 2 - General Housing List

Group 3 – Internal Transfers

Group 4 – External referrals from other organisations

8. Suspension from the Housing List

A suspension is when a landlord decides that it will not make an applicant an offer of housing until certain circumstances have changed, conditions are met, or a set period of time has passed. The applicant remains on the housing list while suspended unless they ask to be removed from the list.

Please refer to our full common allocation policy for further information.

9. Removal of Applications from the Housing List

An application can be removed from the Housing List under the following circumstances:

- The applicant is re-housed and confirms they wish their housing application cancelled.
- The applicant has requested removal – if this request is made verbally and not in writing, the organisation will then confirm the request by letter.
- The applicant fails to respond to a periodic review within a reasonable timescale
- The applicant is deceased

10. Reviewing Applications

A review of applicants on the housing list normally takes place annually. You can however, update your application at any time. It is important that you keep us up to date with accurate information so that appropriate offers of housing can be made.

11. Appeals and Complaints

We will always aim to provide an excellent service but we recognise that you may disagree with some of our decisions and may wish to make an appeal or you may be dissatisfied with the level of service you have received and wish to make a complaint.

Each of the partner housing associations operates its own appeals and complaints procedures. Details are available on their website or from their office on request.

Common Allocation Policy Partners

Cernach Housing Association,
79 Airgold Drive, Drumchapel, Glasgow, G15 7AJ

Opening hours: Monday, Tuesday, Thursday, Friday 9am – 5pm
Wednesday 10am – 5pm

Telephone: 0141 944 3860
E mail: admin@cernachha.co.uk
Website: <https://www.cernachha.co.uk>

Kendoon Housing Association,
Suite 18, Garscadden House, 3 Dalsetter Crescent, Drumchapel, Glasgow, G15 8TG

Opening hours: Monday – Thursday 9am – 12pm 1pm – 5pm
Friday 9am – 12pm 1 pm – 4pm

Telephone: 0141 944 8282
E mail: admin@kendoon.org.uk
Website: <https://www.kendoon.org.uk>

Kingsridge Cleddans Housing Association,
Commercial Units 2/3, Ladyloan Place, Drumchapel, Glasgow, G15 8LB

Opening hours: Monday – Friday 9.30 am – 12.30 pm 1.30 pm – 4pm

Telephone: 0141 944 3881
E mail: admin@kc-ha.com
Website: <https://www.kc-ha.com>

Pineview Housing Association,
5 Rozelle Avenue, Drumchapel, Glasgow, G15 7QR

Opening hours: Monday – Thursday 9am – 5pm
Friday 9am – 4pm

Telephone: 0141 944 3891
E mail: mail@pineview.org.uk
Website: <https://www.pineview.org.uk>