



Gardeen Housing Association Ltd
Building a Better Future

GARDEEN HOUSING ASSOCIATION

ALLOCATION POLICY

Implementation	2022/23 Interim Review 2023/24
Next Review	2025/26

Contents

1. Introduction	Page 2
2. Legislative and Regulatory Framework	Page 2
3. Scottish Social Housing Charter Outcomes	Page 2
4. Policy Statement	Page 3
5. Legal Requirements	Page 4
6. Dealing with Housing Applications	Page 7
7. Our Allocation System	Page 14
8. Appeals	Page 25
9. Positive Action	Page 25
10. Training	Page 25
11. Auditing and Monitoring Performance	Page 26
12. Tenant Participation and Policy Review	Page 26

Allocation Policy

1 Introduction

The purpose of this policy is to set out the framework detailing the procedure Gardeen Housing Association uses to administer the housing register and prioritise applicants for housing.

2 Legislative and Regulatory Framework

This policy complies with relevant statutory requirements, the Scottish Social Housing Charter and “Social Housing Allocations – A Practice Guide February 2019”.

3 Scottish Social Housing Charter Outcomes

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

Charter Outcome 1 ‘Equalities’:

‘They support the right to adequate housing’

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

Charter Outcome 2 ‘Communication’:

‘Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides’.

Charter Outcome 4 ‘Quality of housing’:

‘Tenants’ homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS) and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.

Charter Outcome 7,8 and 9 ‘Housing Options’:

‘People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them’.

‘Tenants and people on housing lists can review their housing options’.

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

Charter Outcome 10 'Access to Social Housing':

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

Charter Outcome 11 'Tenancy Sustainment':

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

4 Policy Statement

The main objectives of this policy are:

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

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

5 Legal Requirements

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

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

These requirements cover the following matters:

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

5.1 Access to the Housing Register

Any person who is sixteen years old or over may apply to the housing register. This is not, however, an automatic right to receive offers of housing. Section 6 explains how we prioritise applications in line with legal requirements and good practice.

We will provide housing application forms at our offices and online. In line with our equality commitments, the housing application can be made available in different languages and in alternative formats. We may also offer interpreting services. On request, we can assist applicants to complete their application form.

In addition, housing applications can be made by referrals from agencies that have an agreement with. For example:- Glasgow City Council Homelessness Service (also known as a section 5 homeless referral).

5.2 Reasonable preference groups

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

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

(b) People living in:

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

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

We recognise that people may be in housing need for other reasons than those covered in the law. Section 6 details the range of housing needs that we address.

5.3 Factors not taken into account for access to the Housing Register

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

- Length of time applicants have lived in the area;
- Housing debt not owed by applicants, for example, rent arrears owed by a partner;
- Housing debt now repaid;
- Any non-housing debt such as council tax;
- Age of applicants unless under the age of 16 except in the allocation of: (a) houses which have been designed or substantially adapted for occupation by persons of a particular age group; (b) houses to persons who are, or are to be, in receipt of housing support services (within the meaning of section 91 of the 2001 Act) for persons of a particular age group;
- Applicants income or property, including income or property owned by other household members;
- Any rent arrears/tenancy related debt which is no longer outstanding;
- Any rent arrears where the amount is not more than one months' rent and or where the applicant has been maintaining an arrangement for paying the arrears for at least three months.

Whilst the following factors do not affect an applicant gaining access to the housing register, here are factors that can affect the status of an application. These include:

- Any rent arrears where the amount is more than one month's rent and or where the applicant has not been maintaining an arrangement for paying the arrears for at least three months;
- If an applicant has acted anti-socially within the last three years.

Section 5.4 gives more information on reasons why an application would be suspended.

5.4 Suspension

We can suspend applicants for unpaid rent or other outstanding money owed relating to current or previous tenancies. For instance:

- Unpaid rent and factoring charges;
- Outstanding rechargeable repairs. For example, if a tenant has lost their keys and costs have been incurred in changing the locks and not paid the debt;
- The cost of cleaning a house if you leave furniture or rubbish behind when you move out;
- Legal costs if an applicant has been taken to court.

If an applicant owes money for unpaid rent, we will only suspend if:

- More than one month's rent is owed and there is no mutually agreed arrangement to repay it; or
- The applicant owes more than a month's rent, a mutually agreed arrangement is in place to pay it, but has not been kept for three months.

We can also suspend applicants due to anti-social behaviour. For instance:

- The applicant has been given a final warning for anti-social behaviour in the last six months;
- The applicant has been given a "Notice of Proceedings" for antisocial behaviour in the last six months;
- The applicant or someone that lives with them has been given an anti-social behaviour order (ASBO) or an interim ASBO (the ASBO must be removed by the Sheriff Court before we can end a suspension);
- The applicant has a Short Scottish Secure Tenancy because of anti-social behaviour;
- The applicant has been evicted for anti-social behaviour in the last 3 years;
- The applicant has been violent or aggressive towards staff.

We can also suspend applications due to other types of breaches of their tenancy agreement. For instance:

- The applicant has been given a "Notice of Proceedings" for breaching tenancy agreement in the last six months (for example, a failure to maintain a garden to an acceptable standard);
- The applicant has been evicted for a breach of a tenancy in the last three years.

When we suspend an application, we will write and explain why, how long the suspension is for and what needs to be done to remove the suspension. We will also write to the applicant when we have removed the suspension.

An applicant can appeal against a suspension. See section 8 below. An applicant also has a right of appeal to a Sheriff by way of a summary application within 21 days of a decision to immediately suspend them when placed on the housing list.

5.5 Information

We make available a summary of this policy. Applicants may also obtain a full copy on request. The summary and full copies are provided free of charge and can be made available in alternative formats.

5.6 Publicity

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

We operate separate mutual exchange, assignation and succession policies. Copies can be provided upon request. Scottish Secure tenants have a legal right to exchange their homes with other tenants. Landlords can only refuse permission if it is reasonable to do so.

5.7 Access to personal information

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

If we receive a request from an applicant to access their personal data, we will acknowledge the request and we then have one month to provide the relevant information. Please note:

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

Please note that we can only provide information that relates to you as the data subject. Details on your rights as a data subject are detailed in our Privacy Policy.

6 Dealing with Housing Applications

This section explains the stages and procedures concerning the allocation process. Our internal procedures cover all these stages and to ensure that policy objectives are met.

6.1 Admission to the Housing Register

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

Application forms can be obtained from our office:

- In person
- By phone
- By post
- Via website

Our target for assessing completed application forms (this includes receiving relevant proofs) and informing the applicant of the outcome is 28 working days from receipt. Applicants are sent written confirmation of their housing application details, including their award of points.

Applications with insufficient information may be subject to delay. This means that housing applications cannot be processed until the relevant information is received for example, partially completed applications. Or, alternatively, housing applications may be processed but not given full points entitlement until the information is received.

Applicants can contact staff to discuss housing application details. If required, we may provide support services including interpreters for hearing impaired applicants or people who do not have English as a first language.

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

6.2 Applying for joint tenancies

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

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

Care must be taken when members of staff or their families apply for housing. Any member of staff or a member of their family is entitled to join a landlord's housing list and be made an offer of housing under the same rules as any other applicant. The application form should ask applicants if they are a member of or are related to a member of staff.

Where this is the case, the member of staff concerned should play no role in assessing the level of priority to be awarded or in making any offers of housing. There should be clear processes for awarding of priority or making an offer of housing to a member of staff or family members. This should be

checked and approved by a senior member of staff who is not involved in the day-to-day allocations work.

A full record of why the applicant was awarded any priority and why any specific offer of housing was made should be kept.

6.3 Tenants' rights

We provide information on tenant rights at various stages of the application process. For instance, at the point of requesting a housing application form and when an applicant initially views a property they have been offered.

We also explain tenants' rights in detail at the stage when applicants sign their tenancy agreement.

6.4 Information and processing applications

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

We may ask for references from any landlord or mortgage lender to confirm housing and tenancy details. We request applicants' consent to do this on the application form.

We check application details before making an offer. This is good practice to ensure that information is recorded accurately so that offers are appropriate. For instance, we may telephone applicants to confirm details are as recorded on their application form.

We may also carry out home visits or set up meetings via Zoom to confirm application details. This is of particular importance if no references are available confirming household details. For example, at the home visit, application details may have changed, and an offer may no longer be appropriate.

If information held is inaccurate, the application details are amended accordingly. This might result in an offer not being made or withdrawn.

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

Applicants are responsible for advising us of any changes to their housing circumstances. They are advised of this requirement on the application form.

6.5 Verifying applicant's circumstances

Examples of the verification required include:

Circumstance	Proof required
<u>All applicants</u> – proof of current address (required) (2 pieces of correspondence) <u>Proof of identity</u> (1 piece of photographic identification – only if available) <u>All household members</u> – proof of current address (required) (1 piece of correspondence with current address)	Proof of address (required) e.g. bank statement, driving licence, tenancy agreement Proof of identity (if available)
Homeless or threatened with homeless	Assessment undertaken by Glasgow City Council
Asked to leave current accommodation	Copy of valid Notice to Quit
In need of rehousing as health affected by current housing circumstances	Relevant medical documentation, full information from applicant
Residential Contact	Letter from child's other parent/guardian or lawyer Proof of child benefit required if child over 16 years of age but still in full time education
Household member temporarily living away from home	Letter from this individual confirming they wish to be considered as part of the household if over the age of 16
Experiencing harassment	Corroborating evidence e.g. police, Social Work etc
Pregnancy	MAT B1 form or similar
Owner Occupiers	Proof of intent to sell property

6.6 People from Outwith the UK

Applicants subject to immigration control must declare this on the application form. Eligibility for housing will require to be assessed in terms of Housing (Scotland) Act 2010 and asylum and immigration legislation. Applicants may remain on the housing list, but will be asked to provide evidence of their immigration status before we can confirm if they are eligible for an offer of housing.

If the Association cannot establish the identity of an applicant then we will instruct independent legal advice about next steps.

6.7 Applicant Choice

Our allocation system ensures that applicant choice is taken into account. We aim to take applicant choice into consideration.

6.8 Offers

We make offers based on the applicant's housing needs and preferences after confirming details on their application form. This is good practice as it aims to reduce inappropriate offers.

Reasonable offers are those that reflect an applicant's stated choice. For example, we will not offer applicants house types that they have expressly stated they will not consider.

Nonetheless, we provide advice and information on realistic preferences, as demand generally exceeds supply.

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

6.9 Tenancies

We provide applicants who accept an offer of housing a Scottish Secure Tenancy in accordance with our legal obligations. In a limited number of instances, we may offer applicants a short Scottish Secure Tenancy. This has limited security of tenure.

Examples of grounds for a short Scottish Secure Tenancy agreement include:

- An applicant has been evicted for anti-social behaviour within the last three years;
- A tenant (or a member of their family) is subject to an anti-social behaviour order;
- The applicant owns a property that is not currently meeting their housing needs and requires housing on a temporary basis to enable their needs to be met pending making alternative arrangements to the property they own.

6.10 House size

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

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

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

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

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

6.11 Overcrowding

Demand for larger houses often exceeds supply. On occasion, this makes it necessary to consider applicants for smaller houses than specified in the table above. It may also be necessary to consider applicants for smaller properties due to the changes introduced in April 2012 under The Welfare Reform Act ("bedroom tax").

Any decisions of this nature will be decided by the landlord of the property being offered.

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

6.12 Under-occupation

If required, we may also allow under-occupation of larger accommodation.

For example, this may be necessary if:

- An applicant can show a need for such accommodation due to medical needs.

Internal applicants affected by under-occupation will be prioritised for offers of housing. This is to ensure, as set out within The Housing Scotland Act 2010 as a reasonable preference group, that we make best use of stock.

6.13 The Travelling Community

Applications from the travelling community are placed in the appropriate group based on their present housing conditions and are awarded points based on their actual housing conditions.

Applications from the travelling community who have nowhere to pitch would be referred to Glasgow City Council's homeless service.

6.14 Reviewing applications

We review applications on at least an annual basis. This is important to maintain accurate information about applicants so that appropriate offers are made.

If no response is received after a standard review and reminder letters, we remove applicants from the housing list.

6.15 Removal of applications

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

- Is housed by another landlord and confirms they wish their housing application cancelled;
- Specifically requests that we remove their application;
- Fails to respond to offers of accommodation within a reasonable timescale;
- Fails to respond to a periodic review within a reasonable timescale;
- Is deceased.

7 Our Allocation System

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

7.1 Group plus points system

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

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

For those placed in group 8 this is because applicants in this group have no housing 'need' element (in that their current home meets their housing needs), we do not award 'housing points' for aspirational applications. Instead, we add the person to the group, and when a suitable property becomes available for offer to someone from the aspirational housing group, it is offered to the applicant who has been on the list (for that property type) longest and has the longest length of tenancy.

Order will be as follows –

1. Date admitted to list
2. Length of tenancy

If applicants share the same points within the same group, applications will be prioritised based on their time in housing need. Accordingly, if two applicants have the same points, the applicant who has been in housing need the longest will be given priority.

Only tenants who have been living continuously within the same property for 5 years will be placed in the group. At times, however, we may use discretion regarding this time period.

7.2 Advantages of a group plus points system

The key advantages are it:

- Addresses housing needs specified in law (the reasonable preference groups), as well as other housing needs;
- Facilitates monitoring of allocation practice, in particular how effectively we are meeting our legal responsibilities;
- Ensures accurate identification of housing needs and allows us to respond quickly to changing patterns of need;
- Provides for a wide range of housing needs to be tackled thereby promoting our objective of creating sustainable communities.

7.3 Our groups and placing applications

We have established a total of 8 groups. These groups cover the main needs covered in housing law and good practice guidance. These groups are listed in order of priority.

Our groups are as follows:

- Group 1 Homeless
- Group 2 Urgent Needs
- Group 3 Overcrowded (or large families)
- Group 4 Unsatisfactory housing
- Group 5 Transfers/Under-occupation
- Group 6 General needs
- Group 7 Social and Support
- Group 8 Aspirational

Group 3 and 5 have subgroups.

We place applications into a group using the following method. Applicants are placed in the highest priority group reflecting their housing need.

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

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

If an applicant is living in overcrowding conditions and not in Group 2, their application is placed in the overcrowded group (Group 3). In this group we have two separate sub-groups: overcrowding for waiting list applicants and transfer applicants.

If an applicant is not in Group 2 or 3 and is living in unsatisfactory housing, their application is placed in the unsatisfactory housing group (Group 4).

If an applicant is one of our tenants or a tenant of another RSL, Council or a private sector tenant, and not in any of the above groups, their application is placed in the transfer group (Group 5 – Transfers/Under-occupation).

All other applicants are placed in the general needs group (Group 6), social and support group (Group 7) or aspirational group (Group 8).

An annual letting plan informed by housing need and demand will establish indicative percentage figures of anticipated lets from each group.

7.4 Group 1: Homelessness

We recognise our statutory responsibility in the prevention and resolution of homelessness.

All applicants who the landlord has accepted as a Section 5 homeless referral will be placed in group 1A.

Confirmation of homelessness will be confirmed at the time of offer. Should confirmation not be confirmed we will withdraw the offer.

Temporary homeless accommodation

Applicants who are living in temporary homeless accommodation will be placed in Group 1B. Applicants with no fixed abode should also be placed in this group. No fixed abode will only apply in very specific circumstances e.g. where an applicant receives a letter 'care of' the Department of Work and Pensions.

Points awarded: 75

7.5 Group 2: Urgent needs

The needs covered under this group are:

- Houses subject to demolition on regeneration;
- Victims of harassment or domestic abuse;
- People re-housed through care initiatives.

(a) Houses subject to demolition or regeneration

Applicants whose properties are subject to demolition or regeneration due to action taken by their own landlord and who require permanent re-housing are regarded as being in serious need.

We will consider, on a case-by-case basis, requests by local landlords to assist their clearance programmes.

Points awarded: 75

(b) People who are victims of harassment

This covers applicants who need to be rehoused because of harassment.

Examples of types of abuse and harassment we consider include, but is not limited to:

- Racial harassment
- Religious or sectarian harassment
- Homophobic harassment
- Bi-phobic harassment
- Transphobic harassment
- Harassment of autistic people and people with a learning or physical disability.

Points awarded: 150 points

(c) Applicants who are victims of domestic abuse

This covers applicants who need to be rehoused because they are the victims of domestic abuse.

Points awarded: 150 points

(d) Applicants re-housed through social and support initiatives

This covers applicants who need to be housed as part of community care initiatives. Applicants are referred through Social Work or other support agencies.

Examples of such groups are:

- Young people “looked after” and accommodated by Glasgow City Council;

- Residents of hospitals and other institutions who are returning to the community;
- Residents in supported accommodation now ready to move to other accommodation.

Points awarded: 100

(e) Needs not covered by policy

We apply this section of the policy only in **exceptional** circumstances if our present policy does not address the housing need in question. If this applies, we will award points only after each case has been fully investigated and evidence gathered.

In order to ensure accountability, each case must be approved a senior member of staff. The points awarded are withdrawn if the particular need is resolved before an offer is made. These cases will be monitored closely and, if unique circumstances occur, this will be recognised within the policy review.

Points awarded: 300

7.6 Group 3: Overcrowding (or large families)

When awarding points to applicants in this group, we use the below occupancy standard, Table 2. This standard is used to calculate if overcrowding (or under-occupation) exists.

Table 2: Occupancy standard

Household size	Bedrooms required
Single person	One
Couple	One
Children of the same gender who are aged under 14	One
Two children mixed gender who are aged under 8	One
Any other person	One

Table 2 shows that, as soon as one child reaches 8 years of age, overcrowding points are awarded if the child does not have a separate bedroom.

We do not let properties to applicants if this creates statutory overcrowding. The size of houses that we let to applicants is based on our policy standard (See section 5.11, Table 1).

In the case of medical needs, extra room space may be required. This will be subject to confirmation and evidence provided by the applicant.

Overcrowding assessments include people who normally live in the house but who are temporarily absent. This could include family members working away from home for a short period or students.

Applicants with shared access to children will be awarded with one additional bedroom regardless of how many children the applicant has access to.

In this group we have two separate sub-groups: overcrowding for waiting list applicants and transfer applicants.

If it is deemed by Association staff that the applicant has deliberately created a situation of overcrowding to improve their position on the housing list, overcrowding points will be withdrawn.

Points awarded: 50 (for each extra room based on our occupancy standard)

7.7 Group 4: Medical Needs and Unsatisfactory Housing

We must give reasonable preference when letting houses to applicants living in unsatisfactory housing conditions. This includes those:

- Living in housing below tolerable standard;
- Living in other unsatisfactory housing that we refer to as accessibility or medical needs.

Unsatisfactory housing is used in this policy to refer to housing needs relating to accessibility and medical needs.

(a) Housing below the tolerable standard

Housing falls below the tolerable standard if it does not meet the relevant legal standard. A property is below the tolerable standard if it fails to meet any one of the elements within the tolerable standard.

For example, a property must be substantially free from rising or penetrating damp and must have a sink that has a supply of both hot and cold water.

This must be verified by a letter from Environmental Health, or a home visit carried out by Association staff.

Points awarded: 200

(b) Accessibility or medical needs

Where the applicant or a member of their household suffers from any medical condition where rehousing would alleviate the medical problem, points may be awarded in recognition of this situation. The applicant will be required to complete a medical assessment form which will enable a decision to be made

on the suitability for rehousing. Evidence from an external third party e.g. Occupational Therapist; Consultant or Health Visitor may also be required.

If multiple people in the one household have medical conditions then one set of medical points will be awarded to the person with the greatest need.

There are three gradings placed on an application for medical priority and these are described below:

Priority A: Where an applicant's current accommodation is potentially life threatening or causing severe aggravation to their medical condition and where re-housing is extremely urgent. This refers to applicants who are house-bound, applicants in hospital awaiting an offer of accommodation before discharge or instances where there is severe difficulty accessing the accommodation.

Priority B: Where an applicant's current accommodation is causing serious aggravation to an applicant's medical condition. This refers to cases where there is difficulty getting to and from the accommodation or the internal layout is unsuitable.

Priority C: Where an applicant's current accommodation is causing a significant degree of discomfort to the applicants' medical condition.

Medical Grade	Points Awarded
A	100
B	75
C	50

In the case of joint applicants who both have medical needs, two sets of points may be awarded.

Where a move will not alleviate or address a medical problem, an applicant will receive no medical points.

Documentation must be provided from a third party agency i.e. Occupational Therapist, Health Visitor, Consultant or copy of repeat prescription etc. If multiple people in the one household have medical conditions then one set of medical points will be awarded to the person with the greatest need.

7.8 Group 5: Transfers/Under-occupation

Tenants who do not have housing needs recognised within the first four groups have their applications placed in Group 5. A separate transfer list is important to meet policy objectives for the following reasons:

- It promotes households to move to other accommodation, in turn releasing stock for other applicants;

- It addresses the preferences of existing tenants, and this is important as preferences are a form of housing need. For example, tenants with no housing need points who don't qualify to be in the aspirational group or social and support group;
- In meeting the needs of tenants it is important to establish communities that are populated and sustainable.

(a) Under-occupation

Reducing under-occupation helps us to make best use of our housing. Tenants may wish to move to smaller houses as their present home is too large.

Tenants can apply to move to accommodation that reduces present under-occupation levels even if the property remains under-occupied. Such applicants would be awarded under-occupation points only if under-occupation is reduced.

Only tenants (including private rented sector tenants) will qualify for under occupation points. No points will be awarded to owner occupiers.

Two subgroups within this group exist. Group 5a includes existing tenants. Group 5b includes tenants from other Registered Social Landlords and tenants from the Private Rented Sector.

Internal applicants will be prioritised.

Points awarded: 50 (for each room under-occupied based on our occupancy standard)

(b) Releasing housing for let to other applicants

If two tenants want to live together and re-housing both households releases both their properties for let we award a fixed amount of points.

Points awarded: 50

Tenants with no housing need (zero points) may be placed within this group (and who don't qualify to be placed within the aspirational group (group 8).

In this group we have two separate sub-groups: under-occupation for waiting list applicants and transfer applicants.

7.9 Group 6: General Needs

General needs include areas such as insecurity of accommodation and households who want to move into the social rented sector.

Applicants (non-tenants) with zero points would be placed in here (if an application from a tenant has been awarded zero points their application will be placed into group 5). The only exception would be for those applications that qualify to be placed within the aspirational group (Group 8).

(a) Insecurity of accommodation

Applicants from people living in insecure accommodation will be awarded points in this group.

Insecurity of accommodation covers a range of situations, including applicants who live in:

- Private sector accommodation;
- Private sector accommodation with limited security;
- Tied accommodation;
- Armed forces personnel;
- Temporary homeless accommodation.

Private sector accommodation

Applicants who reside in privately rented accommodation will be awarded housing need points to reflect lesser security of tenure compared to that offered by social landlords and the realisation that affordability is a legitimate housing need.

Points awarded: 20

Private sector accommodation with limited security

This covers private rented sector accommodation that is ending due to actions by the landlord or agency to seek recovery of repossession. For instance, this might apply in cases where the landlord is terminating either an assured or a short assured tenancy through the correct legal procedures. This also applies to applicants who have to leave their accommodation because leave to remain has been granted.

Insecurity of tenure points may also be awarded to owners whose home is threatened because of mortgage default. This may happen if owners cannot afford to maintain mortgage payments and lenders have taken court action to recover the property for sale. Points are awarded once the owner has a date to leave accommodation. In processing applications, we carry out checks as required to confirm details.

Points awarded: 75

Tied accommodation

This applies to applicants living in accommodation as part of their employment duties. We award points under this category when the accommodation is ending due to termination of employment. Points are awarded six months before the person leaves employment.

Points awarded: 75

Armed forces personnel

This applies to Armed Forces personnel who occupy service accommodation and want to be re-housed in our community. We encourage applicants to apply as soon as possible before discharge. Applicants are required to provide a copy of their certificate of discharge. Points are awarded six months before the person leaves the services.

Points awarded: 40

(b) Relationship Breakdown

This applies to partners in a relationship breakdown who now want to live separately. As applicants for housing, they now form a separate household.

Points awarded: 20

(c) Shared amenities

We also award points to applicants who are living with other households if they share key amenities. The amenities for which points are awarded are kitchen, bathroom or toilet. Applicants need to only be sharing one of these amenities to qualify for the points.

Household type	Points awarded
Single person and couples	20
Families	30

Applicants who sublet part of their home or take in lodgers do not qualify for these points.

(d) No fixed address

Applicants with no fixed address are in this group.

For clarity, this would cover those applicants whose applications are registered c/o a Government agency such as the Job Centre or Social Work Departments.

Points awarded: 30

Applicants (non-tenants) with no recognised housing need may also be placed in this group.

7.10 Group 7: Social and Support Needs

Where a person requires support from a friend or relative and the applicant is either the carer or the person requiring support points will be awarded.

Because of the individual nature of this type of application, each application will be assessed on its merits. A number of factors will be taken into account:

- The current distance between the two individuals involved and whether there are other carers;
- The dependency of one person on the other and any associated health/emotional problems;
- The type and frequency of care being provided;
- The recommendations of health/social work professionals in relation to care and support.

Once the information has been gathered an assessment will be made.

Support Grade	Points awarded
A	20
B	10

Further evidence may be requested before points are awarded.

An applicant may have employment related reasons for needing to stay somewhere. We award points to applicants who want to move to our areas for employment reasons.

Points awarded: 20

7.11 Group 8: Aspirational

The aspirational group is for tenants who have been living continuously within their tenancy for a period of 5 years and over and wish to move to another property in the area that they currently stay. It could be that they live in a flat, and would like to move to a house. Discretion can be exercised by each landlord participating within this policy in relation to length of tenancy.

As there is no housing 'need' element (in that your current home meets your housing needs), we do not award 'housing points' for aspirational applications. Instead, we add the person to the group, and when a suitable property becomes available for offer to someone from the aspirational housing group, it is offered to the person who has been on the list the longest and has the longest length of tenancy.

You can't be in any other group as well as the aspirational group at the same time; if you require a bigger property, or a smaller property, or another property because of a medical condition, then you have an element of 'housing need' and will be placed within another group.

8 Appeals

If an applicant is dissatisfied with any aspect of the way in which their application has been dealt with by the receiving landlord, an appeal can be lodged within 14 days. If the applicant remains dissatisfied with the response to their appeal, they will have further recourse through the Association's Complaints Procedure. Ultimately, the complaint can be referred to the Scottish Public Services Ombudsman. This will be managed in accordance with the Scottish Public Sector complaints policy.

A copy of the complaint policy is available on request and can be provided in alternative formats.

9 Positive Action

We support the development of equality initiatives through all our housing activities, including allocation practice.

The following are examples that we have implemented:

- Publication of the allocation policy in other formats and different languages, on request;
- Promoting awareness of the allocation policy to a diverse range of groups;
- Providing interpreting services, on request;
- Consulting with national bodies, as required, to promote good practice.

10 Training

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

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

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

11 Auditing and monitoring performance

11.1 Auditing performance

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

11.2 Monitoring performance

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

We ensure we monitor performance in the following areas:

- The number of new applications, including whether or not they are processed within targets;
- Applications reviewed and deleted as part of the review process;
- The groups in which applicants who are allocated properties are placed;
- Household type and equality information;
- Offers of let and number of refusals;
- Appeals and complaints;
- Method of submission i.e. online or paper form

Information on allocation trends is reported to Committee on a quarterly basis.

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

12 Tenant participation and policy review

12.1 General

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

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

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

12.2 Methods of review

We use a range of methods as detailed in our tenant participation strategy when reviewing the policy.