



**GOVANHILL**  
HOUSING ASSOCIATION

# A Guide To **Applying for a Home**

## Applying for a property

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This leaflet gives information on how to apply for a property with Govanhill Housing Association, or a transfer to another property. It also summarises our allocations policy, and aims to answer some frequently asked question.

## Who can apply?

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We operate an open housing list and anyone over the age of 16 years can apply for housing, have their needs assessed and be placed on our housing list. As well as applying directly to us, we also work with Glasgow City Council to rehouse homeless people.

## Confidentiality and Fairness

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We will treat all your personal details with the strictest confidence. We will never pass on information about you, or contact others about your application unless we have permission to do so. If you would like someone else to speak to us about your application, you will need to tell us you are authorising them to do so.

## How Do I Apply?

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You should complete a housing application form which can be collected from our offices at Samaritan House, 79 Coplaw Street and our Merrylee office at 53 Ashmore Road.

## What will I need in order to apply?

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Before we can process your application and assess your housing need, we need the following documentation.

- Photographic identification for yourself and any other applicants. Documents such as passport or driving licence are ideal.
- Two proofs of residence for yourself and any joint applicant – documents should include your current address. Utility bills, council tax letters and other official letters are acceptable.
- One proof of residence for everyone applying to be rehoused, these documents should also include your current address.
- One proof of residence for every other person at the current address even if they are not being rehoused with the applicant.
- Proof of tenancy or ownership at your current address – the documents we accept include the tenancy agreement, lease agreement, mortgage statement, factor's invoice or buildings insurance documents.

We may also require other evidence in order to assess your housing need. For example;

- If you, or someone applying with you is pregnant, we will ask to see a maternity certificate confirming the expected due date.

## **When will I receive information regarding my points?**

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We receive a large number of housing applications every week. Once we receive your application and supporting documentation, we will process your application as quickly as possible and always within 28 days. Once your application has been registered and assessed we will write to you confirming your application reference number, how many points you have and what size of accommodation you are eligible for. Please keep this reference number safe as you will need to give us it any time you enquire about your application.

## **Will I be asked to provide any other information?**

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Sometimes we may need to seek further information. We may need to contact you, your landlord or other agencies, with your permission. We may seek a reference from your current or previous landlord. If we need any further information from you we will contact you about this. We may ask to visit you in your home, or for you to provide supporting documentation. We will normally only do this if we need to confirm your points level or are considering you for a property.

## **What size of property will I be considered for?**

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This will be based on the information you have given us regarding who will live with you if you are re-housed and any other relevant factors. In order to assess how many bedrooms you need we will consider the make up of your household and the ages and gender of any children. We will not normally allow for an extra bedroom but this may be considered in some circumstances, for example for medical reasons.

## **Is every property let to the housing list?**

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No, although we do have a large housing list and demand for some properties is high. However, we also let properties to the following groups.

- Transfer list (Govanhill tenants wishing to move)
- Homeless referrals via Glasgow City Council
- We also work with specific groups or charities to let a small number of properties to them e.g. Barnardo's, Glasgow City Council Asylum & Refugee Team.

## What is my exact position on the list?

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Where you are placed on the housing list will depend on how many points you have. As we have an open housing list, your position can change at any time, therefore we are unable to tell you your exact position.

## When will I be offered a property?

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It is very difficult to answer this question, as every case is different: there are some general points which are specific to the quantity and type of property owned by the Association.

Most of Govanhill Housing Association's properties are flats, therefore if you only wish to be considered for a house you will have to wait considerably longer, or we may not be able to help at all.

Govanhill Housing Association has a large number of one and two bedroom properties, and significantly fewer three bedroom or larger properties. In general the larger the property that you require, the longer the wait will be.

Many of Govanhill Housing Association's properties are tenement flats over a number of floors. If you are willing to accept a flat on the third floor this is likely to reduce your waiting time.

At the point of application we ask you to select which streets in Govanhill and Merrylee you would consider; the greater number of streets you select the better chance you have of being rehoused.

For each property we let to the housing list we must consider the applicant with the highest points, taking into account the areas and types of properties they are interested in. Where applicants have the same level of points, priority will be given to the person who has been on the list for longest.

## Change in Circumstances

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Please keep us updated:-

- Regarding any change in your circumstances which may affect your application
- Regarding changes to the areas or types of property you will consider.
- Regarding anybody leaving, or joining your household.

If your address changes you will need to submit a new application form detailing your circumstances at your new address. We will also require proof of address at your new property.

## **When will I be visited at home?**

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Due to the large numbers applying to us for housing we do not carry out home visits to all applicants on our housing list. We will only visit those above a certain level of points, who may be considered for an offer of housing. A home visit is the next stage in being considered for re-housing, and does not necessarily mean that you will be offered a property. The purpose of the visit is to confirm and update the information on your application and to confirm your points level. Following the visit, some further checks may be required.

## **How will an offer of housing be made?**

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If you are being made an offer of housing we will contact you by phone in the first instance. Therefore it is vital that you provide us with up to date contact details. If your contact details are not up to date you may be bypassed for that offer. Following a phone call, you will receive a formal written offer. You will have 2 working days to respond to an offer of housing and make arrangements to view the property. You should then inform us within 24 hours if you wish to accept or refuse the offer.

## **What happens if I refuse?**

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We work hard to ensure that any offer we make matches what you have told us you want. If you refuse a property you must let us know why, we will then update your preferences accordingly.

## **How often will my application be reviewed?**

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We will review your application whenever you contact us with any further information which may affect your points or after visiting your home. We will tell you of any change in points. All applications will be reviewed once a year to check that we have up to date information and that you wish to remain on our housing list. If you fail to respond to the annual review within timescale your application will be cancelled.

## Why would my application be placed on hold/suspended?

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In some circumstances you may be on our list but will not be considered for an offer for a period of time. We will tell you if this is the case giving the reasons and the period of time your application will be on hold.

Examples of when this might happen include:

- You owe us, or another landlord money, where this is more than one month's rent or you have not kept up payments to repay the debt for a 3 month period.
- You or someone in your household has behaved in an anti-social manner.
- You have given false information in your application.
- You have not provided the information we need to process or review your application after reminders.

We will keep the number and length of suspensions to a minimum and assess each case individually. In the event of suspension, we will keep you fully informed and you can ask us to review our decision at any time.

## I am currently homeless. What advice can you give?

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If you are currently homeless or about to become homeless as well as completing an application form, we would advise you to contact your local council office. They will assess your homelessness request and provide advice and assistance regarding access to temporary and permanent accommodation.

If you live in Glasgow, your local Homeless Casework Team can carry out an assessment.

Local contact details are

Glasgow City Council, Homeless Casework Team, Twomax Building, 187 Old Rutherglen Road, Glasgow , G5 0RE.

## What if I want help, information or advice?

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Our staff will be happy to provide help information and advice regarding your application for re-housing.

You can contact us at:-

Govanhill Housing Association  
Samaritan House  
79 Coplaw St  
Glasgow  
G42 7JG  
0141 636 3636

Our Samaritan House office is open Monday to Friday from 9am to 5pm and closed at weekends.

## What if I am not happy with the Association's decision or the service provided?

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If you are not happy with how we have dealt with your application, you can ask us to review our decision. For example, this might apply if you think that:-

- We have not awarded you points in line with the Allocations Policy
- Any offers we have made to you do not match what you expressed a preference for.
- We have acted unreasonably in placing your application on hold or in removing you from the housing list.

Any appeal that you make will be considered by a senior member of staff who was not involved in the original decision.

If you are unhappy with the standard of service you have received, you have the right to make a complaint.

An information leaflet regarding making a complaint is available from our offices and on our website, in addition full copies of our complaints procedure can be provided.



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