



Allocation Policy

Review Date: October 2018

If you have difficulty with sight, or if you require a translated copy of this policy, we would be pleased to provide the information in a form that suits your needs.

Introduction

This policy sets out how we let any properties that become available. It explains how we match applicants to properties and how we will decide which applicants will be made an offer of rehousing.

The policy covers our general needs and sheltered housing and applies to those on our waiting list as well as current tenants who are looking for a move or transfer. The policy covers our housing stock in both Govanhill and Merrylee.

Our aims

We aim to provide good-quality rented accommodation to people in housing need. As a housing association based within the multi-cultural community of Govanhill, we must try to meet local housing need. The policy also allows us to respond to the needs of people who need to move to the area. We want to make sure our community is sustainable and that all kinds of people will want to continue living in the Govanhill and Merrylee areas.

We will aim to:

- Provide good quality affordable housing to households who have been assessed as being in need of housing.
- Make best use of the housing which becomes available, including properties that have been adapted or are suitable for someone with mobility needs.
- Give as much choice to applicants as reasonably possible.
- Help create and maintain a balanced and sustainable community in Govanhill and Merrylee.
- Work constructively with Glasgow City Council to prevent and alleviate homelessness.

We will do this by taking an approach to allocating homes which:

- Is fair, open and transparent.
- Takes a consistent approach to decision-making.
- Promotes equality.
- Treats all applicants with respect, including respecting the confidentiality of information given to us.

Complying with the law and good practice

Our policy is also compliant with the relevant Scottish and UK legislation, including all relevant housing legislation. A full list of the relevant legislation is included at Appendix A.

As a Registered Social Landlord (RSL), we are regulated by the Scottish Housing Regulator (SHR). The SHR's statutory objective is to safeguard and promote the interests of current and future tenants, homeless people and other people who use services provided by social landlords. In developing our policy, we have taken account of good practice, including that developed by the Scottish Government and the SHR.

The policy also takes account of the Scottish Social Housing Charter. The SHR use the outcomes and standards in the Charter to assess the performance of social landlords. The key outcomes that have been considered in the development of this policy are:

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.

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.

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.

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.

Equal opportunities

We promote equal opportunities and in applying this policy we will aim not to discriminate against any individual, household or group on grounds of race, gender, sex, marital status/civil partnership, gender reassignment, sexual orientation, pregnancy or maternity, religion or belief, language, social origin, disability, age or other personal attribute. This means that:

- When we are providing housing services and employing staff to provide these services, we will aim to provide equal opportunities for everyone, and treat everyone fairly.
- No person or group of people applying for housing will be treated less favourably than anyone else for any reason.
- We will aim to identify and respond to the needs of disadvantaged groups by building close relationships with those groups.
- To help us meet our commitment to equal opportunities, we will collect and monitor details of the ethnic or racial origin and any disabilities of everyone applying for housing.

We may offer a tenancy to employees, committee members, former employees, former committee members and close relatives of these people, but only in line with the SHR's guidelines. These guidelines are designed to make sure we consider applications fairly, and that nobody receives special treatment as a result of their connections with us.

Our properties

We currently have around 2300 properties for rent but we only have a moderate turnover. This means that only around 200 properties become available every year. Over 90% of our housing stock is tenemental flats. We have very few houses. The size and type of our properties limits the number of families we can re-house. Of our homes, 47% have only one bedroom, 39% have two bedrooms and 13% have three or more bedrooms. As a result, we can only very occasionally offer help to large families in housing need.

In addition to our general needs housing, we also have a small number of sheltered housing properties. On average we have one vacancy in our sheltered housing stock every two years.

Further information on our housing stock and on the number and type of properties becoming available can be found on our website at: <http://www.govanhillha.org/>

Joining our mainstream housing list

Anyone aged 16 years or over is entitled to make a housing application and join our housing list. We give details of how to apply to us for housing on our website, in our office and in other local community buildings in our area. We give partner organisations, other social landlords and Glasgow City Council regular updates on how to apply for housing with us.

All applications will be registered on the housing list. However, if an applicant is found to be ineligible to be actively considered for an offer of housing they will be notified in

writing of the decision and their application will be suspended. They will not be eligible for an offer of housing until circumstances change and their application becomes active. The reasons why we may suspend an application are set out in Appendix B.

Please note that admission to the housing list does not automatically mean that someone has the right to be housed. The priority given to an applicant depends on their current housing situation.

Joining our sheltered housing list

Sheltered housing aims to meet the needs of older people who want to live independently but who would benefit from receiving some support. We hold a separate list for applicants who are interested in living in our sheltered housing. The arrangements for joining the sheltered housing list are the same as for the mainstream list, except that applicants:

- Will usually be 60 years of age or over; and
- Will have a medical, social, safety or particular housing need that could be met by sheltered housing.

If the applicant household is a couple, only one of the couple needs to meet the criteria set out above.

We recognise that there may be people aged under 60 who would benefit from living in sheltered accommodation and we would discuss this with the applicant on a case by case basis.

Size of property

Our properties vary considerably in terms of the mix of single and double bedrooms. We currently assess the size of property an applicant requires based on the regulations set by the Department for Work and Pensions. We aim to make best use of the properties we have but also be as flexible as possible in taking what applicants would prefer into account. Our policy will be that:

- Couples or partners share one double bedroom.
- Heads of households and single parents have one single or double bedroom.
- Two children of the same sex under the age of 16 will share one double bedroom.
- Two children under the age of 10, regardless of their sex, will share one double bedroom.

- Children of different sexes will need a single bedroom each once they reach 10 years old, unless there is another child in the household of the same sex with whom they could share a double bedroom.
- No more than two people should share a bedroom.

These rules may not apply if there are certain medical or social reasons why it is impossible for household members to share a bedroom.

If any member of the applicant household is pregnant, from six months into the pregnancy we will reassess your housing need as needing an extra bedspace.

As our larger properties are in particularly short supply, we are only able to offer a bedroom to a child or children for whom the property will be their principal home. If joint custody arrangements are in place, and time is divided evenly between the parents or guardians, we will consider the household which receives child benefit payment to be the child's principal home.

Choice of property types and locations

We want to work with applicants to create sustainable tenancies. We take a housing options type approach and aim to discuss their housing options and prospects with all applicants when they first join our list.

We want to make sure that we only offer applicants a home they are interested in. We will ask applicants which areas and types of property they are interested in, including which floor levels they would prefer. We will only make offers which reflect those preferences.

Restricting the type of properties and the areas they are interested in may affect an applicant's chance of receiving an offer, particularly if they are not interested in areas where we have the highest number of lets becoming available. We will discuss this with each applicant on a case by case basis when they submit their application. Applicants will be able to change their preferences at any time.

Information required

Before we can assess your housing needs we will need proof of your circumstances, this may include, for example, proof of any part-time custody issues with children, or proof if any members of your household are pregnant. We will not be able to assess your application until you have filled in all the appropriate forms and you have provided all the proof we have asked you for. We will usually visit you at your home to check your circumstances before we make you an offer of housing.

You may be suspended from the housing list if you provide false or misleading information to further your housing application. Further information on our suspensions policy is provided at Appendix B.

Change of circumstances

If your circumstances change while you are on our housing list, you should contact us so that we can review your housing needs. If you move house while you are on our list, you may need to make a new application.

If you would rather not receive offers of housing for a period of time - for example because you are not well and it is not a good time to consider moving - we can defer your application. You would remain on the list but we would not make you any offers of housing until you contact us again and tell us you are actively interested in being rehoused.

Prioritising applicants

This section explains how we decide which applicants will be made an offer. Govanhill Housing Association operates a points-based assessment of housing need and we have developed our pointing system to reflect local needs and priorities whilst ensuring that we comply with all the necessary legislation and guidance.

Factors we cannot consider

There are certain factors which the law states we cannot take into account when allocating housing. These are:

- Your age (except for our sheltered housing).
- Whether you already live in Glasgow and the Govanhill or Merrylee areas in particular.
- You or your family's income.
- Whether you have owned a property.
- Any housing debt you have now repaid.
- Any non-housing debt such as Council Tax arrears.
- Any housing debt which is not owed by you, such as rent arrears owed by your partner.
- Any rent arrears where the amount is no more than one month's rent, or where you have an arrangement in place to pay the arrears, and you have been keeping to the arrangement for at least three months and you are continuing to do so.

Factors we must take into account

There are also factors which the law states we must take into account when deciding to whom we offer any homes which become available. In particular, housing legislation states that we must give 'reasonable preference' to the following groups:

- Persons who are homeless or threatened with homelessness.
- Households occupying houses that do not meet the tolerable standard.
- Large families.
- Households occupying overcrowded houses.
- Households under occupying a socially rented property.
- Households living in unsatisfactory housing conditions.

Our letting groups

Our approach to letting properties is based on a 'groups and points' system.

Applicants who make a direct application to us and who already have a tenancy with us will be placed in our transfer group. All other direct applicants will be placed in our waiting list group.

We will also work with Glasgow City Council in meeting the needs of statutorily homeless applicants. We do not make decisions about whether a household is statutorily homeless. This is the responsibility of Glasgow City Council which then refers homeless households to us to be made an offer of housing.

Our letting targets

In order to further our aim of supporting sustainable and balanced communities, we aim to make lets to applicants from each of the three groups – transfer list applicants, waiting list applicants and statutorily homeless applicants referred to us by Glasgow City Council.

We will aim to make a broadly similar number of lets to each of the transfer, waiting and statutorily homeless lists. We will set annual targets for the proportion of lets we aim to make to each group. The targets will be reviewed every year based on:

- Patterns of need and demand on our own transfer and waiting lists.
- Patterns of turnover within our own stock – including the types and sizes of properties which are becoming available for let.
- Our agreement with Glasgow City Council covering lets to statutory homeless households.

Our targets will be published and will be available on our website. We will monitor our performance against these targets and will publish performance information on our website. This information will also form part of our performance reporting to the SHR.

Pointing awards

All applications (excepting statutory homeless applications) will be assessed and given points according to their current housing situation and personal circumstances. In assessing need we will consider the needs of everyone who would be moving – in other words of the whole household listed on the application.

The points that will be awarded are shown in the table below and the categories are explained later in this section. In some of the categories, only one award of points can be made. If more than one award within that category would be possible, the highest single award will be made to the applicant household.

The maximum total points awarded to any application will be 200 points.

Category	Other information	Points	
Your home is too big or too small (one award only)	Overcrowding points are awarded if the home you are currently living in is not big enough for all the people living in it	One bedroom short	40
		For every additional bedroom short	25
	You live in a social rented sector property and the home you are currently living in is too big for all the people living in it	One bedroom too many	40
		Per additional bedroom too many	25
Your accommodation is not secure (one award only)	You have a definite date to lose your accommodation within 2 months	70	
	You live in tied accommodation or supported accommodation and you have been told you will need to leave within the next 6 months	40	
	You have no settled accommodation	40	
You need to move for health or mobility reasons (one award only)	You or a member of your household is an emergency medical case and cannot leave hospital because your current property is no longer suitable and it would be dangerous to return home	200	
	You or a member of your household has serious health or mobility difficulties, your current home is completely unsuitable and there is a need to be re-housed as a matter of urgency	70	
	You or a member of your household have serious health or mobility difficulties, your current home is very unsuitable and makes daily activities very difficult	40	
	You or a member of your household have health or mobility difficulties your current home is unsuitable and makes daily activities difficult	20	
You need to move because of harassment or abuse (one award only)	You are in a life-threatening situation and need to move immediately	200	
	You have been a victim of serious harassment or violence and need to move as a matter of urgency	70	
	You have been a victim of harassment and need to move	40	

Category	Other information	Points
Your home is in poor condition or lacks facilities (maximum award in this category is 70 points)	No inside toilet	25
	No bathroom or no hot water supply to bathroom	25
	No kitchen or no hot water supply to kitchen	25
	Significant damp	25
	Lacking central heating	15
	Kitchen not separate to sleeping area (bedsit)	15
You are sharing facilities with another household (one award only)	You are sharing facilities (kitchen, bathroom etc) with 4 people or more who are not going to be part of your household when you move	40
	You are sharing facilities (kitchen, bathroom etc) with 3 or fewer people who are not going to be part of your household when you move	20
You want to move for social reasons	You would benefit from receiving the support offered in sheltered housing (<i>awarded to sheltered housing applicants only</i>)	40
	You want to move closer to someone who gives you regular support	20
	You want to move closer to someone to whom you give regular support	20
	You want to move closer to where you work or are in further education or training.	20
Management reasons	We have an urgent need to move you, for example because your home needs urgent repairs	200
Two into one (existing Govanhill tenants only)	You are two households, both of whom are tenants of Govanhill Housing Association, and you wish to join your households together	50

Further information on housing needs categories

Your home is too big or too small for your needs

Applicants can only receive one award of points in this category.

We want to assist households to live in homes that are the right size for them. This also helps make the best use of our own housing stock.

Overcrowding:

You will receive points for overcrowding if you have use of less bedrooms in your current home than we assess your household to need. You will be awarded points for every bedroom that you are short. If two or more members of your household are required to share a single bedroom we will also consider this to equate to being a bedroom short.

The initial points will be awarded when one extra bedroom is required and additional points are given for each extra bedroom that the household requires. For example, a household that needs one more bedroom would receive 40 points and a household requiring two more bedrooms would receive 65 points.

We will not award overcrowding points if you overcrowd your current property by moving people into your home who will not be part of your household when you move.

Under Occupation

You will receive points in this category if you live in a social rented sector property and have more bedrooms than you require. Our own tenants would be eligible for this award, as would tenants of other housing associations or of a local authority.

The initial points will be awarded for having one extra bedroom. It will not matter if the bedroom is a single or a double bedroom. If you have two or more bedrooms than you need you will receive a further award. This means that a household that has one more bedroom than they require would receive 40 points and a household that has 2 more bedrooms than they require would receive 65 points.

You will only receive under occupation points if you are looking to move to a smaller property and your household will fully occupy that smaller property.

Your accommodation is not secure

Applicants can only receive one award of points in this category

This category covers situations where you may be at risk of losing your current home through no fault of your or you do not have a home which you have a right to occupy and your accommodation is temporary. We will always encourage a household which may be eligible for insecurity points to make a homelessness application to Glasgow City Council.

You will receive points if you have been given a definite date to lose your accommodation and that date is within 2 months. Examples might include if you are living in a private rented property and your landlord has issued you with a legal Notice to Quit. Other examples might include that you are currently living in armed forces accommodation and have discharge papers from the armed forces and or are losing your home as a result of a mortgage repossession.

We will also award points to households living in tied accommodation (this is accommodation provider by an employer) or supported accommodation who have been given notice that they need to leave that accommodation within 6 months.

If you have no accommodation of your own (for example you do not own a property or do not have a private tenancy in the name of someone who is part of the household which will be moving) you could be awarded points for having no settled accommodation. No settled accommodation points would be awarded if you move frequently among relatives and friends.

We will not award no settled accommodation points to applicants who have stable housing and are continuing to live as part of a household they have been a member of for some time – an example might include a young person who continues to live with a parent but is otherwise adequately housed and is safe. However, an applicant in these circumstances would be entitled to sharing facilities points (see below).

You need to move for health or mobility reasons

Applicants can only receive one award of points in this category

We may award health or mobility points if your health or the health of a member of the household you will be moving with is affected by their current housing circumstances or if you are struggling in your current accommodation because of mobility problems. If you or a member of your household has a mental health issue that is adversely affected by their housing circumstances you may also be eligible to receive points under this category.

It is important to note that priority will not be given based on a health problem but based on whether a move could alleviate some of the problems being experienced as a result of the health or mobility problem.

If you think you may be eligible for health or mobility points you should complete the *application for medical priority* included with the application form. If you are already on the list but your health has changed and you think you may be entitled to priority you can submit a *medical priority application* at any time.

The number of points awarded will depend on the extent to which any health or mobility issues are impacting on your day to day life and whether a move of home could help alleviate some or all of these problems.

If more than one member of your household has a health or mobility need, the needs of all the relevant members will be assessed and the points awarded will be equivalent to the highest level of need amongst household members. However, only one award will be made.

If you have been awarded health or mobility points we will only make an offer of rehousing which would address some or all of the problems you are having.

You need to move because of harassment or abuse

Applicants can only receive one award of points in this category

Harassment can take many forms including intimidating, threatening or aggressive behaviour, both verbal and physical, and can involve attacks on property as well as people. Harassment is often premeditated and recurring.

You will be awarded points in this category if you or a member of the household who will be moving with you is being subjected to harassment or abuse and being rehoused will help to address the problem. The number of points awarded will depend on the seriousness of the harassment and the speed with which you need to move.

Our overriding principle where harassment is alleged – and an applicant appears to be at risk – is that he/she should be believed. However with the applicant's consent, we may ask agencies such as the Police or social services to confirm any involvement they have had. However, verification of harassment from other agencies is not a condition required for an applicant to be given the appropriate priority and each case will be dealt with sensitively and on its own merits.

Your home is in poor condition or lacks facilities

A maximum of 70 points are available in this category

You may be eligible for points in this category if you are living in a property which is in poor condition or which lacks basic facilities.

You will be awarded points if your home lacks an inside toilet or has no bathroom or kitchen.

You will also be awarded points if your home does not have central heating or if you have no hot water supply to the kitchen or bathroom. If you live in a privately rented property and do not have hot water or functioning central heating because of a fault (such as a broken boiler) we will expect you to report any faults to existing facilities to your landlord and seek to have them addressed. If the faults are not addressed we may consider awarding points in this category.

If the property you are living in suffers from significant damp we will award points.

We will also award points if your main designated sleeping area is not separate from your kitchen, in other words if you live in a bedsit-style property. These points will not be available

if someone is sleeping in a kitchen area because there are insufficient bedrooms for the number of people living in the property. In that case, overcrowding points would apply.

You are sharing facilities with another household

Applicants can only receive one award of points in this category

You can receive sharing facilities points if you are sharing a bathroom or kitchen with anyone who is not going to be rehoused with you. This could apply if you are living with parents, other relatives or friends, living with a former spouse or partner following a relationship breakdown or are living in hostel or bed and breakfast type accommodation.

The number of points you are awarded will depend on how many people (adults and children) you are sharing facilities with and who would not be moving with you.

You want to move for social reasons

You may want to move to Govanhill or Merrylee for a number of other reasons and you may be eligible for points if you want to move to the area or within the area for a number of social reasons.

Points may be available if you wish to move because you are providing support to, or are receiving support from, someone living in the Govanhill or Merrylee area. This could include if you provide day-to-day support which allows someone to continue living independently or if you need that support yourself and it can be provided by someone living in the Govanhill or Merrylee area. We will also consider situations when parents or guardians need assistance from friends or relatives to assist with childcare on a regular basis.

We will also award you points if you work in the Govanhill or Merrylee area or have a firm offer of employment in the area and wish to move closer to that work. We will award points if it would take you an hour or more to travel to work, further education or training from your current home using public transport.

If you are applying for sheltered housing we will carry out a basic assessment of whether you would benefit from the particular support services which are available within our sheltered housing. If you will benefit, you will receive points under this category but you do not need to be awarded points under this category in order to join our sheltered housing list.

Management reasons

Management reasons allows us to assist in urgent re-housing cases where the allocation policy would not otherwise allow us to act quickly enough. It is only used in exceptional circumstances, such as where there is a serious risk if someone remains in their current home or if we wish to re-house one of our tenants as a matter of urgency. This might be because we must carry out emergency repairs to a property.

A decision to award Management reasons points will always be approved by the Depute Housing Services Manager or Housing Services Manager.

Two into One

If you are a tenant of Govanhill Housing Association and you would like to join together with another household which also has their own tenancy with us you may be eligible for 'Two into One' points. We would only award points under this category if you want to give up your individual tenancies and move into a new home together.

Outcome of assessment

Once we have assessed your application we will write to you to inform you of the outcome. If your application has been awarded points we will tell you how many and for which of your needs. Please note that you can remain on our housing list if you do not have any identified need under our policy and you may still be eligible for an offer of housing.

Making best use of stock

We aim to make best use of the properties which become available for let. This means that when certain types of properties become available for let we will aim to offer them to households who need a property of that particular type. We will aim to offer the property to the household with the highest number of points who also needs a property with the particular features available.

The best use approach will apply to all properties which have already been adapted to meet the needs of someone with mobility problems or a disability. We will normally only offer adapted properties and properties with wheelchair access to applicants who need the facilities they contain. We will accept direct referrals from Glasgow Centre for Inclusive Living for these properties if no-one on our housing list has appropriate needs.

We will also consider best use if letting a non-adapted ground floor property which could meet the needs of someone with mobility issues or a disability.

Our stock has a mix of properties with double and single bedrooms. We will also aim to make use of available properties by offering properties to applicants who need a property with the particular combination of double and single bedrooms available.

We will generally take the same best use approach to the letting of any new stock (either homes we have built or properties which we have acquired) which is not covered by a Local letting Initiative (see below). In particular, we reserve the right to make best use of such lets to address housing needs which we have otherwise been unable to meet, such as significant overcrowding amongst our own tenants.

Making offers

When we are aware that a property is about to become available, we will draw up a list of applicants whose needs match it, with the applicant with the highest number of points at the top. Where more than one applicant has the same number of points, we will then consider who has been on our housing list for longest.

We will contact applicants near the top of that list to review their application, see if they are still interested in that type of house and that their circumstances are still the same. Once the property is available, we will make an offer of housing to the applicant at the top of the list at that time.

If the applicant on the top of the list does not wish to accept the offer, we will offer the property to the applicant who is second on the list.

If any property has been offered and refused four times, we reserve the right make an offer to an applicant who expressed a specific interest in a property of the relevant type or in the particular area. A decision to make such an offer will always be approved by a Senior Housing Officer or Manager.

Number of offers

We do not place any restrictions on the number of offers an applicant receives. However, if we offer you two suitable properties and you reject them both, we will ask you to review your choices for re-housing, to make sure any properties we offer you in the future are suitable.

We will not make you any further offers until we receive this information from you and we are satisfied with it.

Mutual exchanges

We allow our tenants to exchange homes with another tenant (our tenant or another Registered Social Landlord's tenant) in certain circumstances. However, you must not exchange homes until you have written permission from ourselves and the landlord of the tenant you want to exchange with and signed the necessary legal paperwork.

If you are our tenant, you must let us know immediately when you find someone you would like to exchange homes with. We will consider your and the other tenant's rehousing needs. We will not refuse permission for the exchange to go ahead unreasonably.

Referrals from other agencies

We may consider referrals from statutory or voluntary sector agencies who are seeking accommodation for a client. This may include us assisting if someone needs to move on from specialist or supported accommodation. We manage any referrals of this type at a senior level and in consultation with the referring organisation. All aspects of this policy may not be applied in making any offer.

MAPPA arrangements

Multi-Agency Public Protection Arrangements (MAPPA) were introduced as a result of the Management of Offenders etc (Scotland) Act 2005. We manage any allocations to offenders covered by the MAPPA arrangements at a senior level and in consultation with relevant agencies such as the police and Social Work Services. All aspects of this policy may not be applied in making any such offer and any offer of housing will be dealt in line with MAPPA (Multi Agency Public Protection Arrangements) Protocols which cover the Glasgow area.

Local Lettings Initiatives

A Local Lettings Initiative can be a useful way of helping to create sustainable communities and there may be occasions when Govanhill Housing Association will develop and implement such an Initiative. An Initiative might be designed to address issues such as low demand or poor property condition.

Any Initiative will apply only to a geographically defined area and any changes made to this policy will be designed to meet specific local aims. Any initiative will have clear outcomes and will be supported by evidence as to why it is required.

As part of the development process, we will consult with the local community and key external partners, including Glasgow City Council. The Initiative will be compliant with all the relevant legislation, will be published in the same way as this policy and will include:

- An explanation of why the Initiative is needed and the evidence that has been used to inform the decision to introduce it.
- Clear and specific aims and objectives.
- The time period for which the Initiative is expected to remain in place.
- An effective monitoring framework to make sure the aim of the Initiative is being met and there are no unforeseen consequences. This will include criteria that will be used for deciding whether to curtail or extend the time period for which the Initiative will run. The Initiative will be reviewed regularly to ensure it is still required.

Confidentiality

We will keep any information you give us confidential. We will not discuss your application with anyone other than you (or your representative) unless you give us written instructions to do so.

We are registered in the Data Protection Register. We will let you see any information we hold about you in line with the Data Protection Act 1998. You must ask us in writing and a charge may apply.

Service standards and reporting

When we receive your application for housing, we will give you a receipt and a reference number within 5 working days.

We will tell you the outcome of the assessment of your application within 20 working days of receiving your application (as long as we have the proof we need and your filled-in application form).

We will review your application every year. We will do this by writing to you to enquire whether you wish to remain on our list. If you do not respond to this letter within the specified timeframe your application may be cancelled.

We will report regularly to our Housing Services Sub-Committee on turnover, letting timescales, the types of applicants we are housing and the nature of our vacancies.

Every year, we will publish information on our letting performance.

We will consult fully with our customers about reviewing the allocation policy.

Translations and Interpreters

Our allocations policy can be made available in other formats and other languages where required.

We employ staff who can speak Urdu, Punjabi, Slovak, Czech, Romanian and Farsi. You can speak to them about any aspect of our services or your application at one of our dedicated surgeries or by making an appointment. Please contact our switchboard on 0141 636 3636 for details. We will also use external interpreters to assist us with other language requirements.

Complaints and appeals

If you believe we have made an incorrect decision while assessing your application for housing, we have a clear procedure for dealing with appeals about decisions we make during the application and allocation process. If you are unhappy about a decision made, you should first appeal to the Housing Services Sub-Committee. If you are still not satisfied, you can then appeal to the Management Committee.

Any member of the sub-committee who is involved in considering your appeal will not take part in decisions involving any further appeal.

We also have a complaints policy which covers failures in our service and our standards of service delivery. You can get information leaflets explaining the complaints policy from our office and it is also available on our website.

If you have gone through the complaints procedure and you are still not happy, the Scottish Public Services Ombudsman may take up the matter for you. Write to:

Scottish Public Services Ombudsman
4 Melville Street
Edinburgh
EH3 7NS.

Appendix A – Relevant Legislation and Regulation

The Allocations Policy has been developed to be legislatively compliant, with the following legislation of particular relevance:

- Housing (Scotland) Act 2014*
- Immigration Act 2014
- Welfare Reform Act 2010
- Equality Act 2010
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2006
- Civil Partnerships Act 2005
- Homelessness etc. (Scotland) Act 2003
- Housing (Scotland) Act 2001
- Race Relations (Amendment) Act 2000
- Human Rights Act 1998
- Data Protection Act 1998
- Disability Discrimination Act 1995
- Access to Personal Information (Housing) (Scotland) Regulations 1993
- Housing (Scotland) Act 1987
- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- Race Relations Act 1976
- Sex Discrimination Act 1975

* This policy has developed prior to the publication of any guidance covering the allocation of social housing provisions set out in the Housing (Scotland) Act 2014. The policy will be reviewed after the publication of such guidance.

Appendix B – Suspending applications

There are circumstances where you will be entitled to stay on the housing list but you may be suspended from receiving any offers of housing for a limited length of time. We may suspend your application for the following reasons:

- You owe us, or another landlord, a tenancy related debt such as rent or rechargeable repairs, and this debt is more than one month's rent, and you have not kept to a repayment agreement for three months
- You or any members of your household are guilty of anti-social behaviour.
- You or any members of your household have broken or not kept to the conditions of your tenancy agreement, for example you have damaged your home, or have not maintained your garden or the shared areas properly.
- You are our tenant and you have applied to buy your home.
- You have given us false information on your application form.
- You do not provide us with information we need to assess your application.
- You have refused two offers of housing and we are waiting for you to give us your choices for housing.

We do not have periods of time for suspensions. We will consider your circumstances before deciding how long to suspend your application for. We will aim to reduce the need for, and the length of, suspensions. If we suspend your application, we will tell you what you need to do before we will review or remove the suspension.

If you are unhappy with our decision to suspend your application, you should follow the appeals procedure set out in the policy.