



## ALLOCATIONS POLICY

### Summary Allocations Policy & Procedure

We have created these guidance notes to give you information on how we let our properties and to help you fill in your housing application form

#### **Ruchazie Housing Association**

24 Avondale Street, Ruchazie, Glasgow, G33 3QS  
Telephone: 0141 774 4433 • Website: [www.ruchazieha.co.uk](http://www.ruchazieha.co.uk)

Ruchazie Housing Association is a registered Scottish Charity No SCO41911.

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### 1. Background

Ruchazie Housing Association owns and manages 225 properties within Ruchazie. We began operating in 1995 and our policies are set by a Management Committee comprising of tenants, owners and Glasgow Housing Association tenants. Staff are employed to carry out the housing service and only they have access to details about your application. Members of the Management Committee have no direct involvement in allocating houses. All information provided by you will be treated as confidential.

### 2. Our Objectives

The outcome of the lettings process is to ensure that we maximise applicants choice, help sustain communities and ensure that those in greatest need have access to a reasonable preference of property locations and types.

### 3. Our Allocations Policy

We operate a Group Plus Points System as a way of prioritising applicants. Applicants will be assessed and included in one of five groups depending on their housing needs and points will be awarded accordingly

These groups are:

Group
Group 1 - homelessness
Group 2 – urgent housing needs
Group 3 – under-occupation
Group 4 – General Needs
Group 5 – aspirational – no housing need

**(Our lettings plan, outlining our quota/targets for each group has still to be finalised)**

#### 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.

#### 4. Stock Profile

Our Housing Stock is located in the lowend of Ruchazie.

To help you make an informed choice about where you wish to be considered for re-housing the tables below detail the number of properties broken down by area, street, size and our average rents 2019/20

#### Ruchazie Housing Association

#### Our properties

Street	No	Type	Size
Avondale Street	3	House	3 & 4 Apts
	27	Flat	3 & 4 Apts
Balcomie Street	11	House	3,4 & 5Apts
	15	Flat	3Apts
Bankend Street	2	Adapted Wheelchair	3Apts
	4	House	3Apts
	4	Flat	2Apts
Caprington Place	8	House	3, 4 & 5Apts
	8	Flat	3Apts
Claypotts Road	16	House	3, 4 & 5Apts
	25	Flat	2 & 3Apts
Craighouse Street	11	House	2 & 3Apts
	10	Flat	3, 4 & 5Apts
	1	Adapted Wheelchair	4Apt
Drumlochy Road	7	House	3, 4 & 5Apts
	4	Flat	3 Apt
Elibank Street	22	House	3, 4, 5 & 6Apts
	16	Flat	3 & 4Apts
Gartcraig Road	6	Flats	2 & 3Apts
	1	Flat	3Apt
Milncroft Place	13	House	3 & 4Apts
Milncroft Road	8	House	3, 4 & 5 Apts
	3	Flat	3Apt
	2	Adapted Wheelchair	3Apts

2Apt, Max 2 People, 3Apt, Max 4 People, 4Apt Max 6 People, 5Apt Max 7 People, 6Apt Max 7 People

## Our average rents

Type	Monthly rent	Weekly rent
1 bedroom flat	£293.88	£67.82
2 bedroom flat	£303.80	£70.11
3 bedroom flat	£309.15	£71.34
2 bedroom wheelchair flat	£427.57	£98.67
2 bedroom house	£316.80	£73.11
3 bedroom house	£330.93	£76.37
4 bedroom house	£350.81	£80.96
5+ bedroom house	£413.42	£95.40

## Rental Liability

Rents for association properties are due monthly in advance. If you accept a property from Ruchazie Housing Association, you should be aware that you become liable for the rent on the day that you sign for your tenancy and your rent must be paid on this day regardless of the source. Applicants will be advised at sign up stage that the portion of rent due for that month must be paid.

## 5. Breakdown of Lets/Quotas (Year 2016 -2019)

Priority	% of Lets Made	Quota/Target
Group 1 Homeless	11%	30%
Group 2 Urgent Needs	4%	5%
Group 3 Overcrowded	29%	30%
Group 4 Unsatisfactory Housing	11%	15%
Group 5 Internal Transfer	21%	15%
Group 6 General Needs	17%	2%
Group 7 Care and Support	7%	2%

## 6. Groups & Points Breakdown 2019/2020

Group	Verification	Points
Group 1 - homelessness	Homeless (Section 5 referral received)	No points awarded, queued in date order – date homeless priority awarded)
Group 2 – urgent housing needs	Living below tolerable standard	200
	Overcrowding (points for each room required)	50
	Harassment/domestic abuse	100
	Unsecure accommodation ( where evidence is provided)	100
	Medical priority	
	Priority 1	100
	Priority 2	75
	Priority 3	50
	Support	100
	Property subject to demolition or regeneration	100
	Living in care/long term institution	100
	Approved for kinship/adoption/fostering and require additional bedroom(s)	100

Group 3 – under-occupation	Under-occupation- points for each room under-occupied	50 (RHA tenant) 25 (other social landlord tenant)
Group 4 – General Needs	Sharing amenities	30
	Lodger/living with parents	20
	Relationship breakdown (where no priority given)	20
	Tenant in private rented sector (no housing need)	20
Group 5 – aspirational – no housing need	No points given, application placed on list with date of application.	0

## 7. The Allocation Process

Anyone aged 16 years or over can apply and be placed on our housing list. We will not discriminate against anyone because of their age, gender, sexuality, disability, race, nationality, ethnic origin or religion.

Application forms are available from;

Our office at 24 Avondale Street, Ruchazie, Glasgow, G33 3QS By emailing us at [administrator@ruchazieha.co.uk](mailto:administrator@ruchazieha.co.uk)

Our website at [www.ruchazieha.co.uk](http://www.ruchazieha.co.uk)

### What Happens To Your Application Form

Before we can process your application we need the following information:

Your name and address, national insurance number, date of birth, household composition, proof of your identity and proof of address within the last 3 months.

### Supporting Proof

Some of the questions you are asked need proof to support the group and priority placement. e.g Medical Letters, Social Work/Woman’s Aid Letters, Police Reports

When we receive all the relevant information, we will assess your housing circumstances in accordance with our allocations policy and place you within a group.

We will write to you within 5 days of receiving all information relevant to your application telling you of your point’s award and which group you have been placed in.

### Verification

Before we offer you a property we will contact you to verify your details. It is standard practice that a House Visit is carried out by our Housing Officers to confirm the details of your application are accurate and upto date. We also need details of previous residencies and a reference if appropriate from you current or previous landlord. The purpose of this is to confirm your housing circumstances and advise of agencies that may be useful in helping you with your tenancy obligations.

### Change of Circumstances

If any of your circumstances change after you complete your form, you need to tell us as this will mean you either have to complete a new form for example, change of address or it may affect your priority with us. Where a change of circumstances affects your priority we will write to you.

## 8. Allocating an empty property

When a property becomes available, we will identify whether the property is suitable for mobility groups. If the property is not suitable for mobility groups, the Association will allocate from the appropriate group.

If you are offered a property, you must view it before you sign a tenancy agreement. A Housing Officer will attend the viewing with you and answer any questions you may have.

### What Property Size do you qualify for?

The Association determines what size of property you will be considered for. Our occupancy standards are detailed below:

Table 1: The size of house for which applicants will be considered

<b>Table 1: The size of house for which applicants will be considered</b>				
<b>Household Size</b>	<b>2apt</b>	<b>3apt</b>	<b>4apt</b>	<b>5apt</b>
Single Person	✓	✓		
Couple	✓	✓		
Parent(s) with 1 Child		✓		
Parent(s) with two children under 16 years of same gender		✓		
Parent(s) with 1 girl and boy both under 10 years		✓		
Parent(s) with 2 children where 1 is over 15 years of same gender			✓	
Parent(s) with 1 girl and boy where oldest is 10 years or over			✓	

## 9. Exceptions

We aim to make the best use of our properties, e.g. an adapted property would be offered to applicants who require such adaptations. Mobility Applicants with specific medical or mobility needs where their current accommodation does not suit their needs, for example, they cannot manage to climb stairs will only be considered for ground floor accommodation.

Applicants who use a wheelchair will only be considered for properties which are designated as being suitable for wheelchair use.

Where more than one person in the applicant's household has a mobility need, only the highest priority will be taken into account in allocating a property.

Outwith the points based system the Association may let a property to try and resolve a management issue. This is known as a 'sensitive' let.

If the person is vulnerable and may not be able to sustain their tenancy their application could be overlooked until appropriate support is in place.

## **10. Offers of Accommodation**

Should you refuse an offer please provide a reason so that we can better match your requirements to available properties.

## **11. Applicants Suspended from Receiving Offers**

Applicants may be suspended from receiving offers in order to protect the interests of the Association, existing tenants and in some cases the applicant. Where we receive information that an application should be suspended, the applicant will be notified right away. They will be advised how long the suspension will last or be given clear information about what action they need to take in order for the suspension to be lifted. Applicants will be advised that they can appeal any decision using out internal appeal procedures.

The reasons for suspension are as follows:

- **Tenancy Related Debt**

If an applicant owes a tenancy related debt in excess of one month's rent their application will normally be suspended until such time as they verify that they have kept to an agreement to pay off their debt and they have been adhering to that arrangement for three months or more. When deciding to suspend an application we will take into account the reason for the debt and if it is likely to recur.

- **False or Misleading Information**

Ruchazie Housing Association reserves the right to make enquiries with any third party e.g. previous or current landlord or mortgage lender, doctor, family member etc. to verify information disclosed on your application form. Where false or misleading information has deliberately been supplied in order to give yourself a greater housing need, your application will be suspended for 6 months. If a tenancy is granted on the basis of such information, action may be taken to repossess the property.

- **Anti-social Behaviour**

Serious anti-social behaviour including racial harassment, drug dealing, noise pollution, vandalism and acting in a violent and threatening manner which has been confirmed by an official source. Each case will be considered on its own merits and an appropriate length of suspension determined.

- **Voluntary Suspension**

An applicant may advise that they do not wish to be considered for an offer for a period of time. These suspensions will be recorded as voluntary suspension on our system and reactivated in accordance with their wishes.

## **12. Why Would Your Application Be Cancelled?**

An application will be cancelled from the list under the following circumstances:

- When an applicant has been re-housed
- When an applicant did not reply to our waiting list review
- When an applicant has requested that the application is taken off the list. (In such circumstances we will ask for this to be confirmed in writing)
- When an applicant dies



### **Failure to respond to Communications**

We hope you can understand that to manage the waiting list effectively we need up to date information. This means that should you fail to respond to communications regarding additional information or in relation to an offer of housing we will invite you to review your application.

### **13. How Do You Appeal?**

**Appeal Process** If you disagree with any decision regarding your housing application you have the right to appeal. Appeals will be dealt with by the Housing Services Manager who will take an appeal made in writing, verbally over the telephone or in person. The appeal decision of the Housing Services Manager is final. Where an applicant is dissatisfied with how we have processed their appeal they can seek redress through using the Association's Complaints Policy.

Details of how to appeal are provided in a separate information sheet to all applicants. The applicant may be required to provide evidence to support their appeal.

### **14. Complaints**

Appeals must be distinguished from complaints for which a separate procedure exists. For example, complaints could involve applicants not receiving offers of housing that they are entitled to, or our failure to provide services in line with our customer service standards.

Details of how to complain are contained in a separate leaflet entitled 'Complaints Booklet' which can be obtained at our main office or via the website: [www.ruchazieha.co.uk](http://www.ruchazieha.co.uk). The complaints procedure details the timescale the Association has to resolve different types of complaints. If you are dissatisfied with the outcome of your complaint after the Association has completed its investigation or to seek other independent advice you can contact the:

Scottish Public Services Ombudsman 4 Melville Street Edinburgh, EH3 7NS  
Telephone 0870 011 5378 Email: [enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)

### **15. Data Protection**

On 25 May 2018, the most significant piece of European data protection legislation to be introduced in over 20 years will come into force. The EU General Data Protection Regulation (GDPR) replaces the 1995 EU Data Protection Directive. The GDPR strengthens the rights that individuals have regarding personal data relating to them and seeks to unify data protection laws across Europe, regardless of where that data is processed.

All information provided within this application will be treated in confidence and comply with the GDPR. The Association will process the information contained in this application form and any other relevant information we obtain in connection with the application in a number of ways.

Our lawful basis for processing is for the purposes of your application for housing. We take the protection of your privacy seriously and will never hand your data over to any third parties unless we have to for legal reasons. By becoming a member, or accessing our services, you accept these terms and by signing this application form you give consent to process the information in the above way.

Full details are included in our Privacy Policy, copies of which are available on request.

## 16. Homelessness

If you are homeless or threatened with homelessness you should contact Glasgow City Council for housing advice [www.glasgow.gov.uk/en/Residents/Care\\_Support/Homelessness](http://www.glasgow.gov.uk/en/Residents/Care_Support/Homelessness)

Glasgow City Council has a legal duty to help people who are homeless or are threatened with homelessness. If you are homeless, or think you might become homeless, contact:

Your nearest Community Casework Team: North East Community Homeless Service, 1250 Westerhouse Road, Glasgow, G34 9EA, Telephone: 0141 276 6153

The out of hours service was previously based at the Hamish Allan Centre, however from 4 September 2018, the Hamish Allan Centre will close and **all** the services based there will be re-located. If you are homeless and need a service outwith office hours then: between the hours of **4.45pm and 11pm**

- Single males / females should attend Glasgow City Mission, 20 Crimea Street, Glasgow, G2 8PW
- Women and families with children should phone the number listed below **After 11pm** and at weekends, then everyone should phone: **0800 838 502**