



TRUST HOUSING ASSOCIATION LIMITED

<u>Title of Policy:</u>	HOUSING ALLOCATIONS (EXCLUDING ARRAN)
<u>Date of Adoption or Last Review:</u>	8 JANUARY 2004
<u>Lead Officer:</u>	HOUSING OPERATIONS MANAGER (POLICY & PROCEDURE)
<u>Date of Review:</u>	2006
<u>Performance Standard:</u>	AS1.1: We ensure that people have fair and open access to our housing list and assessment process. We work with others to maximise and simplify access routes into our housing. AS1.2: We let houses in a way that gives reasonable preference to those in greatest housing need; makes best use of available stock; maximises choice; and helps to sustain communities.

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1 INTRODUCTION - TRUST HOUSING ASSOCIATION

- 1.1 Trust Housing Association was formed in 1973, it is a non-profit organisation and has charitable status. It is registered with Communities Scotland under the Housing (Scotland) Act 2001 and under the Industrial & Provident Societies Act 1965.
- 1.2 Trust is a national housing association and has stock located throughout Scotland. The majority of Trust's accommodation is rented; it is mainly provided for older people, although there are a small number of general needs and shared ownership properties amongst the Association's provision.
- 1.3 This policy does not apply to Isle of Arran Homes, which is a separate initiative of Trust operating on the Isle of Arran, with its own allocations policy.

2 OBJECTIVES OF THE ALLOCATIONS POLICY

- 2.1 Trust's Allocations Policy has the following objectives:
 - To ensure its general needs houses are allocated on the basis of housing need.
 - To ensure its housing for older people is allocated on the basis of both housing support need and housing need, with the emphasis being on housing support need.
 - To be fair and consistent in making allocations.
 - To make best use of the housing stock and ensure not only that an applicant's needs can be met appropriately, but that their needs are matched to the accommodation and housing support services available.
- 2.2 In devising the policy, the Association has taken into account the need to comply with:
 - The Housing (Scotland) Act 2001 (in particular sections: 5 & 6 – accommodation duties of Registered Social Landlords; 9 – access to housing lists; & 10 – allocation of housing).
 - Communities Scotland Activity Standards on Lettings and Homelessness
 - SFHA Raising Standards - Allocations

3 EQUAL OPPORTUNITIES

- 3.1 Trust aims to comply with the following legislation in terms of equal opportunities:

- Race Relations Act 1976
 - Sex Discrimination Act 1975
 - Disability Discrimination Act 1995
 - The Housing (Scotland) Act 2001 (Part 7, section 106).
- 3.2 The Association aims to ensure equal treatment and opportunities for all applicants, irrespective of race, colour, culture, ethnic or national origin, religion, class, gender, disability, mental health, age, sexual orientation, family circumstances or marital status.

4 CONFIDENTIALITY

- 4.1 In compliance with the Data Protection Act 1998, all information provided by an applicant will be treated as strictly confidential. It will be used for the purpose of assessing their application for housing.
- 4.2 The Association may require to share the information with other agencies, e.g. the Council, NHS Providers, for the purposes of determining an applicant's housing support needs; or where the Association is participating in a Common Housing Register scheme when applicants' details will be held centrally by the group responsible for administering the scheme, and can be accessed by all other housing organisations taking part.
- 4.3 Applicants have the right to access the information held about them by the Association.

5 TYPES OF HOUSING

- 5.1 The types of housing provided by Trust can be broadly divided into two main categories: general needs housing; and housing for older people. In addition to these main categories, the Association also has some Registered Care units and Shared Ownership properties.
- 5.2 General Needs Housing is designed for people with no special support requirements.
- 5.3 Housing for Older People is designed to meet the needs of older people, providing varying levels of housing support depending on the accommodation type:
- Amenity Housing – has no on-site staff or communal facilities, housing support is provided through an emergency alarm system.
 - Sheltered Housing – has communal facilities and a resident Co-ordinator who provides on-site housing support, with an emergency alarm system for off duty hours.

- Very Sheltered Housing – like Sheltered Housing but with 24 hour cover and an enhanced housing support service via additional staffing. One meal per day and some basic cleaning is provided to very sheltered tenants.
- Supported Housing – like Very Sheltered Housing, but with a housing support service more tailored to individual tenants' assessed housing support needs. Up to three meals per day can be provided with this service, if required.

5.4 Registered Care:

- Where both housing support and personal care is provided by Trust staff. Registered Care units are inspected and regulated by the Scottish Commission for the Regulation of Care.
- Registered Care places are accessed via the local Social Work Department, who make referrals to the Association.

5.5 Shared Ownership:

- Where the sharing owner purchases an agreed share of the property, and rents the remainder.
- For access to Shared Ownership properties, please refer to Trust's Shared Ownership Policy.

5.6 Allocations for all Trust properties described in 5.2 and 5.3 (with the exception of properties managed by Isle of Arran Homes) are made according to this policy. As per sections 5.4 and 5.5, the policy does **not** apply to Registered Care and Shared Ownership.

5.7 General Needs Housing will be allocated solely according to housing need. An applicant's housing need will be determined by a points system which addresses various aspects of housing need (see section 7 – Assessment, and Appendix I – The Points System).

5.8 As well as housing need, in the case of Housing for Older People, the Association aims to allocate to applicants who require, as a minimum, the level of housing support which is provided by Trust in the various accommodation types. Again this will be determined by a points system (detailed in Appendix I).

6 ACCESS TO HOUSING LIST

6.1 Under the terms of the Housing (Scotland) Act 2001, anyone over the age of 16 is free to apply for any Trust property and be added to the housing list.

6.2 However, as per Section 10 of the Act regarding specially designed housing, the Association's policy normally is to allocate its Housing for Older People to applicants aged 60 years and over, or, in exceptional circumstances, to younger applicants who have similar identified housing support needs.

- 6.3 Adapted/Wheelchair Accommodation – the Association will always seek to allocate such properties to applicants with an identified requirement for this type of accommodation.
- 6.4 Specialist Accommodation – the Association has some developments which have been designed and staffed to meet the requirements of tenants with particular needs e.g. accommodation for tenants who are profoundly deaf or hearing impaired. It will always seek to allocate these properties to applicants with these specific needs and, as such, priority will be given to such applicants.
- 6.5 The Association's Very Sheltered and Supported Housing is normally accessed following a joint assessment process. Allocation decisions are made depending on what arrangements are in place in individual Council areas, e.g. Social Work Department referrals, allocations panels. Whatever the arrangement, the aim is to ensure that applicants satisfy the criteria for this type of housing and that their housing support needs can be adequately met.
- 6.6 There is no limit to the number of developments for which someone can apply. Applicants are asked to indicate their preferred developments on their application form. Where an applicant's needs cannot be met by one or more of their preferred developments (e.g., because of the physical characteristics of the properties), or where an applicant does not have the required housing support needs for a particular development, they will be advised of alternative developments more appropriate to their needs.
- 6.7 In accordance with Section 5 of the Housing (Scotland) Act 2001, the Association aims to have an agreed Protocol for homeless person referrals with each Council in whose area it operates.
- 6.8 Nominations arrangements:
- Arrangements will normally be entered into by written agreement with individual Councils, whereby for every second vacancy (or 50% in the case of a new development's initial allocations) the Association will invite the Council to nominate from its own housing list. Applicants are then assessed according to the Association's policy.
 - Where the local Council operates a housing list, applicants on Trust's list will be advised to contact them to be added to this list, in order to maximise their access to the Association's and other providers' housing.
 - The purpose of nomination arrangements is to allow the greatest access possible to the Association's housing, enabling those who have not applied directly to Trust to be considered. It also provides the opportunity for the Association to assist Councils in meeting their strategic housing objectives.
 - Very Sheltered and Supported Housing are excepted from nominations arrangements, having their own access arrangements (see section 6.5).
 - Nomination arrangements will be monitored on an ongoing basis and reviewed annually.

- 6.9 In accordance with Section 8 of the Housing (Scotland) Act 2001, Trust supports the development of a National Common Housing register for older people. The Association also aims to be involved in other initiatives with regards Common Housing Registers, with the purpose of improving access to housing. Such initiatives may mean that Trust does not hold its own housing list, but rather it accesses a common register to allocate its properties. Allocations are, however, still made according to the Association's policy.
- 6.10 The Association recognises that, with the advent of Supporting People, changes may be required in the future, particularly in the way it allocates its amenity and sheltered accommodation.

7 ASSESSMENT

- 7.1 The Association's housing is allocated on the basis of housing need and, in the case of Housing for Older People, housing support need. A points system is the tool used to assess and prioritise an applicant's need (See Appendix I).
- 7.2 The length of time an applicant has been on the list is not taken into account.
- 7.3 All applicants must complete the Association's standard housing application form (except in the case of the Registered Care Units and Shared Ownership; and also transfer and mutual exchange applicants, who have their own application forms). As well as gathering basic applicant and household details, the form enables an applicant's need for housing to be assessed under the following headings:
- Tenure
 - Sharing Facilities
 - Overcrowding/Under Occupation
 - Condition of Property
 - Social Factors
 - Health & Mobility Factors
 - Housing Support Needs (See 7.6 for details)
- 7.4 Points are allocated in the above categories according to the information completed in the housing application form. The total number of points awarded will be in accordance with the points system (see Appendix I for details).
- 7.5 It should be noted that housing need points will only be awarded where the Association can alleviate or improve an applicant's circumstances. E.g. an applicant living in a three bedroom property but requiring four bedrooms would not be awarded overcrowding points, because the Association can only provide the same size of accommodation and, therefore, would not be improving upon the applicant's current circumstances.

7.6 Housing Support Needs

- In the case of Housing for Older People, the most important factor is housing support need. Applicants normally must be assessed as requiring, as a minimum, the level of housing support which is provided by Trust, and have been awarded points in the Housing Support Needs category. For this reason, the points are weighted towards support, with 60% of the total available points being allocated for core housing support need (there are additional enhanced points available for unmet housing support needs), and 40% for general housing need.
- Applicants assessed as having very high housing support needs may only be offered housing where an appropriate support/care package, deemed necessary to meet these needs and enable an applicant to sustain a tenancy, is put in place.
- In such cases, with the applicants' consent, the Association will liaise with other appropriate agencies, such as the local Social Work Department, to determine how and by whom these needs will be met.
- If Trust considers that an appropriate level of housing support is **not** available, then a decision may be taken not to actively consider the application. The applicant would be advised of any such decision and the reasons for it. The applicant would have the right to appeal against such a decision (see Section 10 – Appealing a Decision)

7.7 In the case of Very Sheltered and Supported Housing, although a housing application form is completed as standard, the Association and the local Social Work Department may jointly assess and agree an applicant's need for the very sheltered or supported housing service.

7.8 Home Assessments: - the purpose of the home assessment is to verify points which have been awarded and ensure no information pertinent to an application has been omitted. Home assessments will be carried out to:

- applicants placed in the top 10 of the housing list for each area.
- all applicants for Very Sheltered and Supported Housing, in order to verify the need for this service.
- all applicants being considered for a vacancy, as no offer of accommodation will be made without one.
- Where a home assessment is more than one year old, if the applicant is still in the top 10 of the housing list, or is being considered for a vacancy, then an updated assessment will be carried out. This is to ensure the information is still accurate and check for any changes in circumstances which may be relevant to an application.
- The Association recognises that additional information may be required in relation to applicants suffering from dementia, to determine that their support needs can be met and a tenancy sustained. Such applications will be

processed in line with the Association's Procedure: "Allocations: Applicants with Dementia, Evaluation Checklist".

- 7.9 Tenancy references from current/previous landlords will be sought where, in the Association's judgment, it is appropriate to do so. The purpose of requesting a tenancy reference would be to establish whether there have been any breaches of a current or previous tenancy which may affect Trust's assessment of the application. Character references will not be sought under any circumstances.
- 7.10 Anti-social behaviour: - applications from people who have been previously evicted for anti-social behaviour, or whose current or previous landlord has indicated (through references) persistent or serious breaches of the tenancy in the relatively recent past, will be looked at individually.
- The Association may decide that no offers should be made to an applicant for a period of one year, having taken account of the nature, frequency and duration of the conduct; the effect the conduct is/was having on other people; and the date of the last recorded incident.
 - After this period the situation will be reviewed and, assuming there have been no records of any further similar incidents, the applicant can be considered for any suitable properties which may arise.
 - Where there has been further anti-social conduct during this time, the suspension of offers will continue for another one year period and reviewed again after this time.
 - Any applicant who falls into these categories will be given a full written explanation of the decision and will be advised of their right to appeal against it.
- 7.11 Applications from Prisoners – the Association will assess applications from prisoners in accordance with this Allocations Policy and will co-operate with prison and support staff to ensure the required information is available.
- 7.12 Applicants who are Convicted Sex Offenders - the Association will assess applications from convicted sex offenders in line with its Policy: "Housing of Sex Offenders".
- 7.13 In accordance with the provisions of the Housing (Scotland) Act 2001, **no** account will be taken of the following factors:
- Length of time that an applicant has resided in the area
 - Any outstanding liability for a house of which the applicant was not the tenant
 - Any rent or other arrears accrued by the applicant on a previous tenancy which are no longer outstanding

- Any rent or other arrears which are outstanding but are less than one month's rent and service charges
- Any rent or other arrears which are outstanding but where the applicant::
 - has agreed an arrangement with the landlord for payment of the sum outstanding
 - has made payments in accordance with that arrangement for at least 3 months
 - is continuing to make such payments
- Any outstanding debts (including Council Tax arrears) of the applicant, or anyone who will reside with the applicant, which do not relate to the tenancy of a house
- The age of the applicant provided that the applicant is 16 years or over (however see section 6.2 regarding access to housing designed for older people).
- The income of the applicant and their family
- Any history of home ownership of the applicant or any member of the applicant's family

7.14 Residency - applicants are free to apply for housing in any area; they will not be excluded through not being resident in an area or having no connection to an area. However points can be awarded where an applicant: -

- Is employed, or has been offered employment in a particular area
- Wishes to move into a particular area to give or receive support
- Wishes to move into a particular area because of harassment
- Wishes to move into a particular area because he or she runs the risk of domestic violence

7.15 All applications will be acknowledged in writing within one week of receipt of the form. Within four weeks from acknowledgement of their application, and, where applicable, from receipt of all further relevant information, all applicants will be pointed according to the policy; placed on the relevant housing list(s); and will receive written confirmation of their points total.

7.16 All applicants on the list will be contacted once a year to verify they are still interested in being considered for accommodation. This also provides the opportunity to check for any changes in an applicant's circumstances which may affect their application.

7.16 Being placed on the Association's housing list provides no guarantee that an offer of accommodation will be made to an applicant.

8 ALLOCATION

8.1 When a vacancy arises in a development, it will normally be offered to the applicant with the highest points who has indicated a preference for that development, subject to the following: -

- a home assessment has been carried out within the last year.
- the vacant property is suitable for the applicant in terms of size. Trust considers that a single bedroom can be occupied by only one person. It considers that a double bedroom can be occupied by two people who are members of the same household only under the following circumstances:
 - Couples over the age of 16 years.
 - Two children of different sexes under the age of 6 years.
 - Two people of the same sex under the age of 16 years where there is an age difference of 4 years or less.

(Where an applicant's existing accommodation does not meet these standards, points will be awarded for overcrowding, in accordance with the points scheme, see Appendix I)

- the vacant property is suitable for the applicant in terms of accommodation type and the facilities/housing support provided
- the Association is meeting its obligations under any nomination arrangements, homelessness protocols, or joint assessment arrangements.

8.2 As stated in Section 6.5, Very Sheltered and Supported Housing is normally allocated in agreement with the Association and, for example, the Social Work Department, depending on the local arrangements in place. Applicants are assessed to ensure they satisfy the criteria for this type of housing and that their support needs can be adequately met.

8.3 Where the highest points are shared by two or more applicants, the following factors may be taken into account:

- in the case of General Needs Housing - the number of points awarded to each applicant in the five statutory categories noted in Section 10 of the Housing (Scotland) Act 2001, for which landlords must give a reasonable degree of priority, i.e. applicants who:
 - i. are occupying accommodation which does not meet the tolerable standard
 - ii. are occupying overcrowded accommodation
 - iii. have large families

- iv. are living in unsatisfactory housing conditions
- v. are homeless or threatened with homelessness

- in the case of Housing for Older People - the applicant with the greatest housing support needs.
- the applicant to whose needs the vacant property is most particularly suited, as assessed by the Association.

8.4 An applicant's choices will, as far as possible, be taken into account. However, an applicant will be advised if they are restricting their options by their choices (e.g. in the case of Housing for Older People, only being willing to consider two bed-roomed properties. These properties are of limited availability in this house type, and priority would be given to applicants with a need for this apartment size). The Association can give no guarantee that an applicant will be offered their preferred choice of accommodation.

8.5 Transfers:

- Trust tenants may apply at any time to transfer to another property, either within their own or in another development.
- There is no limit to the number of internal transfers which can be granted, however requests to transfer to a property in another development will be granted on a quota system of one vacancy in ten, or one per year, whichever is less. A tenant wishing to transfer to another development must satisfy the needs criteria for that particular development.
- Transfers to larger properties normally will only be approved when the tenant's current accommodation is overcrowded, or, if applicable, where the request is from a single person wishing to transfer from a studio flat to a property with a separate bedroom.
- However, where there are no applicants on the list requiring the larger sized accommodation and the Council are unable to provide nominees, then a transfer request on aspirational grounds will be considered.
- A tenant wishing to transfer to another property, of the size they require, in the same development will normally be given priority over applicants on the list. An exception to this principle would be made where the highest pointed applicant on the list had a greater need for that particular vacant property and this need would not be met equally by the vacancy resulting from the internal transfer. For this reason, the highest pointed application on the list must be reviewed prior to an internal transfer being granted.
- Similarly, a tenant wishing to transfer to a property, of the size they require, in another development will normally be given priority over applicants on the list for that development, working within the quota arrangements noted previously. An exception to this principle would be made where the highest pointed applicant on that list had an urgent need to be housed at that time and in the Association's opinion this should not be delayed until the next vacancy.

For this reason, the highest pointed application on the list must be reviewed prior to an external transfer being granted.

- Where there is more than one tenant requesting a transfer to a particular property, the transfer will normally be granted to the tenant who in the Association's opinion is in greatest need of the transfer, or whose needs the vacant property best suits.
- Tenants should be made aware of the following conditions before a transfer will be approved: -
 - Any rent arrears will be treated in the same way as external applicants, detailed in Section 7.13;
 - The decorative condition and cleanliness of their existing property must be acceptable to the Association and allow it to be relet without redecoration costs to the Association. Where this is not the case, tenants may be asked to either redecorate, partly or fully, or to agree to pay a sum towards redecoration costs;
 - The existing property must be left in a clean and tidy condition, clear of any furniture, personal effects, floor coverings, etc.

8.6 Mutual Exchanges: - Trust will consider requests for mutual exchanges from existing tenants who wish to exchange properties with:

- a) another tenant of the Association
- b) a tenant of a local Council
- c) a tenant of another housing association

The following conditions must be satisfied before a mutual exchange will be granted:

- Where applicable, both landlords must be agreeable to the exchange.
- Both parties must have lived in their present accommodation for at least 12 months prior to the application.
- Both tenancies must in the opinion of the Association, have been conducted in a satisfactory manner.
- Any rent arrears will be treated in the same way as external applicants, detailed in Section 7.13.
- Applicants wishing to exchange into an Association property must have a suitable family composition (i.e. the exchange must not lead to overcrowding or under occupation).
- Applicants wishing to exchange into an Association property must meet the needs criteria for the property to which they wish to move.

- Both parties must intend to occupy the accommodation on a permanent basis.
- Any repairs required to an Association property, which in the Association's opinion have been caused by a Trust tenant's negligence, will be instructed but rechargeable to the outgoing tenant. The account must be paid in advance of the exchange taking place.

It should be noted that Trust will not be responsible for any redecoration, therefore an incoming tenant must be satisfied as to the decorative condition of the property they hope to occupy.

8.7 HOMES

- As local connection is not a requirement for access to the Association's list, referrals under the HOMES Scheme will be assessed as direct applicants in accordance with this Allocations Policy. HOMES Nominations will only be accepted where the Association is of the opinion that an applicant's circumstances mean that priority should be given, and where it will be able to house the applicant within a specified timescale.
- If requested, Trust will nominate a tenant to another landlord under the scheme, where the tenant meets that landlord's eligibility criteria. Where nominations are refused, the tenant will be advised to apply directly to the landlord.
- Trust will assist any tenant wishing to register with the HOMESWAP scheme operated by HOMES and will provide advice on exchanging property, including meeting the eligibility criteria.

8.8 Lettings Plans - From time to time, in order to meet a specific objective, Trust – in partnership with other bodies – may use different criteria for the allocation of properties from those described in the points system (Appendix I). Sometimes, this may involve giving priority to people who are involved in a particular initiative (e.g., hospital discharge, accommodation for vulnerable groups). Whenever this is to be done, a lettings plan will be drawn up to describe the Association's intentions, which will be approved by Communities Scotland and will be available to anyone who requests a copy. Tenants affected by such a proposal will be consulted on any such plans.

8.9 Management Allocations - discretion is reserved to make an allocation to an applicant who does not have the highest number of points where, in the opinion of the Association, the circumstances are sufficiently unusual/urgent to warrant this. Such a decision would be taken by the Regional Housing Manager and the facts leading to the allocation would be fully documented. This discretion is intended only for infrequent use and the circumstances must be reported to the next meeting of the Housing Management Sub-Committee following the allocation.

8.10 Connection with Trust Housing Association

- Where the Association is proposing to offer a tenancy, in accordance with the allocations policy, to a member of the Committee of Management or a Trust

employee, or to a member of their immediate family¹, this must be jointly approved by the Chairperson and the Convener of the Housing Management Sub-Committee, or another committee member in their absence. The decision must be reported to the next meeting of the Housing Management Sub-Committee. Records of all such allocations will be entered in the appropriate register.

- A Trust employee who is required to reside in tied accommodation can apply to the Association to be housed after retirement or cessation of employment for any other reason. Such an application will be considered in accordance with this policy, and advice and assistance in obtaining accommodation from other sources will also be offered to the employee. Where a co-ordinator retires or resigns from their position and applies to be housed by Trust, it is the Association's preference that they do not apply for the same development in which they were employed.

8.11 Refusals

- No penalty will normally be imposed by the Association for refusals of offers where an applicant has clear grounds.
- The Association will have regard to previous grounds for refusal - e.g. where an applicant has specified that they will not consider a particular area; a particular floor level; etc. - when considering any future offers of accommodation.
- Where an applicant is found to be consistently refusing offers of properties which the Association considers as matching both the applicant's needs and choices, then the applicant will be contacted to discuss their application.
- If, after such discussions, an applicant continues to refuse offers of suitable properties without what the Association considers to be valid reasons, then their application will remain on the list, but no further offers will be made to them for a period of one year. The applicant will be informed of this decision and the reasons for it in writing. Advice will also be provided on what action could be taken by the applicant to end the suspension of offers; and on their right to appeal against the decision. After this period, the applicant can be reconsidered for any suitable properties which may arise.
- Where an applicant is on the list, but is not ready for or actively seeking a move, then they will be encouraged to withdraw their application and to reapply when they are ready to be housed. Given that no account is taken of, nor priority awarded for, the length of time an applicant has been on a list, this would not disadvantage their application.

9 FALSE OR MISLEADING INFORMATION

- 9.1 Applicants must complete a declaration on the application form confirming that all of the information they have provided is correct. If it comes to Trust's

¹ *'immediate family' refers to a partner; parent; child; or sibling.*

attention that any of the information is false or misleading, or that relevant information has been withheld, then the appropriate points will be removed, and the Association may take the decision not to actively consider the application for a specified period.

- 9.2 If the Association becomes aware that a property has been offered on the basis of false or misleading information, then the offer may be withdrawn.
- 9.3 If the Association becomes aware that a property has been allocated on the basis of false or misleading information, action may be taken to terminate the tenancy and recover possession of the property.

10 APPEALING A DECISION

- 10.1 Anyone enquiring about or applying to Trust for housing is entitled to appeal against any decision taken regarding their enquiry or application. Appeals should be made in the first instance to the Housing Operations Manager.
- 10.2 If an applicant is still dissatisfied after this stage, then they have the right to take their appeal further following the Association's complaints policy and procedure, which is available on request.
- 10.3 Where a complaint remains unresolved, then the Scottish Public Services Ombudsman can be contacted at 4 Melville Street, Edinburgh EH3 7NS. Tel: 0870 011 5378. E-mail: enquiries@scottishombudsman.org.uk

11 INFORMATION & ADVICE

- 11.1 The Association aims to ensure that its allocations policy is strongly supported by information and advice. This will enable all applicants to have access to informed decision making and should ensure the transparency of the policy operation.
- 11.2 The availability of Trust's housing and services will be publicised as widely as possible to ensure it is open to the widest possible group of potential applicants.
- 11.3 Similarly, application forms and information leaflets will be made widely available to encourage and facilitate applications from as extensive a group as possible.
- 11.4 Means of promoting the Association's housing and allocations policy include:
- producing information leaflets and application forms in a variety of languages appropriate to the communities within which the Association operates;
 - providing access to interpreter services for applicants whose first language is not English, or for applicants with hearing impairment;
 - posters/leaflets in community facilities (e.g. libraries, health centres) and shops;
 - open days;

- newspaper advertisements;
- advertisements on relevant internet websites.

11.5 The Association will ensure that relevant agencies are aware of the housing and services it provides and how they can be accessed. Application packs and copies of the allocations policy will be provided to:

- Councils in its areas of operation.
- Social Work Departments in its areas of operation.
- Local advice centres.
- Health centres.
- Other appropriate agencies.

12 MONITORING THE POLICY

12.1 Association staff have the task of ensuring that allocations are made in accordance with the allocations policy. Performance will be monitored and reports produced on: -

- applications received
- numbers of applicants on a list
- allocations made
- nominations and Section 5 Referrals
- void times
- any management allocations
- ethnic mix of applicants and tenants

13 REVIEWING THE POLICY

13.1 Trust will review its Allocations Policy annually so that it can determine its effectiveness and assess whether any changes are required. Feedback and comment from individuals and organisations on the operation of the Allocations Policy will be taken into account during the policy review.

13.2 In accordance with its Tenant Participation Strategy, as well as staff members, the Association will involve tenants and tenant groups in any review.

14 TENANT CONSULTATION

14.1 A process of consultation with Trust tenants has been undertaken in the developing of this policy. As per section 13.2, any review will similarly involve consultation with tenants and tenant groups.

APPENDIX 1

THE POINTS SYTEM

PLEASE NOTE: POINTS ARE ONLY AWARDED WHERE THE ASSOCIATION CAN ALLEVIATE OR IMPROVE AN APPLICANT'S SITUATION.

(Please note that the term "applicant" refers to the applicant and/or anyone to be housed with him/her.)

<u>A Tenure</u>	<u>Points</u>
• Statutorily Homeless - (Where the applicant is homeless as defined by current legislation)	25
• Threatened with Homelessness - Where it is likely that the applicant will become homeless within two months.	20
• Insecure Accommodation - where the applicant is living:	
- in lodgings	10
- with another household outwith their immediate family	10
- with immediate family but in an unsatisfactory or stressful arrangement	10
- in temporary accommodation	10
- as a sub-tenant	10
- in a caravan	10
- in a residential or non-domestic care setting but is capable of sustaining a tenancy	10
- in tied housing	10

Insecurity of Tenure points cannot be awarded in conjunction with Homelessness points.

(A maximum 25 points can be awarded in this section)

B Sharing Facilities

Points will not be awarded for sharing with immediate family, unless that family can be regarded as forming a separate distinct family unit, e.g. a parent sharing with a child and that child's own family; a brother or sister sharing with a sibling and their family.

• does not have separate/exclusive use of WC	5
• does not have separate/exclusive use of bathing facilities	3
• does not have separate/exclusive use of kitchen facilities	2
• does not have separate/exclusive use of living room	1

Where an applicant is sharing a bedroom, points will be awarded in the overcrowding section.

C Overcrowding/Under Occupation

Section 8.1 of the Allocations Policy describes the standards which Trust regards as acceptable for sharing a double bedroom

• For each bedroom which is lacking in the applicant's current accommodation	5
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- For each bedroom which is surplus in the applicant's current accommodation 1
(Up to a maximum of 15 points can be awarded in this section)

D Condition of Property

- declared to be Below Tolerable Standard 25
 - suffers from dampness 2
 - is affected by condensation 1
 - lacks hot or cold running water 5
 - lacks electricity 5
 - has no inside WC 10
 - has no bathing facilities 5
 - has no kitchen facilities 5
 - has no living area 1
 - has no central heating 5
 - has only partial central heating 2
 - has solid fuel heating 2
 - is in serious disrepair- 5
e.g. structural problems; dry rot; wet rot; ill fitting windows; drainage problems
- (Up to a maximum of 25 points can be awarded in this section)

E Social Factors

- The applicant is applying for a house because they need to live nearer to friends or relatives to give/receive support or care 5
- The applicant has been living in a relationship which has broken down and is required to seek alternative accommodation 5
- An applicant is the victim of harassment, including racial harassment or domestic abuse 15
- The applicant cannot continue to meet mortgage or costs of private renting due to their financial circumstances 5
- The applicant has been offered employment in the local area 5
- The applicant is finding it difficult to travel to work because of financial or locational reasons 1
- The applicant's current accommodation is remote from adequate transport links and he/she does not have access to a car 1
- There are no facilities such as shops, post office, in the applicant's local area 1
- The applicant is affected by disturbances in their area, e.g. noise, vandalism 1
- The applicant's accommodation has been broken into within the last 5 years 1

F <u>Health & Mobility Factors</u>	<u>Points</u>
• The applicant is registered blind	5
• The applicant is profoundly deaf	5
• The applicant has difficulty using their current bathing facilities	2
• The applicant uses a wheelchair indoors and their current accommodation either prevents or makes use of this difficult	3
• The applicant has stairs in or leading to their home and can manage them:	
- with difficulty	2
- only with help	5
• The applicant has stairs separating the toilet and living room, or toilet and bedroom	2
• The applicant is responsible for their garden maintenance but is unable to carry this out themselves	2

Housing Support Needs

Housing Support Self Assessment

In this section, the aim is to determine whether an applicant has a need for housing support; and to distinguish and prioritise between met need and unmet need. 'Core' points will be awarded in each of the housing support categories where the applicant requires support. Where the applicant requires housing support but is not receiving it, then additional or 'Enhanced' points will be awarded.

	<u>Core Points</u>	<u>Enhanced Points</u>
• Safety & Security	30	15
• Care of House	30	15
• Managing Money	30	15
• Daily Living	30	15
• Getting Out & about	30	15
• Socialising	30	15
• General Welfare & Communication	30	15

Total available general housing needs points	140
Total available 'Core' housing support needs points	210
Total available 'Enhanced' housing support needs points	<u>105</u>
TOTAL AVAILABLE POINTS	<u>455</u>

For more information concerning allocations, available accommodation, etc, Trust Housing Association can be contacted at the following regional offices:

- **East of Scotland Regional Office**

Trust Housing Association Limited
3 Forres Street
EDINBURGH
EH3 6BJ

Tel: 0131-225 7246
Fax: 0131-226 4551

- **West of Scotland Regional Office**

Trust Housing Association Limited
Glasgow Office
25 Park Circus
GLASGOW
G3 6AP

Tel: 0141-341 3200
Fax: 0141-332 6843

- **Highland Office**

Trust Housing Association Limited
56-60 Church Street
INVERNESS
IV1 1EJ

Tel: 01463 240344
Fax: 01463 710176

In addition, Isle of Arran Homes is an initiative of Trust Housing Association, which operates on the Isle of Arran. For more information on housing on Arran, contact:

- **Isle of Arran Homes**

Springbank
Brodick
Isle of Arran
KA27 8BE

Tel: 01770 303700
Fax: 01770 303701

Trust Housing Association can also be contacted by e-mail:

- info@trustha.org.uk