

GLASGOW WEST HOUSING ASSOCIATION LIMITED (GWHA)

HOUSING ALLOCATIONS POLICY (HAP)

1.0 CONTEXT

- 1.1 The provision of a high standard of affordable housing for rent, for those in housing need, is integral to the delivery of GWHA's vision of shaping thriving communities.
- 1.2 The Association's housing stock is clustered in specific areas of the city centre and West End of Glasgow; just over 20% of stock is multi story one bedroom flats with a city centre location, a further 20% are deck access properties situated in Finnieston and Hyndland, the remaining 60% of our stock is primarily rehabilitated or new build tenemental flats located in the G3, G11 G12 G20 areas.
- 1.3 In addition to the needs of existing tenants and applicants, demographic trends and local circumstances are considered in determining future housing provision and tenure.

2.0 STRATEGY

- 2.1 The HAP sits within the Community Sustainment Strategy, with close links to the Void Management Strategy and with direction through the Housing Needs Analysis. Initiatives are introduced through the Corporate Plan *Enhanced Services* driver to move the Association towards its vision, and include Lettings Initiatives, partnership working with other RSL's¹ and the LA² to increase ease of access to a variety of housing options, active participation in the development of a common housing register and supporting the Housing Access Team to deliver operational improvements in the homelessness referral system.

3.0 ACCESS MECHANISM

Housing allocations will be reviewed annually to take account of prevailing housing needs and future requirements. The onus will always rest with the Applicant to notify the Association of any change in circumstances.

3.1 Project/Development Priority

- 3.1.1 In the first instance, those affected by the Association's immediate development programme (i.e. those who have been temporarily decanted) will have priority in terms of rehousing. Thereafter, tenants of future development projects will be given priority to reflect the stage in the development programme.
- 3.1.2 Once the needs of the current projects have been met, recourse will be made to Local Authority (section 5 referrals), Housing List Applicants, Transfer Applicants and Referrals in accordance with current projections.

3.2 Housing List

- 3.2.1 Continuous opportunity is available for applicants to be admitted to the Housing List and assessed for rehousing.
- 3.2.2 All applicants are encouraged to complete a [Housing Application Form](#) (HAF) to facilitate an assessment of housing need, and to enable the award of points in line with the HAP. At the application stage, information is provided in relation to demand and turnover of stock, with a choice based area selection form including information on GWHA's areas of operation and specifically stock type per street.
- 3.2.3 Further advice is provided through the HAF via a "self-assessment questionnaire" (with YES/NO answers providing guidance on points awarded for various categories of housing need), alongside information on other housing providers and advice agencies. Housing options advice is available by appointment, currently two half days per week.

¹ Registered Social Landlord

² Local Authority

3.3 Local Authority (LA) Section 5 Referrals

- 3.3.1 GWhA accepts it has an important role to play in assisting the Local Authority in discharging its housing obligations in line with the Housing (Scotland) Act 2001 and Homelessness etc (Scotland) Act 2003.
- 3.3.2 The principles of the Homelessness Duty Protocol have been adopted by GWhA and Section 5 referrals are accepted where the referral complements the Association's aim of achieving a balanced community.
- 3.3.3 Consistent with applicant direct to the Housing List, allocations are made to Section 5 Referrals where housing need is demonstrated, all support needs have been identified and a robust support plan is in place to ensure tenancy sustainment.

3.4 Internal Transfers

- 3.4.1 Applications from existing tenants for a transfer to alternative accommodation are accepted only where there has been a change in circumstances since the commencement of the tenancy and/or where there is housing need that is recognised by the HAP.
- 3.4.2 Transfer applications are assessed on the same basis of housing need as other applicants, although it is recognised that existing tenants are unlikely to be able to compete with external applicants and, in terms of housing need points, may never be a priority. To ensure that existing tenants do have opportunities to move to more appropriate housing, the Association aim to allocate a proportion of annual lets to this group.
- 3.4.3 Transfer applications will be expected to comply with GWhA's HAP including the Access Criteria outlined at Section 7.0

3.5 Homelessness Arising from within GWhA Stock

- 3.5.1 In specific instances, and stock permitting, the Association will aim to avoid homelessness arising from amongst its existing households (e.g. domestic abuse cases). Residents accepted under this category will be pointed as "homeless". In all instances, housing advice and assistance will be offered to all residents (or family members) faced with impending homelessness.
- 3.5.2 Where the resident in question was party to a joint tenancy or has established occupancy rights, the Applicant will be regarded as an Internal Transfer Applicant. Where the circumstances of the case mean that rehousing within the Association's areas of operation is not practical, a referral will be made to other housing agencies. Where the Applicant is not a joint tenant and has not established occupancy rights, the Application will be held on the Housing List.
- 3.5.3 On occasions where GWhA require to decant a household to facilitate repairs, that are not rechargeable to the Tenant, then providing the property meets the households needs in terms of access, size and adaptation, the decanted household may be given the option to accept the decant accommodation as a permanent housing transfer.

3.6 Referrals

- 3.6.1 Consistent with the HNA, the Association will identify and prioritise the particular needs from within its direct area of operation and from the wider population. Partnership working opportunities will be sought to support needs that cannot be met through other access measures. For example, in the case of wheelchair or specially adapted accommodation, referrals may be sought from organisations such as Margaret Blackwood Housing Association, Glasgow Centre for Inclusive Living or Social Work Services.
- 3.6.3 In the case of supported housing for elderly residents at Keith Court, referrals may be sought from Yorkhill Housing Association who have a sheltered housing complex with an attendant waiting list for this type of housing.

4.0 EXTERNAL TRANSFERS/EXCHANGES

4.1 Mutual Exchanges

- 4.1.1 Tenancy exchanges by mutual agreement of GWhA tenants and those of other housing associations or LA s will be considered. Exchanges will not generally be permitted where:
 - a) There are outstanding rent arrears or other tenancy debts
 - b) The GWhA property is within an immediate development programme (i.e. either on site or due to go on site within a year).
 - c) GWhA has reasonable justification that the mutual exchange request results from a financial inducement being offered to one (or both) parties.

- d) a Decree has been obtained or a Notice of Proceedings for Recovery of Possession of the Property has been served
- e) GWA's property has been adapted for particular needs and the exchange would result in no-one with such needs occupying the property.

4.1.2 Permission to exchange will generally be granted where it is demonstrated that:

- a) both parties would benefit from the exchange
- b) overcrowding would not occur (account may be taken of the constraints on GWA's housing stock and of the household requirements).
- c) underoccupancy would not occur (account may be taken of medical/social factors presented).
- d) the tenancy record of the incoming tenant is satisfactory.
- e) there is compliance with the "Access Criteria" (section 7.0)
 - a. both parties intend to permanently reside at the new accommodation. (Further applications to exchange or transfer will not be accepted unless there is a substantial change in the tenant's circumstances.)

4.2 HOMESWAPPER ([Link](#))

GWA recognise that there will be instances whereby existing tenants will request assistance in securing accommodation out-with the Association's area of operation. In recognition of this, and to optimise the opportunities for those tenants to be rehoused, GWA will positively promote and publicise the schemes operated by HOMESWAPPER and will assist tenants to access this scheme.

4.2.1 RSL Agreement

Nominations to other landlords will be supported (to and from landlords) where a Tenant requires to move:

- a) to take up employment beyond reasonable daily travelling distance,
- b) to receive/give support,
- c) social reasons (e.g. domestic violence, harassment, and victimisation).

In considering nominations, cognisance will be taken of factors including childcare arrangements, transport systems available, hours of work and the applicant's mobility

5.0 ACCESS CRITERIA: ELIGIBILITY

5.1 Applications will be accepted from all people aged 16 and over. Amenity applicants must be at least 55 years old and/or suffering a medical ailment that will be alleviated by a move to alternative accommodation.

5.2 Applicants for alternative forms of tenure including Shared Ownership, Homestake and MMR must meet the criteria specified within those policies.

5.3 Applicants for supported accommodation projects must have a support need that will be met at the project.

5.4 Property ownership

5.4.1 This in itself will not disbar an application for rehousing, however, efforts will initially be focussed in assisting the property owner to resource their own solution.

5.4.2 Applications will be assessed, consistent with other applications for housing, although permanent rehousing may only be considered where it is demonstrated, to the Association's satisfaction, that it is not possible for the owner to remain in occupation of their property, for example, where it would be unsafe for the owner to do so, and where options for the sale/purchase of an alternative property within a reasonable timescale are negligible.

5.4.2 Temporary accommodation may be offered to owners, for example, to facilitate major works, or whilst a property is sold and another purchased, always on the basis that the owner will be required to remove from the property within an agreed timescale.

6.0 ACCESS CRITERIA: RESTRICTIONS

6.1 In the undernoted circumstances, GWA will restrict access to its housing. In all cases, the Applicant will be notified of the reason for the decision and of the right of appeal. The MC will receive an annual report outlining the number of cases falling within these categories.

6.2 Deliberate Overcrowding of GWA property

To discourage applicants staying "care of" GWA properties and causing overcrowding (which can lead to the attendant problems of excess refuse, wear & tear, condensation & dampness, noise transference, deterioration

in neighbour relations and more serious issues of infestations), points will not be awarded to an applicant residing in a GWHA property without the Association's permission.

6.3 **Support Requirements**

Where the Association consider that a risk assessment is necessary, or that the Applicant requires a structured programme of support in order to sustain an independent tenancy and/or to minimise potential risk to GWHA property and/or other members of the community, appropriate action must be taken to address these issues prior to any offer of rehousing. GWHA may not make an offer of rehousing in instances where a risk assessment is refused and/or where support is refused or is unavailable.

6.4 **Arrears**

6.4.1 The existence of arrears will not in itself prevent a housing allocation, however, where arrears exist, the Association will establish, what, if any, arrangements exist between the Applicant and the current Landlord.

6.4.2 An offer of accommodation may not be made to the Applicant unless it is demonstrated that a repayment arrangement has been adhered to for a reasonable period of time (i.e. a minimum of 3 months) or it can be clearly shown by the Applicant that there are exceptional circumstances.

6.4.3 An offer would not be made where monies are owed by the applicant to the Association or legal proceedings have been raised against the applicant by the Association. No account will be taken of:

- a) any outstanding liability attributable to a house of which the Applicant is not the tenant. (with the exception of factoring arrears owed to GWHA)
- b) arrears accrued by the Applicant that amount to less than one month's rent.
- c) debts that are not tenancy related debts (with the exception of monies owed to GWHA)

6.5 **Breach of Tenancy/Occupancy Obligations**

6.5.1 Where an Applicant's occupancy of a property has been ended for a serious breach of the occupancy obligations (e.g. serious anti-social behaviour), no offer will be made for a period of 3 years.

6.5.2 This restriction will not apply where the Applicant is able to demonstrate, to the Association's satisfaction, through the involvement of other parties, that the issue has been resolved or ongoing support mechanisms have been put in place.

Where rehousing is offered, the Applicant may be offered accommodation on a Short Scottish Secure Tenancy Agreement.

6.6 **Conduct**

6.6.1 GWHA will, at all times, endeavour to provide the highest quality information and advice to Housing Applicants in line with the Service Quality Guarantee.

6.6.2 In the event a Housing Applicant is verbally or physically abusive to a Committee Member, Officer or Employee of the Association, the Association may consider excluding or cancelling the Application for Rehousing.

6.7 **Confirmation of Circumstances**

6.7.1 GWHA reserve the right to request confirmation of any information in respect of an application for rehousing and to suspend/reject Applications where a satisfactory response has not been provided. Prior to an offer of housing being made, tenancy references will generally be sought for Applicants with a current or previous social tenancy.

6.8 **False/Misleading Information**

6.8.1 Where an Applicant is found to have benefited by withholding relevant information or from providing false or misleading information:

- a) an Application for Rehousing will be immediately withdrawn and the Applicant suspended from reapplying for a period of 6 months.
- b) an Offer of Accommodation will be immediately withdrawn and the Applicant suspended from reapplying for a period of 6 months.

6.8.2 In instances where a Tenancy has been signed, the Association will consider the instigation of legal proceedings for recovery of the Tenancy. The Tenant will not be reconsidered by the Association for rehousing for a period of three years.

6.9 Cancellation of Applications

6.9.1 Housing Applications will be cancelled for a period of six months in the undernoted circumstances. In all cases, the Applicant will be notified of the reason for cancellation and will be advised of the right of appeal where:

- a) the Applicant has received and refused a second reasonable offer of accommodation. A reasonable offer is one that meets the Applicant's housing needs as detailed in the Housing Application Form, and as per the street selection sheet.
- b) the Applicant has failed to respond to at least three items of correspondence about the Housing List from the Association,

6.9.2 If the Applicant wishes to reapply at the end of the cancellation period, a new Application must be submitted for assessment.

7.0 OCCUPANCY CRITERIA

7.1 General

7.1.1 When selecting applicants for accommodation, cognisance will be taken of their current and future housing needs. The Association will endeavour to meet such needs within the constraints of the stock available and the demand for that stock.

7.1.2 Generally accommodation will be allocated in accordance with the undernoted:

- 1 living room for each household
- 1 bed room for the Tenant (and partner)
- (+) 1 single bedroom for each child over 8 years of different gender
- (+) 1 double bedroom for each pair of children of the same gender up to 14 years
- (+) 1 single bedroom for each remaining member of the household

7.1.3 Depending on the circumstances of a case (e.g. custody arrangements), Applicants may hold a Housing Application on more than one List (e.g. 3 apt and 4 apt).

7.1.4 There will be a maximum of two children per double bedroom unless the bedroom is more than 13m².

7.1.5 A confirmed pregnancy will be taken into account in the measurement of occupancy requirements.

7.1.6 In the event the Association receive Applications from two or more individuals from the same household, unless the housing circumstances are different and the Applications can be separated in terms of points, the oldest of the Applicants will be considered first for rehousing. If an offer of housing is accepted, all other applications will be reassessed to take account of the change in household circumstances.

7.1.7 In situations where a person has left the family home for reasons of employment (e.g. armed forces or similar) he/she will be regarded as part of the household, unless he/she holds a permanent tenancy elsewhere. In the case of separating couples, the household member who has left the family home would not be considered as part of a new Housing Application unless there is a specific reason for that person having to remove from the original family home.

7.2 Custody/Access Arrangements

7.2.1 The Association will, where requested and within the constraints of its stock, aim to meet the housing requirements of applicants with access to children from a previous relationship.

7.2.2 In such instances, the housing requirements will be assessed as follows:

- a) where an applicant/tenant has informal/occasional access to children (irrelevant of age/sex), only one extra bedroom will be offered.
- b) where an Applicant has full custody or equal custody, the accommodation requirements will be assessed in accordance with Section 9.1.2.

8.0 POINTS SYSTEM

8.1 A Points System has been adopted as a means of readily identifying those in most housing need and introducing a system for rationing scarce resources.

8.2 Within the Points System the Association will endeavour to take account of the needs of other residents and the community and will therefore adopt a sensitive approach in the allocation of its accommodation.

8.3 Where a particular property type/building/area is identified as requiring a sensitive let, the housing allocation must be authorised by the Tenancy Services Manager. Procedures will outline how sensitivity will be applied in such circumstances.

- 8.4 In the case of equal points being achieved by more than one applicant, the Association may grant priority in the following order:
- (a) to the Applicant who has been longer in housing need.
 - (b) to the Applicant who has a local connection (e.g. residency/employment) with the area in which the property is available

9.0 PRIORITY FOR SPECIAL CASES

- 9.1 It is recognised that in exceptional circumstances, cases may still arise whereby the Points System cannot adequately deal with the situation and HOMESWAPPER/RSL referral not appropriate.
- 9.2 In such cases the Services Director may consider granting priority to the applicant taking regard of their particular needs and the urgency of the situation.

10.0 MANAGEMENT PROCEDURES

- 10.1 An Equalities Monitoring Form and Self-Assessment Questionnaire will be included with the HAF³ (the latter providing an indicator of the priority that may be granted by the Association's HAP).

10.2 Direct Application

- 10.2.1 A formal assessment will be undertaken on all completed HAFs.
- 10.2.2 HAFs will be posted only where the Applicant is elderly, infirm or disabled or where the Applicant is unable to visit the office during opening hours or lives outwith the Association's area of operation (i.e. postcodes G3, G12 or G20). Following the introduction of the Common Housing Register all applications must be made on-line and a "paper copy" will only be accepted in exceptional circumstance eg elderly, infirm or a disability which makes on line access difficult to achieve
- 10.2.3 Applicants will be notified of the outcome of the HAF assessment within a maximum of 3 weeks.

10.3 Offers of Accommodation

- 10.3.1 Before an offer of accommodation is made, and in order to verify the information provided on the [HAF](#), the top two applicants (in terms of points) will be visited at their existing accommodation. The applicant will generally be given a maximum 48 hours' notice of the intention to carry out a house visit.
- 10.3.2 If the applicant is at home, a [Housing Assessment Form](#) will be completed and the Applicant will be asked to sign and date the form. Where a joint application is made, both applicants will be required to sign the form. The [House Visits Information Leaflet](#) will be left with the Applicant.
- 10.3.3 If the applicant is not at home, a second letter will be sent advising that a visit will be carried out within 48 hours. If this appointment is not kept, and the Association does not receive any contact from the Applicant, the Application will be cancelled.
- 10.3.4 Where it is not geographically possible to carry out a home visit, a statement from another local agency should be obtained (i.e. Local Authority, Lettings Agency, Housing Association). This is of particular significance when considering homeless applications where in the case of an NFA Applicant (i.e. No Fixed Abode) it may be necessary to receive confirmation of such from Shelter, Social Works Services etc.

NOTE Further detailed information in respect of the Management Procedures is contained within the Association's Policy/Procedures Manuals.

11.0 PROCEDURES FOR DECISION TAKING AND APPEALS

- 11.1 Straightforward cases falling within policy guidelines will be dealt with by the Association's staff.
- 11.2 The procedures for dealing with appeals arising from Section 5 Referrals will be dealt with in accordance with the terms of the Homelessness Protocol.
- 11.3 In all other cases, applicants with a grievance arising from their application or decisions in the allocations process will have rights of appeal as set out in the Comments and Complaints Policy.

Stage 1 The Tenancy Sustainment Co-ordinator Services will review the TS Officer decisions to ensure compliance with the HAP and Procedures.

Stage 2: The Tenancy Services Manager will review decisions from Stage 1, with further recourse then available through Stage 2 of the Comments and Complaints Policy.

³ Housing Application Form

11.4 Once the Association's Comments and Complaints Policy is exhausted, there is a right of appeal to the Scottish Public Services Ombudsman. The Ombudsman will be concerned with the proper application of the HAP.

12.0 PERFORMANCE INDICATORS

	PI
Advise Applicant on outcome of Housing Application Form	3 weeks
Allocations in accordance with quotas	100%
MC Reporting:	
Performance Indicators	6 monthly
Equality Monitoring	6 monthly
Cancelled Applications/Appeals	Annually
Policy Outcomes	Annually
Policy Review	5-yearly

13.0 CONSULTATION

13.1 Changes to the policy will be consulted on via the Newsletter and at the Annual Tenants Conference and by circulating the policy document to the relevant Glasgow City Council Services and to any RTO⁴ for their feedback.

14.0 DELEGATED AUTHORITY

14.1 The MC will monitor and review this Policy, delegating authority to

- (a) the CE to ensure the implementation of the Policy and procedures.
- (b) the Services Director to award exceptional circumstances points
- (c) the Tenancy Services Manager to agree sensitive lets and to cancel housing applications in line with the HAP criteria

⁴ Registered Tenants Organisation

GLASGOW WEST HOUSING ASSOCIATION LIMITED
HOUSING ALLOCATIONS POLICY - POINT SYSTEM

1.0 MEDICAL FACTORS

1.1 General

- 1.1.1 Medical Priority will be awarded only where an applicant's condition would be alleviated by a move to alternative accommodation.
- 1.1.2 Where more than one member of the Applicant's 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 half of the relevant points.
- 1.1.3 Details of all medical cases must be supported by the Applicant's GP prior to an allocation being confirmed. The Association will accept, as verification, an official ink stamp from the GP practice on the Association's medical form.
- 1.1.4 Where the medical situation relates to mobility, points will be awarded only where the Applicant accepts a move to a lower level and/or a more suitable property.
- 1.1.5 Points will not be awarded for asthma.
- 1.1.6 Points will be awarded for stress/depression/anxiety, only where the case meets the criteria outlined at Category 'C', subsection (b). A maximum 5 points will be awarded in such instances unless the case is deemed to be exceptional (Section 10.0).

1.2 Medical Category

1.2.1 CATEGORY 'A' - Ground level only 45 POINTS

Restricted to the following circumstances:

- a. Where the Applicant is severely disabled and/or housebound due to a medical condition and where present accommodation cannot be adapted to meet the Applicant's requirements.
- b. Where the Applicant is terminally ill and requires suitable alternative accommodation as a matter of urgency and where present accommodation cannot be adapted to meet the Applicant's requirements.

1.2.2 CATEGORY 'B' - Ground/First Floor only 25 POINTS

Restricted to the following circumstances:

Date Implemented: Oct 1998
Date of 1st Review: Apr 1999
Date of 2nd Review: Jan/Aug 2001
Date of 3rd Review: Mar 2002
Date of 4th Review: Sept 2005
04/200905

- a. Where the Applicant's mobility is severely restricted due to the location or internal layout of existing property. Where adaptations to existing property are not possible and rehousing would alleviate the situation.
- b. Where the Applicant's health is, or is likely to be, significantly affected by current housing and where rehousing is required to prevent a currently serious illness becoming terminal.

1.2.3 CATEGORY 'C'

5 POINTS

Restricted to the following circumstances

- a. Where the illness is not as specific as in Category 'A' or 'B' but has an impact on the Applicant's mobility or ability to enjoy their home.
- b. Mental ill health which is clearly being exacerbated by present living conditions and where move is supported by a relevant agency.

2.0 CONDITION OF PROPERTY

Only one set of points per household may be allocated under this Section.

Irrespective of the number of people within the household only one set of points will be awarded for each amenity lacking.

Condition of Property points will be awarded only if the Applicant is the property householder.

2.1 Lacking Amenities

Lacking (or unable to make use of):

- | | | | |
|----|--|-------------|------------------|
| a. | Internal w/c | | 10 POINTS |
| b. | Washing Facilities
(i.e. no bath or shower) | (10) | 5 POINTS |
| c. | Piped Hot Water in
bathroom and/or kitchen | (5) | 3 POINTS |
| d. | Separate Kitchen | (4) | 2 POINTS |
| e. | External Clothes Drying Facilities | | 1 POINT |

To reflect the time in housing need on the anniversary of the HAF lacking amenity points (a-d) will be added at half the relevant initial award.

2.2 Disrepair

Points may be awarded in only one of the following categories. Also, only one set of points per household may be allocated.

Reference to two rooms is to be disregarded in the case of bedsits/1apt accommodation.

2.2.1 CATEGORY - A -

To ensure housing needs are balanced with the development requirements, GWHA tenants affected by the development programme will be awarded points to reflect the stage at which decanting would be required:

- **decanting within one year** **70 POINTS**
- **decanting within two years** **50 POINTS**
- **decanting within three years** **30 POINTS**

2.2.2 CATEGORY - B - **15 POINTS**

Restricted to the following circumstances

- a) **Property subject of an EHD Closing Order and declared unfit for human habitation.**
- b) **Severe dampness/direct water penetration**

(i.e. visible evidence of rising or penetrating dampness (mould growth or water stains) in at least two rooms in property)
- c) **Severe rodent and/or insect infestation**

(i.e. where the infestation is noted by Staff and/or where confirmation is received that the property has been treated by the EHD for severe infestation at least once in the previous 12 months).

2.2.3 CATEGORY - C - **10 POINTS**

Restricted to the following circumstances:

- a. **Substantial dampness/condensation.**

(i.e. inadequate heating/ventilation resulting in visible evidence of dampness and/or severe condensation in at least two rooms in property).

2.2.4 CATEGORY - D - **5 POINTS**

a. Inadequate heating

(i.e. a property which does not have a fixed form of heating in at least two rooms will be deemed to be inadequately heated. Fixed forms of heating include gas fires, solid fuel fires, fixed electrical appliances and radiators).

b. Difficult to heat

(i.e. factors which would show a house is very difficult to heat include single-glazed metal framed windows, poor insulation qualities, electric under-floor heating system, and noticeable draughts around door and window openings.

NOTE GWHA recognises the existence of fuel poverty and will allocate points under Category D where an Applicant is able to demonstrate that more than 10% of total household income (excluding housing benefit) is attributed to heating bills.

3.0 SHARING AMENITIES

3.1 General

3.1.1 This Section will normally apply to people living care of, people living in shared accommodation or hostels, people living with another household or couples who are in the process of separating. Points are awarded to the Applicant only.

3.1.2 Amenities for the purposes of this section are kitchen, bathroom and livingroom. A maximum of 15 points is available.

3.1.3 For the purposes of this Policy, family members are deemed to be parents, grand-parents and siblings.

3.1.4 Couples in the process of separating will be pointed under category c) or d).

Per Amenity Shared

- | | |
|---|-----------------|
| a. Applicants household consists of adults over 16 sharing with family members | 2 POINTS |
| b. Applicants household consists of children under 16 sharing with family members | 3 POINTS |
| c. Applicants household consists of adults over 16 sharing with non-family members | 4 POINTS |
| d. Applicants household consists of children under 16 sharing with non-family members | 5 POINTS |

4.0 TENURE SECURITY

4.1 General

- 4.1.1 Applicants living at a "care of" address will be accepted where adequate proof of address is provided. All Applicants will be advised that they can apply to the Local Authority for re-housing.
- 4.1.2 Applications from owner occupiers will be accepted where there is a housing need that is recognised by this policy.
- 4.1.3 Unless there are extenuating circumstances, Owner Occupiers will be required to provide an affidavit confirming the intention to sell existing accommodation if an offer is accepted from the Association. Similarly, Applicants who hold tenancies with another landlord will be required to relinquish tenancy rights.
- 4.1.3 Points may be awarded in only one of the following categories.

4.2 Homeless

- 4.2.1 The Association will regard as "homeless" any Applicant whose circumstances are as follows:

- a. roofless
- b. houseless
- c. insecure accommodation
- d. intolerable housing conditions
- e. unreasonable to occupy

Examples of cases that would fall within the above definitions are detailed in the Association's Housing Information leaflet "Homelessness".

- 4.2.2 If an Applicant meets the above criteria they may also falls within one of the undernoted categories, the Applicant will be regarded as homeless.

- a. Applicants with dependent children where the intention is for the children to reside with the Applicant.
- b. Applicants who are homeless as a result of an emergency such as flood, fire or any other disaster.
- c. Applicants (or any person expected to reside with the Applicant) who are vulnerable as a result of old age, mental illness, handicap, physical disability or any other special reason (for example, domestic violence, young homeless at risk from exploitation).
- d. Situations where the Applicant or someone expected to reside with the Applicant is pregnant.

- 4.2.3 Tenure points will be awarded as follows:

Homeless or threatened with homelessness

20 POINTS

Where an Applicant is in receipt of a valid Notice to Quit and/or is due to be made homeless within 3 months

4.4 Rented Housing 0 POINTS

No points will be awarded for Tenure Security to any Applicant who holds a Tenancy with a Local Authority, Scottish Homes, Housing Association or Housing Co-op (unless the Applicant qualifies under sections 4.2 or 4.3).

4.5 Short Assured Tenancy/Lodger/ Seeking Independent Living 10 POINTS

5.0 OVERCROWDING

Overcrowding points will be awarded only if the Applicant is the property householder.

5.1 General

For each essential additional:

Double Bedroom required **5 POINTS**

Single Bedroom required **3 POINTS**

The first bedroom required for fostering will be pointed as a double bedroom to facilitate fostering of siblings.

General

Double Bedroom required **5 POINTS**

Single Bedroom required **3 POINTS**

5.2 Additional overcrowding points will be awarded where the Applicant fulfils the undernoted criteria. Points are awarded to the Applicant only:

	GWAH Resident*	Non-GWAH Resident
a. Where a parent has been sharing a bedroom with his/her child for a period of more than 2 years.	5 POINTS	4 POINTS
b. Where children of different sexes over the age of 8 are sharing a bedroom and there is an age gap of at least 5 years between the children.	3 POINTS	2 POINTS
c. Where GWAH household is proposing to foster children and are unable to do so because the existing property is unsuitable	25 POINTS	
d. Where household is proposing	15 POINTS	

to foster children and are unable to do so because the existing property is unsuitable

Where points are awarded / under occupation permitted (mutual exchanges) then the following criteria must be met

Room numbers to be specified by SWS fostering requirements

A completed enhanced disclosure compliant with requirements to foster to be in place, prior to award of tenancy/approval of mutual exchange.

If an application to foster has not been fully progressed within 12 month period of date of entry to tenancy/mutual exchange then the tenancy would be recovered on the grounds it had been falsely obtained.

5.3 A GWA Resident is not necessarily a Tenant of the Association.

6.0 UNDEROCCUPATION

6.1 To encourage Applicants who are currently under occupying their accommodation to consider moving to smaller accommodation, points will be awarded as follows:

GWA Tenants	10 POINTS (per additional bedroom)
OTHERS	1 POINT (per additional bedroom)

7.0 HOUSEHOLD FORMATION

7.1 Points will be awarded where an Applicant wishes to reside with partner/family but is unable to do so because both of the existing properties are unsuitable.

Both Applications will be assessed and the one with highest points accepted.

- | | |
|--|------------------|
| a. Where both are GWA Tenants | 25 POINTS |
| b. Where only one is a GWA Tenant but both hold a Tenancy of a property rented from a H/A, L/A, Co-op or Scottish Homes. | 15 POINTS |

8.0 BEDSIT ACCOMMODATION

8.1 General

8.1.1 Applicants who reside in bedsit accommodation will be awarded points on the basis of overcrowding and in accordance with Section 5.0.

8.1.2 On each anniversary of the Housing Application (and to reflect the time in housing need), Applicants will be entitled to additional points as follows

5 POINTS

8.2 GWHA Tenants

8.2.1 Additional points will be awarded to GWHA Tenants as follows:

10 POINTS

8.2.2 GWHA tenants who have lived in bedsit accommodation for a minimum of one year (and who have registered an Application to Transfer) will also be given first priority in the allocation of a vacant 2 apartment within the building in which they are currently resident.

9.0 MEZZANINE FLATS

9.1 General

9.1.1 Applicants who reside in mezzanine flats (this usually comprises bedsit type property being open plan but with part of the property on a different level creating a three walled room i.e. the "missing wall" being an open balcony overlooking the rest of the flat – usually but not always the bedroom area.

Applicants who live in mezzanine accommodation will receive on receipt of a HAF

3 POINTS

On each anniversary of the HAF (and to reflect the time in housing need), Applicants will be entitled to additional points as follows

3 POINTS

10.0 BASEMENT FLATS

10.1 Applicants who reside in basement flats will receive on receipt of their HAF

4 POINTS

On each anniversary of the HAF (and to reflect the time in "housing need"), Applicants will be entitled to additional points as follows

2 POINTS

11.0 SUPPORT

11.1 Where an Applicant requires to move to (or remain within) the Association's area of operation to receive/give support to someone who already lives within the Association's area of operation (Hillhead/Partick, Anderston, Kelvingrove, Burnbank)

- significant support to maintain independent living

10 POINTS

- medical/specialist support only available within the Association's area

5 POINTS

All requests for support points must be substantiated.

12.0 EXCEPTIONAL CIRCUMSTANCES

- 12.1 Points may be awarded at the discretion of the Director (Services) where there are circumstances that are not accounted for within the policy guidelines and reported to the MC for information.
- 12.2 The level of points awarded will be dependent on the circumstances of each individual case and, in certain circumstances, evidence will be required from a relevant agency.
- 12.3 Points awarded under this category will be in addition to housing need points.
- 12.3.1 Examples of such cases include victimisation/harassment **max 30 POINTS**
- 12.3.2 Where the victimisation/harassment is to the extent that life may be in danger **max 60 POINTS**

HOUSING ALLOCATIONS POLICY

SENSITIVE LETS

Taking into account housing mix and circumstances of existing households (and in accordance with the Association's aim of achieving a balanced community), sensitive lets will apply in respect of the undernoted:

- a) densely populated buildings
(27 Derby Street, 22 Hillhead Street and 27 St Vincent Crescent)
- b) flats/buildings which, due to their position in the development, might exacerbate an Applicant's vulnerability.
- c) buildings where there is a recorded history of anti-social behaviour as a result of a current (or recent) tenant's conduct/vulnerability.

In the event a void property falls within one of the above categories (and the intention is not to allocate to the person in greatest housing need (in terms of points)) prior approval is required by the Tenancy Services Manager

Evidence must be provided to support the decision to by-pass Applicants with greater housing need points.

In all cases, the allocation must be to an Applicant who has been accepted to the Association's Housing/Internal Transfer Lists.

The MC will receive reports annually outlining the number of allocations within the category of "sensitive let".

