



A Guide to the ALLOCATIONS PROCESS

This information leaflet provides a summary on our Allocations process

Contents Page

1. Introduction	Page 3
2. Applying for a House	Page 3
3. Suspension from the Housing List	Page 6
4. Points System	Page 9
5. Choice	Page 13
6. Offer Process	Page 13
7. Other ways to Secure a Tenancy	Page 14
8. Accommodation In Cadder	Page 15
9. Appeals	Page 16
10. Contact Details	Page 16

Equal Opportunities

The Association operates a policy of equal opportunities to provide housing for those in the most housing need. It will not discriminate against any person because of ethnic origin, race, colour, gender or sexual orientation.

We will set targets and report performance to the Management Committee to make sure no applicants, regardless of their background, are being treated less fairly than others

This document can be made available in different formats, on request, such as Braille, large print or tape. It can also be made available in other languages as appropriate.

1. Introduction

Cadder housing Association has approximately 650 properties in its management. Each year around 10% of our properties become vacant due to a number of reasons, which requires us to re-allocate these properties to new tenants. We maintain our own housing list which allows us to allocate these properties to applicants from various access

routes to secure accommodation with the Association, for example waiting category, tenants wishing to transfer, homeless persons etc.

This guide to the Allocations process will enable applicants to be better informed on the provisions of our Allocations policy.

2. Applying for a House

Every person who is 16 years or over and would like to live in Cadder requires to complete a housing application form. You can get an application form by calling at the office or contacting us by e-mail enquiry@cadderhousing.co.uk or phoning on 0141 945 3282 and we will send it to you.

Application Process

On receipt of your application form for housing you will immediately be added to the Housing List. We aim to provide details of your points and prospects of securing accommodation in Cadder within 10 working days. If for any reason, we are unable to achieve this timescale we will write to inform you of the reason for delay and confirm a date for this information to be given to you.

We will provide information to applicants on properties and areas they have not requested but would qualify for, which could result in an earlier offer of housing being secured. Where there is unlikely to be an offer of housing in Cadder within a reasonable period of time, we will provide applicants with details of other social rented landlords in the North West area of Glasgow and discuss other options that may be available.

Commitments & Obligations

Our commitment to all applicants who apply for housing is: -

- to respect confidentiality
- to provide good quality information in plain language
- to assess all applicants' details on their merits and in accordance with the policy
- to record and where necessary request information relating to the application, for example personal details, tenancy references etc
- for staff to be available to give information and advice on the application, the allocations process, prospects for housing and other related matters, either at the office or by telephone during the opening hours of the Association (please see page 16 for our opening times).

Applicants, who seek and aspire to live in the Cadder area, will be required to fulfil the following obligations: -

- Applicants require to complete a Housing Application Form.
- Applicants will be required to sign a declaration allowing details to be sought in relation to their housing application.
- Applicants will be required to confirm any change of circumstances in relation to their housing or personal situation.
- Applicants are required to provide information to support their application for housing, for example, proof of residency etc
- Applicants will be required to confirm their reasons for refusing an offer of housing.

Housing List Categories

We will categorise each applicant into a Housing List Category based on their current housing situation, these are as listed:

Waiting Category

An applicant on the waiting list will be a person(s) who is not a tenant, joint tenant or is the subject of a referral from either the Local Authority or another Registered Social Landlord

Transfer (Aspirational) Category

The Association recognises that some tenants have no apparent housing need for a change of house as outlined in the policy, but may wish to move to an Association house they aspire to. Tenants without housing need will also have opportunity to transfer to other Association properties on an aspirational basis.

Transfer Category

Current tenants have the right to apply for re-housing in exactly the same way as waiting list applicants.

Local Authority Homeless Referrals

The Association as a Registered Social Landlord (RSL) has always allocated accommodation to

homeless households. We therefore welcomed the Housing (Scotland) Act 2001 which placed a statutory duty on RSLs to provide accommodation for homeless people.

Applicants that are potentially homeless will have their circumstances taken into account in their application for Housing. We encourage all applicants that are potentially homeless to seek advice and information on their housing options from the Homeless Casework Team in Glasgow on telephone number 0141 276 6169. The Out of Hours Homeless Service can be contacted on Freephone 0800 838 502 or 0141 287 1800.

Data Protection

All information provided for the purposes of the assessment for re-housing will be presented as strictly private and confidential under the terms of the Data Protection legislation. It will not be passed onto or discussed with any other person or organisation without the applicant's permission, apart from where the Association is legally required to do so. Where committee members are required to consider an individual case the identity of the applicant will be treated anonymously.

3 Suspensions from the Housing list

In some applications there will be legislative or policy guidance that necessitates the need to suspend the applicant's application from the housing list. The main reasons for suspending applicants from receiving offers of housing are:

Financial – Rent & Other Debts

Tenants of Cadder HA

The Association will not be obliged to award a tenancy to a tenant who has been issued with a Notice of Proceedings for Recovery of Possession due to non-payment of rent. Such an applicant will, however, be allowed to register their housing need.

All Housing Applicants

Where monies outstanding amounting to more than one month's rent or from a previous tenancy a satisfactory repayment agreement will require to be in place with the previous landlord and maintained for at least the three successive months immediately preceding the allocation.

Existing tenant of a RSL or Local Authority

Where the applicant has more than one month's rent outstanding, a satisfactory repayment agreement will require to be in place with the landlord which has been maintained for at least three successive months. We will disregard amounts of up to one month's rent outstanding.



Unsatisfactory Tenancy Report

Where the Association is made aware that the present or a previous tenancy has not been conducted in a satisfactory manner we may consider suspension of an application or withdrawal of an offer of accommodation. This decision will depend on the individual circumstances, and staff will discuss the content of any information or tenancy report with the applicant.

Aggressive & Violent Behaviour Towards Staff

The Association reserves the right to reject applicants who verbally or physically abuse or threaten staff. Similarly any applicant who attempts to bribe a staff member or offer some other form of inducement in order to receive an offer of housing will automatically be suspended from the list.

False or Misleading Information

Any applicant who knowingly provides false information or withholds relevant information will have their application suspended.

If, after an allocation of housing has been made, it comes to light that false information may have been given or relevant information was withheld, the Association will consider taking legal action to repossess the tenancy.

Offers

Non-Response to offers

In the event that an applicant fails to respond to offers of housing on two occasions, their application will be suspended until they have indicated their interest in securing an offer of housing, as well as their areas of choice.

Number of Offers

Applicants who refuse three reasonable offers of housing will have their application for housing suspended until they have a prospects interview to establish their aspirations for housing in the Cadder area.



Review of the Housing List

The Association will review all applications annually on or around their anniversary dates. Applicants will be lettered and given information on their points total and encouraged to register their interest in remaining on the housing list and to update

the Association on any change of circumstances. Applicants who fail to register their interest to remain on the housing waiting list will have their application cancelled and removed from the list.

Anti-Social Behaviour

The Association will normally refuse a tenancy to an applicant where there is evidence of serious anti-social behaviour, which has been confirmed by an official source.

This behaviour is likely to have been related to their tenancy, and/or have caused significant alarm, distress,

nuisance or annoyance at or in the vicinity of their home or the Cadder area.

Applicants being refused a tenancy on the grounds of anti-social behaviour will be advised of the reason and will have access to the appeals process.

Suspension Periods

The Association will carefully consider the period that applications for housing are suspended. We will set a timescale that we feel will allow the applicant to resolve the breach of policy and/or legislative guidance

and have their application considered for offers of housing.

We will make the applicant fully aware of the reason for the suspension and the associated timescales.

Information to Applicants with suspended applications

The Association is committed to providing good quality information to all applicants on their prospects of housing. In the information to applicants that are being suspended from the housing list we will confirm: -

- The reason for the suspension from the housing list
- Information on how the applicant can end their suspension
- The applicant's right of appeal
- The review period for the suspension.

4 Points System

We will operate a 'Group plus points system', where applicants will receive points relating to their circumstances and housing need as outlined: -

Overcrowding / under occupation

- One bedroom for the applicant and / or partner
- One bedroom for two children of the same gender (where neither child is aged over 16 years of age)
- One bedroom for two children of opposite gender (where both are aged 10 or under)
- One bedroom for all other persons

The points awarded are as listed: -

Overcrowding

- One bedroom short **30 Points**
- Each additional bedroom short **15 Points**

Under occupation

- One bedroom extra **100 Points**
- Each additional bedroom extra **20 Points**

Marital / Partnership Breakdown

We will award points to applicants that apply for housing on the grounds of relationship breakdown. **15 points**

Harassment / Abuse

The Association will consider applications from applicants who are victims of harassment. Harassment and abuse of any kind is extremely serious and can have a detrimental effect on the quality of life and at worst, be life threatening. **75 points**

Medical

Medical points will be awarded where an applicant or member of their household / application for re-housing requires re-housing on medical grounds due to the unsuitability of the current accommodation. A self assessment medical application form requires to be completed. The level of priority and points will be based on the unsuitability of the property in relation to the applicant or household member's medical condition. In addition, we will take into account the type of property that would be suitable for the applicant's needs in our award of medical points.

Priority A

100 Points

Applicants who are given a medical A priority will only be considered for ground floor all on one level accommodation.

We may seek medical advice in certain cases to clarify or request further information on the content of the self-assessment application form, with the aim to award the correct medical priority award. Only one award of medical priority will be awarded for each application for housing, which will be the highest priority category.

Priority B

40 Points

A medical B priority is awarded to assist applicants to secure accommodation, which has considerably less access problems to their front door.

Priority C

10 Points

A medical C priority is awarded where applicants require re-housing for improved quality of life or to accommodation, which has less access problems to their front door.

Economic Factors

10 Points

Applicants who have job opportunities or have a job in the immediate vicinity of the Cadder area and have a travelling journey of in excess of 15 miles or one hour (whichever is the lesser) will be eligible for points.

Homeless / Insecurity of Tenure

Homeless

Applicants who are assessed by the Local Authority, Glasgow City Council, and in respect of whom a referral under Section 5 of the Housing (Scotland) Act 2001 is accepted by the Association will be awarded homeless points only and placed on the Homeless List queue for re-housing.

Statutory Homeless Referral	100 Points
Insecurity of Tenure	20 Points

Applicants will be awarded insecurity of tenure points in the following circumstances:

- Applicants in tied accommodation
- Applicants living in mobile homes, boats, caravans or other movable structures
- Applicants who are subject to a notice to quit from the owner or tenant of the accommodation and have not made themselves intentionally homeless.
- Applicants who have a short Assured tenancy with a private landlord.
- It has been determined that repossession of the applicant's tenancy or owner-occupied property is inevitable. Applicants living in supported accommodation
- Where an applicant's home will be demolished by their landlord or repossessed through no fault of their own.

Condition of current property

The Association recognises that all citizens should have a right to live in quality housing accommodation. Applicants will be awarded points where they are living in the following conditions:-

Rising & penetration dampness	20 points
Inadequate heating	10 points

Lack of, or sharing amenities

The Association shall award points to applicants who lack or share the following amenities: -

Lack of Amenities

No bath or shower	10 points
No hot running water	10 points
No inside WC	10 points
No kitchen facilities	10 points

The maximum number of points awarded in this category is 30 points.

Sharing Amenities

When sharing the following with another household.

Sharing a bathroom or toilet	7 points
Sharing a kitchen	7 points
Sharing a living room	7 points

The maximum number of points awarded in this category is 15.

Social / Family Support 20 Points

Social points will normally only be considered where other solutions to the social issue(s) cannot be resolved through the award of housing need. Social points will normally be awarded in the following situations:-

- Applicants who wish to live closer to a relative, friend or any other person in the community to give or receive support.
- Re-housing of an applicant is required to solve a social problem made significantly worse by their current living conditions.

Applicants will be required to complete an application for Social Points to detail their circumstances for assessment.

5 Choice

The Association recognises that allowing applicants to express choice reduces the likelihood of refusals of offers of accommodation. Choice is managed in the following ways:-

- All applicants are asked to complete an area indicator proforma, which details the size and type of properties by street in Cadder;
- Applicants will be given detailed information on their prospects of housing in their requested areas in relation to their points total. Where they have no realistic chance of securing accommodation in their requested areas, they will be encouraged to consider other areas within Cadder and or other social landlords.

6 Offer Process

Our aim is to quickly re-let our empty houses recognising that an empty property represents:-

- Lost rental income to the Association
- A negative image for the area – in particular for immediate neighbours
- An opportunity to alleviate an applicant's housing need
- A possible target for vandalism resulting in increased costs and safety concerns from the neighbours.

If you are selected for a property we will contact you immediately by phone, e-mail or text message to confirm the offer of housing. We will always write to you with an offer of housing. If you do not contact to confirm your interest in the offer and make arrangements to view the property within 2 working days, we will withdraw the offer and reselect the property from the housing list.

We set targets each year to balance the lets across each category on the housing list.

7 Other Ways to Secure a Tenancy

Succession To Tenancy

In the event of the death of the tenant, the Association will consider applications from occupants of the household to succeed to the tenancy

Joint Tenancies

A tenant can apply for a joint tenancy with any person on the basis that the tenancy will be the applicant's principal home.

Mutual Exchange

Tenants have the right to exchange houses with other tenants, providing that both tenants have a Scottish Secure Tenancy Agreement with an RSL or local authority and the tenant(s) have received consent from their landlord(s).

Tenants can register for a mutual exchange through HomeSwapper (www.homeswapper.co.uk). This service is free of charge to Association members.

Assignations

The tenant can assign their tenancy to any person that has occupied their home as their own or principal home for at least six months before the date of the written request.

The Association shall process applications in this section within one month of receipt of the written application. If we do not reply within one month, we are deemed to have agreed to your request. If we refuse this kind of permission, we must notify the tenant of the reasons for our refusal in writing within one month of receipt of the application.



8 Accommodation in Cadder

At the time of publication the Association owns 652 properties and has the following size and type of properties:

Type	2apt	3apt	4apt	5apt
Tenement	24	455	81	0
Main Door	0	8	53	31



9 Appeals

All applicants will have the right of appeal against any decision made concerning their application, the assessment of housing need or the cancellation of their application. It should be noted that only concerns about an officer's interpretation of how the policy has been applied in the case can be considered for appeal. The staff or the Management Committee cannot make a decision that is contrary to the policy. If the applicant feels that the policy itself requires review, then they should speak to the Association's staff about how to ensure that their opinion will be taken into account in the future review of the policy.

If the applicant does not feel that staff have resolved their concerns satisfactorily, they can write to the Chairperson of the Management Committee, who will respond to them within ten working days to acknowledge receipt of their letter.

In certain situations for example mutual exchange, succession to tenancy etc you can also take legal action in the Sheriff Court to try to have our decision changed. In these situations, you must do this within 6 months of getting an answer.

10 Contact Details



CADDER HOUSING ASSOCIATION

66 Skirsa Street, Glasgow, G23 5BA

Tel: 0141 945 3282 Fax 0141 945 0163

E-mail: enquiry@cadderhousing.co.uk

Opening Times:

Mon-Thu (9.00-4.30),

Fri (9.00-4.00)

On the last Wednesday of each month, the office closes in the morning for staff training and is opened from 1pm—6pm.

