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Policy:	Letting Policy
Legal Requirements:	Housing (Scotland) Act 2001 Housing (Scotland) Act 2010 Housing (Scotland) Act 2014 Homelessness etc. (Scotland) Act 2003 Human Rights Act 1998 Equality Act 2010
Regulatory Standards:	The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management. This policy evidences that the following Regulatory Standards are being met: Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. Standard 5. The RSL conducts its affairs with honesty and integrity.
Notifiable Events Guidance	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy. In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.
Human Rights	In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy. In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.



Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of April.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 28th of April 2022.



Introduction

Yoker Housing Association Limited (the Association) is a non-profit making community based Housing Association operating in the Yoker District in the West of Glasgow. The Association was established in 1979 with the main aim of eradicating 'below tolerable standard' housing through its programme of comprehensive tenement rehabilitation. Since 1979, the Association has met its aim through the promotion of Housing Action Areas for Improvement, acquiring and improving properties for its own stock and acting as an agent for Glasgow City Council in co-ordinating the refurbishment of owner-occupied properties. In recent years, the Association has added to its stock through the provision of new build accommodation at Drysdale Street and Blawarthill Street. The Association owns 648 properties with an annual turnover of approximately 8% of the stock.

The Association is registered with The Scottish Housing Regulator, who is responsible for the regulation of Registered Social Landlords (RSLs) in Scotland. All associations are required to meet specified performance standards and comply with guidance laid down by the Government. The Association is required to meet the outcomes and standards published within The Scottish Social Housing Charter and adhere to current legislation in relation to all activities, including the allocation of houses.

The Association will monitor and analyse the effectiveness of the policy. The letting policy will be subject to review every three years to ensure that the Association is meeting the requirements of those in housing need and that it is adhering to current legislation.

Statement of Policy Aims / Objectives

Yoker Housing Association's main aims include the regeneration of the area and the provision of good quality affordable rented accommodation for those in housing need and / or support need where appropriate. The ability to achieve these aims is subject to the number and type of houses available at any given time. Arising from these overall aims, the key objectives of the letting policy are:

- To develop a letting policy to meet the needs of the community in which the Association operates;
- To ensure, using a points based system, that applicants priority needs are identified;
- To ensure that the allocations process is operated in a fair and equitable manner and that no one group or individual within society is discriminated against;
- To assist the Local Authority in meeting its statutory obligations towards homelessness;
- To assist external agencies in providing housing where the need and support has been identified;
- To make the best use of the housing stock available;
- To work in partnership with other bodies to provide particular needs housing, and to provide a mix of house types to meet the demands of applicants;
- To meet the changing needs of existing tenants for alternative accommodation by means of transfer; and
- To help create and sustain a balanced and stable community to ensure that the social and economic regeneration of the area is maintained.

Legal Requirements & Guidance

In all aspects of the letting policy, the Association will conform and comply with all legislation, guidance and good practice that directly and indirectly affects the allocation of houses in Scotland. The key legislation regarding the allocation of houses is:

- Housing (Scotland) Act 2014
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 1987
- Homelessness etc. (Scotland) Act 2003
- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- Equality Act 2010
- Human Rights Act 1998
- The Data Protection Act 2018
- UK General Data Protection Regulation (GDPR)
- Freedom of Information (Scotland) Act 2002
- Management of Offenders etc. (Scotland) Act 2005
- Children (Scotland) Act 1995
- Children and Young People (Scotland) Act 2014



Legal Requirements & Guidance (Continued)

Scottish Government Guidance

5 The Association has given regard to the following statutory guidance in the development and review of this policy:

- Housing (Scotland) Act 2014 – The Legal Framework for Social Housing Allocations
- Housing (Scotland) Act 2014 – Minimum Period for Applications to Remain in Force – Suspensions under Section 20B of the Housing (Scotland) Act 1987
- Code of Guidance on Homelessness

Scottish Social Housing Charter

15 The Association has taken due consideration of the outcomes and standards within The Scottish Social Housing Charter (SSHC) in the development and implementation of this policy. The outcomes and standards that cover the remit of this policy are:

Equality - Social landlords perform all aspects of their housing services so that:

- Outcome 1: 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.

Communication – Social landlords manage their businesses so that:

- Outcome 2: 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.

Participation - Social landlords manage their businesses so that:

- Outcome 3: Tenants and other customers find it easy to participate in and influence their landlord's decision at a level they feel comfortable with.

Housing options - Social landlords work together to ensure that:

- Outcome 7: People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.
- Outcome 8: Tenants and people on housing lists can review their housing options.
- Outcome 9: People at risk of losing their homes get advice on preventing homelessness.

Access to social housing - Social landlords ensure that:

- Outcome 10: 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 of being housed.

Tenancy sustainment: - Social Landlords ensure that:

- Outcome 11: 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.

Homeless people – Local Councils perform their duties on homelessness so that:

- Outcome 12: Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when needed; and are offered continuing support to help them get and keep the home they are entitled to.



Legal Requirements & Guidance (Continued)

Local Housing Strategy

5 When developing this policy the Association has given due consideration to Glasgow's Housing Strategy 2017-2022 and its strategic priorities:

- Promote area regeneration and enable investment in new build housing.
- Manage, maintain and improve our existing housing stock.
- 10 • Raise management standards in the private rented sector.
- Tackle fuel poverty, energy inefficiency and climate change.
- Improve access to housing across all tenures.
- Promote health and wellbeing.

15 Allocations of Housing to Staff and Governing Body Members

The Association may grant a tenancy to Management Committee members, employees, former Committee members, former employees and close relatives of the aforementioned. When allocating a tenancy to any of these individuals, the Association will demonstrate transparency by adopting the principals of the Communities Scotland Guidance Note 2003 / 02. Where an allocation of accommodation is being made to such an applicant, a report will be presented to the Management Committee at the first subsequent meeting and details of the allocation entered in the minute of that meeting and recorded in a register designated for this purpose.

20 Further information regarding the allocation of property to members of the Management Committee and employees can be found in the Association's Allocations to Governing Body / Staff Members Policy and Entitlement, Payments and Benefits Policy.

25 **Consultation**

Prior to making any alterations to this policy, the Association will consult with following groups:

- 30 • Applicants on the waiting list;
- Tenants;
- Registered Tenant Organisations; and
- Any other persons the person the Association's see fit.

35 During January to March 2022 the Association consulted with both tenants and housing applicants as part of the Letting Policy review process. The Association received one-hundred and thirty response of which 52% were from tenants, 40% from housing applicants and 8% from tenants that have applied for re-housing.

40 The aim of the consultation was to obtain stakeholders views in relation to the following:

- What factors constitute housing need;
- The types of care and support to applicants that should constitute housing need;
- The levels of priority that should be awarded to applicants who either under-occupy or who are overcrowded;
- Whether or not owner occupiers should be awarded priority on the waiting list;
- 45 • The factors that should be considered when suspending an application for housing; and
- Whether or not applicants who refuse and offer of accommodation should be suspended from receiving a further offer.

50 The results of the consultation process are detailed in the Association's Letting Policy Review 2022 Report which can be viewed on the Association's website.



Reasonable Preference

In accordance with the Housing (Scotland) Act 2014 the Association is required to give reasonable preference to the following categories of applicants:

- Homeless persons and persons threatened with homelessness and who have unmet housing needs.
- People who are living under unsatisfactory housing conditions and who have unmet housing needs; and
- Tenants of houses which are held by a social landlord and which the social landlord selecting its tenants considers to be under-occupied.

The Housing (Scotland) Act 2014 states that people have unmet housing needs 'where the social landlord considers them to have housing needs which are not capable of being met by housing options which are available'.

Equality & Diversity

The Association is committed to Equal Opportunities and aims to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality & Diversity Policy.

In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.

Access to the Housing Register

The Association operates an open waiting list so that anyone can apply and be assessed for housing. Any person aged sixteen years or over may be assessed for housing at any time.

In order to ensure that the Association and the services it provides are made known to as wide an audience as possible, it will publicise itself and its services in appropriate locations, agencies and forms of media.

1. Direct Application

Any person aged sixteen years or over will be regarded as an independent household within their current place of residence and will be eligible for re-housing by the Association.

2. Homelessness Duty Protocol

The Association is committed to assisting the Local Authority in meeting the needs of the homeless in the city. The Association has entered into a Homelessness Duty Protocol with Glasgow City Council to assist in the provision of accommodation for homeless households referred to the Association under Section 5 of the Housing (Scotland) Act 2001.

3. Transfer Applications

The Association will endeavour to meet the changing needs of its tenants within the constraints of its housing stock. The Association recognises that meeting transfer applicant's housing need provides a housing opportunity for other applicants on the waiting list. Transfer applications will be assessed in accordance with the letting policy.

4. Leaving Care Protocol

The Association has entered into a Leaving Care Protocol with Glasgow City Council. The Association will assist the local authority in securing / providing accommodation for young people (up to the age of twenty-six) who are leaving care.



Access to the Housing Register (Continued)

5. Mutual Exchange

A mutual exchange is an option which allows tenants to move house within the Association's stock or to another area and landlord. Each case will be assessed in accordance with the Association's Mutual Exchange Policy.

To assist those looking to complete a mutual exchange, either local or nationally, the Association participate in the Homeswapper Scheme. The Homeswapper Scheme allows tenants to register, search for and make contact with other social housing tenants who wish to carry out a mutual exchange. Further details of the Homeswapper Scheme can be found by visiting www.homeswapper.co.uk

A copy of the Association's Mutual Exchange Policy is available on request or can be viewed on the Association's website.

6. Particular Needs and Support Agencies

The Association operates an open waiting list which allows individuals with particular needs, such as support needs or physical disabilities, to apply directly to the Association for re-housing. Where appropriate, the Association will seek the applicant's permission to contact relevant support or specialist agencies for advice in meeting an individual applicant's housing needs.

The Association is committed to supporting vulnerable groups wishing to return or remain in the community and will consider referrals from support agencies. Each case will be assessed on its merits and the Association must be satisfied that an appropriate support package is in place before accepting a referral.

7. Referrals from Other Housing Providers

In exceptional circumstances, where an urgent move is required, a direct referral from another recognised housing authority may be accepted.

8. Sex Offenders

Where an applicant who is identified as being a convicted or registered sex offender applies or is nominated for housing by an external agency, the Association will comply with its duty and responsibilities in terms of the Scottish Government's 'National Accommodation Strategy for Sex Offenders (NASSO)', and acknowledge its Duty to Co-operate under the Multi-Agency Public Protection Arrangements (MAPPA). The Association will consider all of its responsibilities when considering any interaction with NASSO.

9. Common Housing Register

The Association recognises that Section 8 of the Housing (Scotland) Act 2001 encourages the development of Common Housing Registers (CHR).

Where appropriate, the Association will work with partner organisation with the aim of developing a common housing register.

Assignment of Tenancy

Under the terms of their Scottish Secure Tenancy or Short Scottish Secure Tenancy, a tenant of the Association may have the right to assign their tenancy to a member of their household. Tenants looking to assign their tenancy should contact the Association for further information.

A copy of the Association's Assignment Policy is available on request or can be viewed on the Association's website.

Sub-Letting

Under the terms of their Scottish Secure Tenancy or Short Scottish Secure Tenancy, a tenant of the Association may have the right to sub-let their property. Tenants looking to sub-let their property should contact the Association for further information.

A copy of the Association's Sub-Letting Policy is available on request or can be viewed on the Association's website.



Sensitive Allocations

In order to support the Association's aim of achieving a balanced community and also the needs of other residents, there may be occasion when it is not considered appropriate to allocate a property to the person with the highest points total. Such allocations are referred to as sensitive allocations and may be necessary to create a sustainable tenancy. When considering whether to exercise a sensitive allocation, the Association will give consideration to the following factors:

- The applicants housing need;
- The suitability of that house for the applicant; and
- The needs of their prospective neighbours.

The Association will only consider a sensitive allocation where there is good reasons to do so. A sensitive allocation will be approved by two members of Housing Management staff, one which will be the Housing Manager. In order to provide an audit trail, the details of the allocation will be recorded in a case note and the allocation will be recorded in the Discretionary Allocations Register.

Exceptional Circumstances and Discretion

There may be occasions where an applicant's circumstances are not reflected within this policy and therefore the Association may need to exercise discretion and make an allocation out with the terms of this policy. Such an allocation will be approved by two members of Housing Management staff, one of which will be the Housing Manager. In order to provide an audit trail, the details of the allocation will be recorded in a case note and the allocation will be recorded in the Discretionary Allocations Register.

Special Letting Initiatives

Where the Association feels that the introduction of a Special Lettings Initiative may assist with the creation of a balanced and sustainable community, staff should prepare a report to the Management Committee detailing the reasons as to why it is appropriate for a Special Lettings Initiative to be introduced. The circumstances in which the Association may consider it appropriate to introduce a Special Lettings Initiative include:

- Allocations in high demand areas.
- Allocation in low demand areas to stimulate demand.
- Areas of increasing anti-social behaviour in order to reverse these trends.

The decision to introduce a Special Lettings Initiative rests with the Management Committee. Any Special Lettings Initiative must:

- Comply with relevant legislation.
- Operate alongside the main policy and act as an additional set of circumstances that will be considered or rules that will be applied.
- Apply to a geographical area and be supported by evidence on why it is required.
- Be published

Such an allocation will be approved by two members of Housing Management staff, one which will be the Housing Manager. In order to provide an audit trail, the details of the allocation will be recorded in a case note and the allocation will be recorded in the Discretionary Allocations Register.

Operation and Administration of the Housing Register

The letting policy is primarily a points system, together with a range of targets, which are designed to meet the needs of a wide range of client groups.

Applicants wishing to apply for housing will be asked to undertake a Housing Options interview during which the application form will be completed with a member of staff. Interviews will generally be carried out by telephone, however, office appointments can be arranged or forms issued directly to the applicant where a telephone appointment cannot be facilitated. Applicants will be asked to sign a mandate allowing the Association to approach any necessary persons / agencies to validate the information provided on the application form.

**Operation and Administration of the Housing Register (Continued)**

5 It is the responsibility of every applicant to provide all the information necessary to assess their application and, to provide all relevant supporting evidence when required. Failure to provide such information may result in a lower points award or a zero points award. All information provided by an applicant, or asked for by the Association, will be treated in the strictest confidence. Applicants will be required to sign a statement contained in the application form stating that the information provided is a true and accurate record of their current housing circumstances.

10 Following the Housing Options interview, the applicants housing need will be assessed and points level determined by two members of Housing Management staff based on the information provided. Once the assessment has been completed the applicants details entered into the Housing Register. The applicant will be advised of their point award by letter within fourteen days of the application form being completed. Where an applicant's priority means that they could potentially receive an offer of accommodation they will be contacted and asked to provide the necessary supporting documentation.

15 It is the applicant's responsibility to ensure that the Association is immediately informed of any changes in circumstances and, where necessary, provides all relevant information that may result in a re-assessment of their housing application or have a bearing on any offer of re-housing. If the applicant changes his / her address they will be asked to complete a new Housing Options form in order that their points level can be re-assessed.

20 Where an application is received from someone who appears to have significant support needs in addition to housing need, the Association will contact the appropriate support agencies, subject to the applicant's consent, to ensure that a support package is in place prior to an offer of accommodation being made.

25 A review of the waiting list will be carried out regularly to ensure that all applicants on the waiting list still require housing. During the review process applicants will also be asked to confirm any changes to their circumstances that may impact their assessment.

30 When an application has sufficient points and is near the top of the list, the applicant will be contacted in order to review their circumstances. The applicant will be asked to provide any supporting documentation to verify their circumstances. Where appropriate, an office interview or a home visit will be arranged to review and confirm the applicant's circumstances. At this point the Association will contact other appropriate agencies to validate the information provided and carry out any necessary tenancy checks. If at any point during this process, the Association is unable to confirm details provided on the application form, such as overcrowding or residency, then points may be amended and a revised points award letter issued.

35 An applicant can check and review the details held on their application at any time. Only the applicant is allowed access to their file and applicants will be asked to confirm their reference number and answer security questions prior to any information being disclosed.

Due to the high demand for housing and the low turnover of housing stock, the Association is unable to confirm when an applicant is likely to receive an offer of housing.

40 Applicants will be made a maximum of two offers of accommodation. Each offer of housing will be decided by two members of Housing Management Staff. For each offer, a computer print-out of the applicants, in points order, will be produced for audit purposes. An offer will normally be made to the applicant with the highest points. Where more than one applicant has the same number of points, the length of time the applicants have been in recognised housing need will be the deciding factor. Where more than one applicant has the same number of points and has been recognised as being in the same housing need for the same length of time, the length of time the applicant has been on the waiting list will be the deciding factor. An offer will be made in writing and will include details of the property and the applicant will be given three working days to contact the office to arrange to view the property. Failure to respond to this letter will result in the offer being withdrawn and offered to the next qualifying person on the waiting list.

50 Where an offer of a tenancy has been made, the Association will issue the tenancy documents to the applicant and an appointment will be made to review these in advance of the viewing. All applicants will be made aware that if they accept the house offered to them they will be required to sign a tenancy agreement, which is a legally binding contract between them and the Association.

55 All viewings will be carried out jointly with a staff member. Where possible, viewings will normally be arranged prior to the end of a tenancy and at a time convenient for the outgoing tenant, or within two days of the property being available for let. Applicants will be made aware that the internal decoration of the property is the responsibility of the incoming tenant. Staff members will take copies of the tenancy documents to the viewing and the applicants wishing to accept the offer will be asked to sign the tenancy agreement at the viewing after which they will be issued with the keys. Applicant wishing to consider the offer further must either accept or refuse the offer within one day of viewing and attend the office to sign the tenancy agreement and receive the keys. Where an offer is refused, the applicant must give their reasons for refusal.



Operation and Administration of the Housing Register (Continued)

5 Where an applicant has been allocated a property by means of falsely providing information then the Association will take steps to recover the property from the applicant. Initially the applicant will be required voluntarily to remove themselves from the property but failing to do so will result in the Association commencing court action for recovery of possession of the property. The applicant will have access to appeal in this matter.

10 As part of the application process, applicants will be asked to complete an separate equalities monitoring form. Applicant can choose not to complete the equalities monitoring form. Where the equalities monitoring form is completed this will be stored separately on the Association's system and will not be considered when assessing the applicants housing needs.

Suspension from receiving an offer of housing

15 Although the Association will treat and assess all applications on their individual merit, there are certain standards and basic expectations that applicants are expected to adhere to when applying to the Association for re-housing. These relate to the information provided on the application form, the applicant's conduct when dealing with Association staff and their conduct during previous tenancies. The procedures to be followed where an applicant is to be suspended from receiving an offer of housing are contained in the Association's Housing Application Suspension and Cancellation Policy which is available on request.

20 There are two types of suspensions:

- Statutory suspensions that can be applied at the point in which an applicant is placed on the waiting list; and
- Non-statutory suspensions that can be applied at any point during which there is an active housing application.

Grounds for suspending an applicant from receiving an offer of housing – Statutory Suspensions

Anti-Social Behaviour

30 Applicants with a history of anti-social behaviour may be suspended from receiving an offer of housing. Where there is evidence that the applicant, a member of their household or visitor to their property has acted in an anti-social manner within the vicinity of a house occupied by the person or has pursued a course of conduct amounting to harassment, the applicant can be suspended for a period of twelve months from the date of application.

Previous Convictions

35 An applicant who has previously been convicted may be suspended from receiving an offer for a period of twelve months from the date of application.

An applicant can only be suspended if they or someone living with them has been convicted of:

- Using a house or allowing it to be used for illegal or immoral purposes; or
- An offence punishable by imprisonment which was committed in, or in the locality of, a house occupied by the person.

Order for Recovery of Possession

45 An applicant may be suspended from receiving an offer for a period of twelve months from the date of application where an order for recovery of possession has been made against them in proceedings under the following acts:

- The Housing (Northern Ireland) Order 1983
 - The Housing Act 1985
 - The Housing (Scotland) Act 1987
 - The Housing (Scotland) Act 1988
 - The Housing (Scotland) Act 2001
- 50



Suspension from receiving an offer of housing (Continued)

Abandoning or Neglecting a Property

An applicant may be suspended from receiving an offer for a period of twelve months from the date the application is placed on the waiting list where their previous tenancy has been repossessed when abandoned under section 18(2) of the Housing (Scotland) Act 2001, or whether their interest in the tenancy was terminated under section 20(3) of the Housing (Scotland) Act 2001.

An applicant may be suspended from receiving an offer for a period of twelve months from the date of application where they were either a tenant or joint tenant of a property for which a court has ordered recovery of possession on the ground of deterioration of the property due to neglect, or deterioration of furniture due ill treatment under paragraph 3 or 4 of schedule 2 of the Housing (Scotland) Act 2001.

Rent Arrears and Tenancy Charges

Applicants with rent arrears of one month or more, or other tenancy related debt equivalent to one month's rent or more, may be suspended from receiving an offer of housing unless the Association is satisfied that a repayment arrangement has been established. This must have been adhered to for a period of three months. The applicant must be able to prove that they are adhering to the agreed payment arrangement. Tenancy related debts include service charges, rechargeable repairs, costs of clearing an abandoned house, heating charges and property management charges where the applicant is an owner occupier with a property where the Association provides factoring services.

False or Misleading Information

Applicants found to have knowingly provided false or misleading information on an application form may be suspended from receiving an offer of housing for a period of twelve months from the date of application.

Offers of Housing

An applicant who has failed to respond to or has refused two offers without good reason may be suspended from receiving a further offer of housing for a period of twelve months from the date of application.

Grounds for suspending an applicant from receiving an offer of housing – Non-Statutory Suspensions

Harassment / Anti-Social Behaviour

Applicants with a history of anti-social behaviour may be suspended from receiving an offer of housing. Where there is evidence that the applicant, a member of their household or visitor to their property has acted in an anti-social manner within the vicinity of a house occupied by the person or has pursued a course of conduct amounting to harassment, the applicant can be suspended for a period on twelve months.

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Aggression / Violence / Threats of Violence

The Association reserves the right to suspend an applicant from receiving an offer of housing or re-evaluate applications where the applicant verbally or physically abuses staff or Committee members.

False or Misleading Information

Applicants found to have knowingly provided false or misleading information on an application form may be suspended from receiving an offer of housing for a period of twelve months.

Offers of Housing

An applicant who fails to view or refuses a second offer without good reason may be suspended from receiving a further offer of housing for a period of twelve months.

Housing Needs

Applications may be suspended from receiving an offer of housing where an applicant's needs cannot be met within the Association's present or proposed housing stock profile.



Suspension from receiving an offer of housing (Continued)

Housing Support

5 The Association will accept applications from vulnerable groups that may require housing support to allow them to maintain a tenancy within the community. The Association would therefore expect support packages to be in place from relevant agencies. If the Association feels that no support package or an unsuitable support package is in place then it reserves the right to suspend that applicant from receiving an offer of housing until it is judged that the housing support needs of the applicant can be met.

Deferral

10 An applicant may request that they remain on the waiting list but are suspended from receiving an offer of accommodation at a particular point in time. An applicant can request that their application is deferred for a set period of time or until further notice.

Choice to Applicants

15 The Association recognises that due to individual circumstances (e.g. medical need, care and support needs, social priority), some applicants may be unable to consider offers within certain areas, for certain house types or floor levels. In order to ensure that their needs and aspirations are fully met, applicants when completing the Housing Options form, will be given the opportunity to advise the Association of their location, floor level and type of accommodation preferences.

20 In terms of location, applicants will be given the option of selecting all areas managed by the Association or specific streets in which they wish to be considered for housing.

Information relating to the Association's turnover by apartment size, house type and location is included in the application package to help applicants make informed housing choices.

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Cancelling Applications

Grounds for Cancelling an Application

30 In accordance with the Association's Housing Application Suspension and Cancellation Policy there are certain grounds where the Association will cancel an application form. Where any of the stated circumstances below apply, the Association will cancel an application form:

- The applicant is under sixteen years of age;
- The death of an applicant;
- The applicant has requested removal from the waiting list;
- The applicant fails to respond to a review by two requests within a period of four weeks.

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Appeals & Complaints

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The aim of the appeals procedure is to provide a review mechanism for applicants who feel their application for housing has been unfairly assessed. Grounds in which an applicant may appeals are:

- The applicant thinks the priority awarded is not a fair reflection of their housing needs.
- The applicant thinks they have not been made a reasonable offer.
- The applicant thinks that the Association has applied an unfair suspension or has unreasonably cancelled their application.

45

50 Applicants wishing a review of their application should write to the Association's Housing Management Department within fourteen days giving their reasons for appeal. The application will then be reassessed by the Housing Manager. A written response will be provided within five working days outlining any new decision. If the applicant is still dissatisfied then they should write to the Association's Director who will investigate all circumstances and will respond to the applicant in writing within five working days. If the applicant is still dissatisfied then the Association's complaints handling procedure will apply.



Recording, Monitoring and Reporting

Using information provided by applicants, the Association will record information on the waiting list including the apartment size applied for and the main reason(s) that an applicant has applied for re-housing.

In order to report and monitor trends relating to the waiting list, six monthly reports detailing the Association's allocations and its demand for housing will be presented to the Management Committee.

The following information will be recorded and reported to the Management Committee:

- The number of applications received during the reporting period;
- The number, types and location of allocations made during the reporting period;
- Equal opportunities information relating to applicants and allocations;
- The Association's performance against allocation targets;
- Details of where allocations were made during the reporting period;
- The number of suspended applications and the reasoning behind such suspensions; and
- The number of homeless referrals received and the number of homeless households that were offered housing.



Assessing Housing Need

A points system is a method of allocating houses and is the method adopted by the Association. This method assigns a range of points to applicants with specifically defined personal and property circumstances.

This section of the policy details the factors that the Association will consider when assessing and applicants housing need.

- Comprehensive Tenement Improvement
- Homelessness
- Potential Homelessness
- Leaving Care Protocol
- Particular Needs Referrals
- Social Needs
- Medical Needs
- Care & Support Needs
- Insecurity of Tenure
- Owner Occupation
- Overcrowding
- Under-occupation
- Sharing Amenities
- Property Condition / Lack of Amenities

Comprehensive Tenement Improvement

Where the Association acquires property for the purpose of improvement, any owner or private tenant who wishes to become a tenant of the Association will be offered a permanent move as a priority.

Homelessness

Statutory Homeless

Any applicants presenting themselves as homeless to the Association will be referred to Glasgow City Council who will determine their status under the terms of the Housing (Scotland) Act 2001. The Association has entered into a Homelessness Duty Protocol with Glasgow City Council who can refer homeless applicants to the Association under Section 5 of the Housing (Scotland) Act 2001. A separate register will be kept detailing all applicants that have been referred to the Association by Glasgow City Council.

Applicants who have registered and have been accepted as being homeless with Glasgow City Council, will be given priority with the Association as soon as their Section 5 Referral has been received and processed by the Association and the applicant has completed an application form.

Applicants that are homeless but fail to secure a Section 5 Referral from Glasgow City Council can still apply for housing as a direct applicant and will be allocated points in accordance with this policy.

No Fixed Abode

Applicants that have no fixed accommodation or only have short-term temporary accommodation in a number of places will be invited to complete an application form, given housing options advice, details of independent support agencies and advised to present themselves as homeless to the Local Authority with a view to a possible Section 5 Referral to the Association.

Potential Homelessness

Applicants facing imminent homelessness from tied accommodation, a short term let or the termination of an occupancy agreement, student accommodation, prison, repossession or the armed forces will be invited to complete an application form, given housing options advice and advised to contact the Local Authority with a view to a possible Section 5 Referral to the Association.

With the exception of those being discharged from the armed forces, applicants threatened with homelessness will be awarded potential homelessness for up to two months prior to the leave date. Applicants will be reassessed in accordance with this policy once the leave date expires.



Assessing Housing Need (Continued)

Private Rented Sector

5 Applicants who reside in a private rented sector tenancy must provide a copy of their lease / agreement and statutory Notice to Quit.

House Repossession

10 Applicants who own their home but face imminent homelessness due to the repossession of their property must provide confirmation of the date of repossession.

Armed Forces

15 Applicants facing homelessness as a result of discharge from the armed forces must provide a copy of their 'Certificate of Cessation of Entitlement to Occupy Service Living Accommodation'. Priority will be awarded immediately on receipt of this notice.

Applicants who have to leave the armed forces because injury or disability will be awarded priority points where they provide confirmation of their discharge date. Priority will be awarded immediately on receipt of this notice.

20 Tied Accommodation

Applicants who reside in tied accommodation must provide confirmation of the date in which they are required to leave the property.

25 Student Accommodation

Applicants who reside in student accommodation must provide confirmation of the date in which they are required to leave the property.

Prison

30 Applicants facing homelessness as a result of discharge must provide confirmation of their discharge date.

Prisoners who have been released from prison on licence and are serving the remainder of their sentence outside prison will be required to complete an application form from their current address. Their housing need will be assessed in accordance with this policy.

35 Leaving Care Protocol

40 The Association has entered into a Leaving Care Protocol with Glasgow City Council. The Association will assist the local authority in securing / providing accommodation for young people (up to the age of twenty-six) who are leaving care. Where a referral is received from Glasgow City Council in accordance with the protocol, the applicant will be asked to complete an application form and will be awarded priority in accordance with this policy.

Particular Needs Referrals

45 Where the Association receives a direct referral from a particular needs agency or support agency the applicant will be asked to complete an application form and will be awarded priority in accordance with this policy.

Social Needs

50 Imminent Danger / Risk / Abuse

55 Priority points will be awarded if the applicant or a member of their household can demonstrate the risk of violence or abuse if they remain living in their present accommodation. This risk may arise out of ongoing severe harassment (e.g. racial / religious / homophobic), domestic abuse or sexual abuse and will be at a level where the applicant can no longer continue to reside safely in their current accommodation. Priority will only be awarded to transfer applicants looking for a move within the Association's stock if it can be demonstrated that such a move will alleviate the problems being experienced by the applicant. The applicant will be required to provide third party confirmation of the harassment or a statement outlining the details of the harassment.



Assessing Housing Need (Continued)

Social Needs

5 Harassment should not be confused with neighbourhood problems, general nuisance, vandalism or other forms of anti-social dispute. However an applicant may be at risk or their quality of life may be severely impacted as a result of criminal activity or severe anti-social behaviour in the locality of their home. The applicant may not be the direct victim of such behaviour but their quality of life may be severely affected.

10 Points will only be given to those applicants who can demonstrate that their quality of life is being seriously affected because of social or environmental factors in the locality. The applicant will be required to provide third party confirmation or a statement outlining the details of how their quality of life is being affected by these factors.

Environmental Needs

15 An applicant's quality of life may be impacted as a result of vandalism, environmental or other adverse social issues within the vicinity of their property (e.g. youths gathering at the property or residents having a detrimental impact on the applicants living environment by failing to dispose of refuse in the correct manner).

20 The applicant will be required to provide third party confirmation or a statement outlining the details of how their quality of life is being affected by these factors.

Local Employment

25 Points will be awarded where the applicant is working or has been offered employment within a three mile radius of the Association's area of operation. In the case of joint applicants, where both qualify for local employment points, only one set of points will be awarded. Written confirmation of the applicant's local employment will be required.

Medical Needs

30 The Association recognises that an applicant's physical health, mental health and / or disability may relate to or be aggravated by their physical, social or environmental living conditions. An applicant's quality of life may therefore be improved by re-housing or through adaptation of their current home.

35 Having medical or health conditions does not automatically mean that medical points will be awarded. Applicants wishing to have a medical condition considered are required to provide all relevant details within the application form. The form will ask for details of the health problem and an explanation of how the current accommodation is adversely affecting the sufferer.

40 The Association aims to ensure that all applications for medical points are assessed in a fair and consistent manner, requiring all of the relevant information to enable an accurate assessment. The assessment and the category of points awarded will be based on two criteria:

- The severity of the problem being experienced within the current accommodation; and
- The extent to which re-housing would alleviate these problems or improve the sufferer's quality of life.

45 Consideration will also be given to the type and floor level of accommodation required. Where more than one joint applicant qualifies for medical points, the points will be awarded to the applicant who qualifies for the higher points.

50 Where required in order to complete a medical assessment, the Association may, with the applicants consent, seek the advice of qualified professionals.

The three categories of medical points awards are:

- High Priority
- Medium Priority
- Low Priority



Assessing Housing Need (Continued)

Care and Support Needs

5 The Association understands that some applicants may seek re-housing in the area in order to seek essential practical care and support from family, friends or community care services. Consideration will be given to awarding points to applicants who can demonstrate that the distance and / or travelling difficulties between their current home and the source of the care and support makes it unreasonable for them to receive the necessary care and support they require. Points will only be considered if the care and support is provided within a three-mile radius of the Association's area of operation.

10 The Association will also give consideration to applicants who wish a move in order to provide these services to a family member or friend.

15 The Association will also give consideration to applicants who live locally but have experienced a change in circumstances but still need to reside in the area in order to either receive or provide necessary care and support.

The applicant will be required to provide third party confirmation of the care and support requirements or a statement outlining the details of their care and support requirements.

20 To reflect the varying types and levels of care and support that can be given, there will be three categories of points that can be awarded:

- Intensive Levels of Support
- Medium Levels of Support
- Low Levels of Support

The level of points awarded will be based on both the nature and frequency of care and /or support that is required.

Insecurity of Tenure

30 Points will be awarded for applicants that have no security of tenure. Insecurity of tenure points will be awarded to the following applicants:

- Applicants living with family or friends on either a permanent or temporary basis. Proof of residency will be required.
- Applicants who have a short term let with a private landlord. A copy of the tenancy agreement will be required.
- Applicants residing in temporary homeless accommodation, a nursing home, student accommodation, temporary housing relating to employment, a long-stay hospital, rehabilitation accommodation, refuge accommodation and NASS accommodation. Applicants occupying any of the above will be awarded points for sharing amenities unless they reside in a self-contained unit. Confirmation of the applicant's residency will be required.
- Applicants living in a caravan or mobile home that they rent from another party. A copy of the occupancy agreement will be required.

Owner Occupation

45 The Association will take into consideration home ownership when assessing a housing application. The Association will not award points to applicants who own their own home except in the following circumstances:

- In cases where the property has not been let, but the applicant cannot secure entry to the property. This could be where it is not safe for the applicant to enter the property due to severe structural faults or where there are squatters living in the property.
- Where it is probable that occupying the property would lead to abuse against the applicant from someone living in the property.
- Where it is probable that occupying the property would lead to abuse against the applicant from someone who previously resided with the applicant, whether in that property or elsewhere.
- Where occupation of the property may endanger the health of the occupants and there are no reasonable steps that can be taken by the applicant to prevent danger.
- Where the applicant is potentially homeless as a result of the repossession of the property.

**Assessing Housing Need (Continued)**

Where an applicant who owns their property is subject to the conditions above, the application will be assessed in accordance with the relevant sections of this policy.

An offer of accommodation to an owner occupier will usually result in the applicant being offered a Scottish Secure Tenancy Agreement (SST). However, in cases where it is likely that the owner occupier will be unable to occupy their property for only a short period of time, the Association may grant a Short Scottish Secure Tenancy Agreement (SSST).

Overcrowding / Assessment of Housing Size

The degree of overcrowding being experienced by an applicant's household will be assessed according to the number of bedrooms exclusively available to that household within its present accommodation, as opposed to the number of bedrooms required. Only the applicant's needs will be considered in assessing the overcrowding.

When awarding overcrowding priority, points will be awarded for each bedroom required to adequately accommodate that household in accordance with the following criteria:

- 1 bedroom for the applicant / applicant and partner.
- 1 bedroom for up to two children of a different gender up to ten years of age.
- 1 bedroom for up to two people of the same gender up to sixteen years of age.
- 1 bedroom for every other household member aged sixteen years or over.

When assessing the size of accommodation required to adequately house the applicant's household the same criteria will be applied. Normally, only the permanent members of the applicant's household and those that will be using the accommodation as their principal home will be taken into account in determining house size required.

Single persons will only qualify for a two apartment house, regardless of the size of the accommodation they currently reside in.

Couples will be taken to share a bedroom unless a medical certificate is submitted showing that they require separate rooms due to medical conditions. Where a separate bedroom is required for medical reasons overcrowding points will be awarded.

In an effort to ensure that the time in overcrowded conditions is reduced to a minimum, the Association will award overcrowding points to applicants that can confirm a household pregnancy as soon as the pregnancy is confirmed in writing, and where the future birth of a child will result in overcrowding in terms of the above bedroom deficiency. The same will apply when assessing the size of accommodation required.

Applicants that can provide evidence that they require an additional bedroom for overnight access to children, or a carer, will be viewed as requiring one additional bedroom.

Where an applicant has experienced a relationship breakdown but resides in the same property as their ex-partner, the Association will recognise that the applicant requires a separate bedroom. Overcrowding points will be awarded where a relationship breakdown results in overcrowding in terms of the above bedroom deficiency.

Where an applicant provides evidence that they have been approved to adopt, foster or act as a kinship carer and are overcrowded then overcrowding points will be awarded in terms of the above bedroom deficiency.

Under-occupancy

Points will be awarded to applicants who are tenants of a housing association or local authority and are under-occupying the property. The number of points awarded will be calculated on the basis of the number of bedrooms within the present accommodation compared to the number of bedrooms required. The number of bedrooms required will be calculated in the same way as for overcrowding.



Assessing Housing Need (Continued)

Sharing Amenities

5 Points will be awarded to applicants that have no security of tenure and are assessed as sharing facilities with another independent household living within the same accommodation.

10 Sharing amenities points will also be awarded to an applicant facing a relationship breakdown where both parties are still living in the same home.

Property Condition / Lack of Amenities

15 Points for severe or minor disrepair of the property will be awarded where the physical condition of the property is adversely affecting the applicant's living conditions or their ability to remain in the property.

The following three categories of points can be awarded:

- Serious defects (e.g. severe dampness, wet / dry rot, severe water penetration)
- Minor Defects (e.g. low levels of dampness / condensation, insufficient heating, intermittent faults with boiler and other appliances)
- No facilities (e.g. no hot water, no heating, no kitchen facilities, no bath or shower)

Target Groups

25 The Association operates a target group system of allocations based upon housing need. The distribution of the available lets will be based on Target Groups and allocations will be made in the following proportions:

- Waiting list applicants 35%
- Local Authority Nominations (Statutory Homeless) 30%
- Transfer Applications 30%
- Nominations from Particular Needs Groups / Supported Agencies 05%

30 As all allocations represent housing need, insufficient take up by any one group will be transferred to the other groups.



Appendix - Points System

The points system is designed to ensure that priority is given to those identified in most housing need.

<p>Comprehensive Tenement Improvement*</p> <ul style="list-style-type: none"> • Yoker Housing Association Action Area for Improvement / Demolition. 	*80
<p>Homeless*</p> <ul style="list-style-type: none"> • Statutory Homeless (Section 5 Referral received). <p>Potential Homelessness (all two months' notice with exception of Forces which is immediate notice)</p> <ul style="list-style-type: none"> • Short Term Let (Notice to Quit / Court Order) 30 • Tied Accommodation 30 • Student (Termination of Lease) 30 • Discharge from Armed Forces 30 • Discharge from Prison 30 • Owner Occupier subject to Repossession 30 	*80
<p>Social Needs Priority</p> <ul style="list-style-type: none"> • Serious Harassment / Domestic Abuse / Imminent Risk *80 • Social Needs 30 • Environmental Needs 10 • Employment 6 	*80
<p>Medical Needs Priority</p> <ul style="list-style-type: none"> • High 50 • Medium 20 • Low 5 	50 20 5
<p>Care & Support Needs Priority</p> <ul style="list-style-type: none"> • High 20 • Medium 8 • Low 5 	20 8 5
<p>Insecurity of Tenure</p> <ul style="list-style-type: none"> • Living with family / friends 12 • Temporary / Hostel / Homeless / Supported / Refuge / NASS / Student / Hospital 12 • Caravan / Mobile Home 12 • Short Term Let / Private Rented Sector Tenancy 10 	12 12 12 10
<p>Overcrowding</p> <ul style="list-style-type: none"> • For every bedroom required by the applicant's household. 12 	12
<p>Under-occupancy</p> <ul style="list-style-type: none"> • For every bedroom required by the Applicant's household (social rent tenants only) 12 	12
<p>Sharing Amenities</p> <ul style="list-style-type: none"> • Shared amenities points will be awarded when more than one household shares the amenities 8 	8



<p>Property Condition / Lack of Amenities</p> <ul style="list-style-type: none"> • Serious Property Defects (severe dampness, wet / dry rot, severe water penetration) • Minor Defects (e.g. low levels of dampness / condensation, insufficient heating) • No facilities (e.g. no hot water, heating, kitchen facilities, no bath / shower) 	<p>20 10 10</p>
<p>Leaving Care Protocol / Particular Needs Referral</p> <ul style="list-style-type: none"> • Leaving Care Referral • Particular Needs / Support Referral 	<p>*60 *60</p>

*Maximum Points Award