



ALLOCATIONS POLICY

This Policy is available, on request, in different languages and in other formats such as in large print, tape and Braille.

Contents

1.	Introduction and General Information.....	3
2.	How the Policy works.....	5
3.	Admission to the Housing List.....	5
4.	Periodic Review of the List	6
5.	Tenancy Agreement	6
6.	Internal Transfer.....	7
7.	Mutual Exchange	7
8.	Retirement Housing	7
9.	Accommodation Requirements	8
10.	Restrictions on Number of Offers	9
11.	Lets to Staff, Board, or Member of their Families.....	9
12.	Assignment.....	10
13.	Subletting	10
14.	Joint Tenancies.....	10
15.	Succession to a Scottish Secure Tenancy	11
16.	“Allocation on death of a tenant where there is no qualifying successor” Succession – Exceptional Circumstances.....	11
17.	Carers	12
18.	Application for Succession.....	13
19.	Recovery of Possession of Properties Designed for Special Needs	13
20.	Suspensions & Removal from the Housing List	14
20.1	ng homes will ensure a continuous opportunity for people to apply for housing and to access the housing list. Applications will be assessed using the needs-based points	

system. 14

21. Tenancy References	16
22. Payment of the Rent.....	16
23. Home Ownership.....	17
24. What to do if you are unhappy with our Decision Regarding your Application.....	17
25. Equal Opportunities	18
26. Confidentiality/ Data Protection.....	18
27. Monitoring and Review.....	18
Appendix 1.....	19
The Allocations Points & Priority System	19

1. Introduction and General Information

- 1.0 ng homes is a community-based housing association operating within the Glasgow postcode areas G21 and G22. Its constitution is the Scottish Federation of Housing Association charity based model rules.
- 1.1 Formed in 1976 the Housing Association has grown steadily by a combination of refurbishing properties, stock transfers and new builds. Our stock totals 5394 and includes mainstream and amenity housing for the elderly and other special needs groups. We also have 39 shared ownership houses.
- 1.2 The Board of the Association has responsibility for the Allocation Policy and its contents; although implementation of the Policy rests with the Association's staff.
- 1.3 This document outlines the Association's Allocations Policy. In line with good practice, the underlying principle is to allocate our housing stock to those households displaying the highest levels of housing need.
- 1.4 The Association is committed to the following objectives:
- Provide good quality housing at affordable rents to those in the greatest housing need.
 - Give reasonable preference to those in need as identified by the Housing (Scotland) Act including people who:
 - homeless persons and persons threatened with homelessness and who have unmet housing needs.
 - people who are living under unsatisfactory housing conditions and who have unmet housing needs; and
 - tenants of houses which are held by a social landlord, which the social landlord selecting its tenants considers to be under-occupied
 - To promote stable and balanced communities by:
 - Offering the most appropriate properties to meet people's needs
 - Housing people in appropriate locations
 - Where possible, avoiding potential clashes of lifestyle by over concentrations of household type or need in one area, estate, street or close.
 - Sustain social, community and family networks where possible

- To allocate in line with the Associations Equal Opportunities Policy ensuring that no person or group of persons applying for housing will be treated less favourably than any other because of their race, colour, ethnic or national origin or because of their religion, sex, sexuality, disability, appearance, marital status or family responsibility.
- To allocate housing fairly and objectively using a points system and in compliance with the legal framework

Formulation of Policy

- 1.6 This policy was developed in accordance with the Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2014 and other relevant legislation. 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 the services provided by RSL's. 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 RSL's. Full details of the law and regulatory requirements are contained within Appendix 2.
- 1.7 Consultation with the community and resident participation has always been one of the key aspects of the way in which the Association operates. We therefore welcome the statutory provisions in the Housing (Scotland) Acts which require all social landlords to take tenants' views into account when formulating key service delivery policies.
- 1.8 We will invite feedback from tenants and potential tenants (those on our housing waiting list) to this Allocations Policy. This will be achieved via an 'open invite' meeting to be advertised in the Association's newsletter, within the Association's office's and web site.
- 1.9 ng homes provides an opportunity to apply to the housing list. Applicants must be aged 16 years or over and all applications will be assessed and awarded priority or points according to assessable criteria. In addition, the Association will:
- Co-operate fully with the agreed protocol with Glasgow City Council on homeless

referrals.

- Participate with other housing providers working towards the City Wide roll out of the Common Housing Register to improve the housing prospects of applicants.
- Participate in HomeSwapper to facilitate movement within the social rented sector throughout the UK.
- Accept nominations from other social housing providers and appropriate support agencies.

The Role of the Board

- 1.10 The Board will approve the allocations policy, the priorities and the points awarded for different categories of need and the procedures staff will follow.

2. How the Policy works

Methods of Assessment and Allocation

- 2.1 The Association operates a points system for allocating its housing.
- 2.2 Each housing application will be assessed and applicants will be notified of the number of points they have been awarded within 5 working days of receipt of their completed application form.
- 2.3 In operating this system, the Association will ensure that priority is given to applicants who are in most housing need.

3. Admission to the Housing List

- 3.1 Anyone who is 16 years or older has the right to apply for housing and to be admitted to our Housing List. Applicants will be advised of the Association's stock type and level. The Association has, on average, 450 vacant properties to allocate each calendar year.
- 3.2 Applicants will be advised of the likelihood of being housed by the Association once their points total has been assessed. This may be of particular importance to households whose applications attract few points and, unless there is a change in circumstances, it

is extremely unlikely that the Association is going to be able to make an offer in the foreseeable future.

- 3.3 Applicants will be encouraged to consider their housing options and staff will guide applicants in this regard.
- 3.4 All applicants will be given information and advice of their position on the Housing Association's list on request. Applicants will also be made aware that their position on the list may change as applicants in greater need apply.

4. Periodic Review of the List

- 4.1 In order to help ensure that the information held is up-to-date and that each applicant still wishes to be considered for housing by the Association, the Housing List will be subject to review. There will be a constant review cycle in which all applicants will be required to confirm their wish to remain on the Housing List on an annual basis,
- 4.2 At the time of the review, the Association will ask applicants to confirm that all details held are still relevant, or if a change in circumstances has occurred that needs to be taken into account.
- 4.3 Applicants will be advised that failure to contact the Association in response to the review can lead to their application being cancelled from the Association's Housing List. The Association will write to applicants; however, applicants can respond by telephone, email, or visit the Association's office if this is an easier option. Where there is no response within 14 days, the applicant will be sent a further letter advising them that their application will be cancelled from the list if no contact is made within 14 days. All of this will be made clear in the correspondence sent out. If their circumstances have changed applicants may be asked to complete a change of circumstances form.
- 4.4 If there is no response to the second letter, the applicant's name will be removed from the list.

5. Tenancy Agreement

- 5.1 The vast majority of lets will be made on the basis of a Scottish Secure Tenancy (SST). In certain circumstances, however, the Association may decide to let on the

basis of a Short Scottish Secure Tenancy in compliance with the Housing (Scotland) Act 2001.

The Housing (Scotland) Act 2001 will allow the Association to grant a Short Scottish Secure Tenancy (SSST) to new tenants in cases where there is evidence that the applicant, a member of their household or a visitor has been involved in ASB in or near their home within the last three years. In addition, the Association will consider issuing a SSST where an applicant has been evicted for ASB or subject to an anti-social behaviour order (ASBO) within the last three years. The applicant will have a right of appeal against the issuing of a SSST as a result of ASB.

A SSST may also be granted where there is a let required on a short term basis, e.g. if a homeowner needs to move out whilst works are being carried out in their home.

6. Internal Transfer

- 6.1 Internal transfers occur where a current tenant wishes to move to another one of the Association's properties. All current tenants have the right to apply and be admitted to the Internal Transfer List.

7. Mutual Exchange

HomeSwapper is an exchange scheme operated throughout the United Kingdom to assist local authority and social landlord tenants to contact each other to arrange an exchange. The Association supports the principles of the scheme and will:

- advise any tenant of the scheme; and
- advise a tenant of another local authority or social landlord wishing to move to the Association as part of the scheme.

8. Retirement Housing

Retirement houses are normally allocated to persons over 50 years and who are capable of independent living but who would benefit from living in supported accommodation. In the first instance, an assessment will be made to determine whether the applicant is suitable for a retirement house and whether ground / upper floor accommodation is required. The criteria used to assess the applicant's suitability will be based upon social and medical issues such as:

- The medical information supplied
- The distance from essential amenities
- Isolation
- The nearness to relations and support
- The suitability of present accommodation

Only applicants 50 years of age and over will be considered for the elderly village at the Carron Crescent multi storey flats, and the amenity housing at Campsie Street, Hillkirk Street and Springburn Road.

9. Accommodation Requirements

9.1 In assessing the size and type of accommodation that an applicant requires, several issues are considered by the Association. This is to ensure that applicants are offered the most suitable home to their needs.

9.2 When we make an offer of accommodation, we consider the size of property each applicant requires. This is based on the number of bedrooms required. This is assessed on the basis listed below

1 bedroom for:

- Applicant/applicant and partner
- Any other couple
- Single adult (aged 16 and over)
- Any 2 children of the same sex under 16 years of age
- Where there are 2 children of different sex they can share a bedroom until one of them reaches the age of 10.

9.3 In deciding the number of bedrooms in addition to the above criteria we will also consider the factors listed below: -

- We will include unborn children in the calculation where proof of pregnancy is supplied.
- We will consider reasonable requests by applicants to vary the criteria for children sharing a room particularly when this reduces overcrowding.

- Applicants may request an additional bedroom if:
 - they have a residence or contact order in respect of their children
 - they require a carer to occasionally stay overnight
 - Children's Services, particularly those with responsibility for looked after children, fostering, adoption and supporting kinship carers

We have relatively few larger houses and we will only award additional points for those living permanently with the applicant. In view of welfare reform, we will counsel applicants on the implications of accepting a bigger house than they require.

- Medical 'A' applicants on the grounds of mobility will not be allocated multi storey flats above ground level.
- Medical B applicants can be allocated multi storey flats with lifts. Similarly, applicants resident in multi storey blocks who qualify for medical B will not qualify for re-housing on medical grounds.

10. Restrictions on Number of Offers

- 10.1 The refusal of two reasonable offers of housing will result in a review of the application to ensure that all information is accurate and up to date. Following the review, the Association may suspend an application for a period of one year from the date of the second refusal where both offers are deemed to be reasonable.
- 10.2 This will be subject to the appeal provisions outlined in the Appeals and Complaints section of this document.

11. Lets to Staff, Board, or Member of their Families

- 11.1 Board Members, staff and their families do not get any benefits in the allocation of houses as a result of their position in the Association nor are they entitled to take any part, or discuss, any part of the allocation process.
- 11.2 Please refer to the Association's Payments & Benefits Policy.

12. Assignment

- 12.1 Before a tenant can assign their home to someone else, they must apply to the Association for permission to do so.
- 12.2 Section 32 of the 2001 Act states that the property must have been the tenant's only, or principal home, during the 12 months immediately before the tenant applies for written permission to assign their tenancy to someone else; and the person the tenant to whom wishes to assign their tenancy must have lived at the property (as their only or principal home) for the 12 months before they apply.
- 12.3 The 12-month period cannot begin unless the Association has been told that the person is living in the property as their only or principal home.
- 12.4 The Association can refuse permission to assign a tenancy if it is reasonable to do so.

13. Subletting

- 13.1 If an Association tenant wants to sublet all or part of their tenancy they must apply to the Association for permission.
- 13.2 Section 32 of the 2001 Act states that:
- a person must have been the tenant of the property throughout the 12 months immediately before they apply for written permission to sublet their home, or
 - if they were not the tenant throughout that period, the house must have been the person's only principal home during those 12 months; and that the Association had been informed that that the person was living there.

14. Joint Tenancies

- 14.1 Before a tenant can have a joint tenant added to their tenancy agreement they must apply to the Association for permission. The person the tenant wants to add as joint tenant, and any existing joint tenants, must apply along with the tenant.
- 14.2 Section 11 of the 2001 Act states that the proposed joint tenant must have lived at the property as their only, or principal, home for 12 months before the existing tenant applies for the person to become a joint tenant.

14.3 The 12-month period cannot begin unless the Association has been told that the person is living in the property as their only or principal home. The 12-month period applies to anyone wanting to be a joint tenant including the tenant's spouse, civil partner or co-habiting partner.

14.4 If a joint application is made then a joint tenancy agreement must be signed.

15. Succession to a Scottish Secure Tenancy

15.1 There continues to be no qualifying period under the new rules for the tenant's spouse, civil partner or joint tenant, provided (in all three cases) that the person's only or principal home was the property in question at the time of the tenant's death. In the case of a co-habitee, he or she must also have occupied the house as his/her only or principal home for at least 12 months immediately before your death.

15.2 Under the Housing (Scotland) Act 2001 there is a 12-month qualifying period and notification requirement before certain 'qualifying persons' have the right to succeed to a Scottish Secure Tenancy on the death of the tenant.

15.3 The rules which require the 12 month qualifying period apply to the following 'qualifying persons' where the house has been their only or principal home throughout the 12 months ending in the tenant's death:

- partners (cohabitees of either sex and including same sex cohabitees);
- members of the tenant's family aged 16 or over; and
- carers aged 16 or over who have given up a previous only or principal home.

in each of the above categories, the 12-month period cannot begin unless the Association has been told that the person is living in the property as their only or principal home

16. "Allocation on death of a tenant where there is no qualifying successor" **Succession – Exceptional Circumstances**

16.1 When a tenant dies, there are rules set out in the 2001 Act which govern whether the tenancy passes to a person who was living in the house at the time of the tenant's death. Where no person living with the tenant at the time of death qualifies as a successor in terms of these rules then the Association may consider allocating the

tenancy to a person who is living in the house but who does not qualify by law as a successor. When considering such applications, at what will be a difficult time for applicants coping with bereavement, the Association ensure that we do so sensitively and quickly. We will need to consider all the circumstances of the individual case and ensure that appropriate checks are made to determine whether we should exercise our discretion and that the applicant should be allocated the tenancy .

- 16.2 Where an applicant does not have the right to succeed as set out in the 2001 Act, the Association has no discretion to grant a succession of tenancy.
- 16.3 Depending on the individual circumstances there will sometimes be cases where the Association considers it appropriate to allocate a tenancy, perhaps the tenancy of another property, to the applicant. In these cases, a new tenancy will be granted, and it will not be a succession.

17. Carers

- 17.1 The Association recognise the important role of carers, the valuable contribution they make and to ensure that they are not disadvantaged by the criteria for succession. The most common reason for moving in is to provide care to a parent or other older relative with dementia or illness or frailty associated with old age or to care for someone who has a terminal or life limiting illness and many carers give up their home, career and financial security to provide care.
- 17.2 As with all applications for succession the Association wants to ensure that we consider applications quickly and sensitively. The Association will bear in mind that uncertainty over their housing situation and the process of applying for succession is likely to cause additional stress for carers during a time of bereavement and upheaval as their caring role ends.
- 17.3 There will be some cases where an individual has given up their main residence to care for a social housing tenant, or have not informed the landlord they have moved in, and the tenant dies before the 12-month qualifying period has been met. In such cases the carer may then find themselves with no right to the tenancy and potentially homeless at a time when they are also experiencing bereavement.
- 17.4 These cases will not be common and in some cases, there may be understandable and genuine reasons why a carer or tenant has not told the Association of the changes to

the household composition. This could include where the carer moved in following a medical emergency or where they were providing a high level of care which left them with little time for seeking out information and support, or informing the landlord that they have moved in.

- 17.5 Where an applicant does not meet the criteria for succession the Association will need to consider carefully all the circumstance of the individual case and consider whether it is appropriate to allocate a tenancy, perhaps the tenancy of another property, to them.

18. Application for Succession

- 18.1 While succession passes by law, the Association will require the person who wishes to succeed to the tenancy to apply to them for permission. The Association will also require the (succession) tenant to advise them of any changes to their household, as part of their tenancy agreement.

- 18.2 The Association will consider all the circumstances of the individual case and ensure that appropriate checks are made to determine whether or not the applicant meets the succession criteria. If they do not, then they cannot succeed to the tenancy.

19. Recovery of Possession of Properties Designed for Special Needs

- 19.1 Section 15 of the Housing (Scotland) Act 2014 amends paragraphs 11 and 12 of schedule 2 to the Housing (Scotland) Act 2001. That Act previously only allowed recovery of possession of an adapted property where there was no longer an occupier who required the adaptation. The “no longer” caused difficulties in making allocations to families who did not need the adaptations, even where an adapted property was vacant and there was no applicant who needed the adaptations.

- 19.2 To address this, section 15 has amended the 2001 Act to allow recovery where no occupier required the adaptation in the first place, and the property is required for a person who needs the adaptation. The requirement that the tenant and their family be provided with other suitable accommodation will remain in place.

- 19.3 Adaptations can be expensive to install and to remove and the process can take time. It makes sense that, wherever possible, properties which have already been specially adapted should be made available to people who can make use of those adaptations.

- 19.4 If the Association lets an adapted property to a tenant without a need for the adaptations under a Scottish Secure Tenancy we will, at the outset, be clear to the tenant that they would be expected to move to alternative suitable accommodation if someone later requires the adapted property.
- 19.5 Any tenants affected by this provision will be offered suitable alternative accommodation (as per our allocations policy) before the need to grant an eviction order in the case where a tenant refuses to move.
- 19.6 If the Association considers that there could be an issue in providing a “managed move” for the tenant should the property be required at a later date, we can (as per the Act 2014) at the outset, decide whether a different type of tenancy arrangement would be more appropriate to avoid this issue arising. This could be a short Scottish Secure Tenancy where grounds to grant such a tenancy is available, or a non-Scottish Secure Tenancy where a short-term homelessness duty is being fulfilled.
- 19.7 Where a tenancy with a fixed duration is provided suitable alternative accommodation does not have to be provided, as repossession would not be sought under the adapted property repossession ground.

20. Suspensions & Removal from the Housing List

Suspensions from the Housing List

- 20.1 ng homes will ensure a continuous opportunity for people to apply for housing and to access the housing list. Applications will be assessed using the needs- based points system.
- 20.2 In the following circumstances, the Association may suspend an application:
- Where an applicant has rent arrears equivalent to, or more than, one month’s rent and where an arrangement to repay this amount has not been adhered to for a period of three consecutive months.
 - Where an applicant has outstanding charges, rent or rechargeable repairs from a former tenancy, equivalent to (or more than) one month’s rent charge and where an arrangement to repay this amount has not been adhered to for a period of three consecutive months.

- Where there is a current Anti-Social Behaviour Order against the tenant or a member of the tenant's proposed household to be re- housed, or an eviction order against the tenant or any member of the tenant's proposed household in the last three years or violence to staff in the past three years. (The final criterion would have to be evidenced and legal advice sought on an individual case basis).
- Where mail has been returned indicating that the applicant has moved house.
- Applicants who have made themselves intentionally homeless / have worsened their living circumstances within the last 12 months
- Applicants who are being investigated or have been convicted for anti-social behaviour – where there is evidence of anti-social behaviour, applicants may be asked to demonstrate for a reasonable period that this behaviour has improved.
- Applicants who have previously provided false information
- Applicants who have been evicted for using house(s) for illegal or immoral purposes
- Applicants who use threatening or violent behaviour towards staff.
- Applicants who give false or misleading information
- The applicant has previously abandoned a tenancy.
- The applicant has refused 2 reasonable offers.
- There is a breach of tenancy conditions, e.g. unsatisfactory condition of property, garden, common, vandalism, control of pets etc.;

20.3 Applicants who are suspended from the list will be notified of this in writing. An explanation will be provided on the reasons and the time period that the suspension is to apply will be clearly noted.

Suspensions from the Transfer List

20.4 In addition to the above, internal transfer applicants with rent arrears of one month's

rent or above or where a Notice of Proceedings has been served for rent arrears which exceed one months' rent is outstanding, will require to have kept to a repayment arrangement for at least three consecutive months, otherwise their application will be suspended until this criteria has been met.

Removal from the Lists

20.5 It will not be usual practice for the Association to remove applicants from the lists and, where this does occur, it will be confined to the following circumstances:

- the applicant has been offered a tenancy by us or another RSL, this offer has been accepted, and the applicant has indicated their agreement to removal from the list
- the applicant has requested to be removed from the list
- the applicant has not responded to the review process; or
- the applicant has died

21. Tenancy References

21.1 The Association will seek references from current or previous landlords and will ask applicants to sign a mandate giving permission for the Association to request a reference.

Where adverse references are received and will result in the suspension of the application, the applicant will be informed in writing.

22. Payment of the Rent

22.1 Applicants will normally be expected to pay one months' rent in advance when signing up for their new property.

23. Home Ownership

23.1 To ensure the best use of its stock, the Association will not normally give priority for re housing when assessing housing applications received from home owners, –

In assessing any application from a home owner, the Association will not exclude an applicant where the property they own is:

- Uninhabitable;
- Unsuitable for the needs of the applicant , e.g. an un-adapted property where the applicant is unable to gain access to their home;
- Unsafe for the applicant who may be subject to abuse or harm if they remain in their current home.

The Association may consider granting a Short Scottish Secure Tenancy (SSST) to homeowners who cannot occupy their home on a short-term basis, for example, to allow for urgent repairs.

24. What to do if you are unhappy with our Decision Regarding your Application

24.1 Applicants or others who are unhappy with our decision regarding a housing application should refer to the Association's Complaints Policy. Applicants may appeal against any decision regarding their Housing application to the Housing Manager.

24.2 A full copy of the complaints policy is available on request.

24.3 In addition to the above steps, The Scottish Public Services Ombudsman investigates individual complaints against Housing Associations. The service is free & impartial. Information on this service is available at both the Association's offices.

24.4 The address of The Scottish Public Services Ombudsman is:

Scottish Public Services Ombudsman
Bridgeside House
99 McDonald Road
Edinburgh EH7 4NS

Telephone: 0800 377 7330

Website: spso.org.uk

25. Equal Opportunities

- 25.1 The Association is committed to ensuring equal opportunities and fair treatment for all people in its work. In implementing this policy, our commitment to equal opportunities and fairness will apply irrespective of factors such as gender or marital status, race, religion, colour, disability, age, sexual orientation, language or social origin, or other personal attributes.

26. Confidentiality/ Data Protection

- 26.1 All information given by applicants will be treated as strictly private and confidential under the terms of the General Data Protection Regulation. It will not be passed onto or discussed with any other person or organisation without the applicant's permission. Where Board Members are required to consider an individual case the identity of the applicant will be treated as confidential.

27. Monitoring and Review

- 27.1 Quarterly reports will be provided to Board and the cumulative KPI's will enable the targets to be reviewed and amended as necessary
- 27.2 The Allocations Policy will be reviewed every three years unless there are substantial changes, e.g. legislation which will impact on the policy. In order to review this policy effectively, the Board must be able to assess how well the ways in which the policy has been operated accords with the agreed objectives.
- 27.3 There will also be a commentary on how the main objectives of the policy have been achieved, together with suggestions on any improvements that need to be made at the next review (or immediately if this is required).

The Allocations Points & Priority System

Priorities

Priority One - Clearance

Dangerous Building, Demolition Clearance and Development - Rehousing from an ng homes dangerous building, properties due for demolition or a direct move to facilitate development. This can also awarded following agreement with other local housing providers with clearance areas.

Where there is Demolition Clearance and Development an applicant can also be awarded a medical priority

Priority Two - Medical

Medical 'A' priority will be awarded where the applicant (or someone in their household) has a serious medical condition or disability and their present housing is unsuitable. This means the quality of the applicants life is seriously limited by their current housing and would be greatly improved by moving to more suitable accommodation.

- Normally ground floor accommodation with no internal stairs
- Where there is severe difficulty getting to and from current house or internal layout is totally unsuitable
- Where a household has a member with Autism Spectrum Disorder consideration will be given to the needs identified by the medical assessment. In particular the need for children/dependents to have their own room and in some circumstances a private garden.

This can be awarded more than once, to any household member who resides with the applicant on a permanent basis. Households with more than one member with a severe medical need will take priority over households with a single award.

Household with 1 single medical award will be allocated 400 points

Households with 2 medical awards will be allocated 420 points

Households where applicants live in our Multi Storey Flats and have a medical condition that requires them to have oxygen at home, will also be awarded 420 points for a priority move.

NOTE: In most circumstances the date of award will determine priority i.e. earliest date will be selected. This will ensure that both the number of household members in need and the length of time in need is a deciding factor for a limited resource.

We will, however, take account of the facilities within the house in relation to the specific needs of the applicants. For example: a house adapted for wheelchair use will be offered first to a wheelchair user.

We will also take into account urgent cases and may vary the order if, for example a housing applicant is unable to leave hospital until a suitable house is found.

Any variation needs to be approved by the Housing Manager and the reason for the decision recorded in the selection paperwork.

Priority Three – Homeless/Management Transfer/Relationship Breakdown

Section 5 Homeless Referrals from Glasgow City Council in line with the agreed homelessness protocol.

Management Transfer – an emergency facility that allows a transfer when the normal application of the rules prohibits a move but a transfer is essential to ensure the safety of the tenant. This should be limited to 2 offers and any offers should be similar in type and demand to the applicant's current tenancy.

Management Transfer should be signed off by the Director of Housing Services.

Relationship Breakdown / Domestic Violence (ng homes tenants only). Where there is a threat of homelessness resulting from the relationship breakdown of an ng homes tenant and his or her partner or joint tenants, we will seek to provide suitable alternative accommodation for the separating partner. This priority will be awarded once any tenancy rights have been given up. Any offer of housing should be similar type and demand to applicant's current tenancy.

Priority Four - Transferring Tenants

Transfer applicants with priority or Social need such as over-crowding or under occupation, moving to give or receive support, or require a move to improve their living situation. Any offer of housing should be similar type and demand to applicant's current tenancy.

Points

Priority	Points
Clearance	500
Medical 'A' Priority	400 (Additional Medical 20 points)
Homeless, Management Transfer, Relationship Breakdown	300
Tied Housing Leaving tied tenancy through 'no fault' e.g. ill health or retiral. This will include applicants leaving the armed services. This could include spouses/civil partners whose partner is killed in action or dies before discharge	200
Threatened with Homelessness • Applicants threatened with homelessness (including those in GCC temporary accommodation with no section 5 referral) • Living in a caravan or hostel • Young people leaving care • Facing imminent mortgage repossession • Forced to leave accommodation but not through the fault of the applicant	40 Points (made up of 30 sharing and 10 insecure points)
Kinship & Foster Carers Children's Services, particularly those with responsibility for looked after children, fostering, adoption and supporting kinship carers	40 Points (made up of 30 sharing and 10 lower social points)
Overcrowding (Householders only) • Will include unborn children, proof of pregnancy will be required. • Overcrowding points will only apply for accommodation larger than the applicants existing home • Overcrowding points are only calculated on the basis of those who are permanently resident in the household	10 points per room

• Only applies to householders • Applies to householders living apart who want to set up home together & neither house is correct size • Points awarded on the basis of present accommodation & accommodation required.	
Underoccupation (ng homes tenants only) • 10 Points per room for those staying in houses with 2 bedrooms • 30 points per room for those staying in houses with 3 bedrooms or more	10 points per room
Sharing/Lacking Amenities • Applies to anyone staying 'care of' and sharing facilities • Applicants threatened with homelessness • Kinship and foster carers • Applicants who do not have use of inside WC or bath/shower or hot water supply or adequate cooking facilities.	30 points
Medical 'B' Priority • Where a move would be of benefit to relieve a medical problem • Normally to first floor properties	40 points
Social Points Where rehousing is required to resolve a serious housing situation, Social Points should only be award where it will help the applicant with an immediate move • Social problem made worse by current conditions • Applicants who wish to give / receive support	High – 20 points Low – 10 points
Date points • Applies in cases where point scores are otherwise tied	1 point per year from when application received