

CS002

Allocations

Policy

Last Review

Next Review

Lead Officer | Head of Customer Experience (Landlord)

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1. Introduction

The policy sets out how Trust Housing Association will allocate its empty houses. Following a period of consultation, the Policy was approved by Trust's Board on XXXXX and is effective from XXXXXX. Please note that we operate a separate policy for the allocation of our Mid-Market Rent properties.

The Policy has been developed to ensure compliance with the relevant legislation, including:

- Housing (Scotland) Acts 2001-2014
- Homelessness etc. (Scotland) Act 2003
- Management of Offenders Act 2005
- Family Law (Scotland) Act 2006
- Equality Act 2010
- Immigration and Asylum Act 1999
- Data Protection Act 2018
- Human Rights Act 1998
- Bribery Act 2010

The policy has also taken account of the following regulatory requirements and good practice guidance:

- The Scottish Housing Regulator inspection and annual landlord performance reports – allocations issues highlighted
- The Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management
- The Scottish Government's Practice Guide for Social Housing Allocations
- UK General Data Protection Regulations (UK GDPR)

2. Aims and purpose of the policy

The purpose of this policy is to set out the principles and standards we aim to achieve. Trust is a value driven organisation, and we are committed to supporting our customers by providing high quality, affordable and accessible housing.

We provide a diverse range of housing across our stock and seek to meet varied housing needs, support independent living and promote

sustainable communities in which people want to continue to live as their needs change.

The policy aims to:

- ensure fair, open and equal access to housing;
- allow us to allocate our properties based on housing need or housing, care and support needs;
- ensure fairness, consistency, and openness in our assessment of our housing applications;
- take account of reasonable preference, promoting independence and choice to applicants with a range of housing needs;
- ensure compliance with all relevant legislation and regulatory requirements in relation to the allocation of our homes;
- work in partnership with local authorities in helping to address the needs of homeless households and other housing needs through our Section 5 protocol arrangements and nominations agreements;
- work with other agencies to facilitate access to our housing. Including participation in Common Housing Registers, choice-based lettings, referral arrangements, management agreements and leases as necessary;
- ensuring our allocations process helps Trust achieve balanced and sustainable communities across the areas we operate;
- make best use of housing stock by ensuring applicants needs and choices can be matched to the most appropriate housing, including, if applicable, any integrated housing support and care service required;
- ensure we provide information and advice to applicants regarding their housing options and choices to support applicants to make informed choices.

3. Consultation

The Housing (Scotland) Act 1897 as amended by The Housing Scotland Act 2014 requires the preparation and publication of the consultation carried out during the development of this policy.

4. Applying for a house

The Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 allows any person aged 16 to make an application for housing

and to be admitted to our Housing List. Applicants will be advised of the Association's stock type and level. It is important to remember that applying to us does not necessarily mean we will be able to make an offer of housing. The number of people interested in housing varies, depending on the type of house and where it is (for example, houses with gardens are more popular than studio flats).

4.1. How to apply

We will always endeavour to make the process of applying for housing with Trust as straightforward and clear as possible. We invite applications to be made online via our Customer Portal, however paper forms are available on request.

4.2. Housing information and advice

It is important that people have the information they need to make informed choices about their housing options.

We aim to provide good quality information and advice to applicants about our housing options, and any other related services provided by Trust. This helps applicants make a fully informed choice.

Where required, we will aim to ensure applicants are aware of the wider housing options available to them. If we are unable to provide wider advice to an applicant, we will aim to source the information for them or put them in touch with other agencies who may be able to provide this.

4.3. Application process

The application process will gather information about the applicant and anyone else they have requested to be rehoused with them. This will include personal information relevant to the assessment of the applicant and the household's needs. This will include information about current housing circumstances and any care and support needs. We also require information on housing history over the last 5 years to enable reference checks to be completed if necessary.

When admitting an applicant onto the list, factors which the law does not allow us to take into account include:

- property ownership;

- income of the applicant or the income of any members of the household who will be housed with them;
- spent tenancy debt;
- any outstanding liabilities against a property of which the applicant was not the legal tenant at the time the debt was accrued;
- any current outstanding tenancy debts if the amount is no more than one month's rent; or
- any current outstanding tenancy debts where the amount is greater than one month's rent, but the applicant has a payment arrangement in place to which they have adhered for at least three months and to which they are continuing to make the agreed payments.

4.4. Up to date information

It is essential that applications are kept up to date. Applicants are responsible for notifying us of any changes to their housing circumstances. For example, someone else moves into or out of the household or there is a change of address. Changes in household circumstances can affect priority for housing and/or the size of housing the applicant qualifies for.

4.5. Areas of choice

Trust currently has stock across 23 different local authority areas in Scotland. There will be no limit on the number of areas or developments applicants can apply to be housed in.

4.6. Later Living Homes

Our Later Living homes and services are mainly for the over 60s, but we consider younger customers with a support need. Our services are tailored to ensure customers enjoy the right balance of flexibility and support to live as independently as possible.

We will aim to enable access for applicants with suitable housing needs by seeking nominations through our partnership agreements. As noted above there may be circumstances in which we may consider an application from an applicant under 60, if they have a particular need, which would be met being allocated a Later Living home due to it being specially designed or an adapted house. In these instances, there must be no active demand from applicants aged 60 or above for the property.

We may allocate stock to a lower age criteria applicant due to legacy design issues which makes the property less suitable for older people, or via a targeted local letting initiative.

There may be instances where specific arrangements are in place with local authorities as part of a contract between Trust and the local authority.

For specialist stock, such as a property specially adapted for wheelchair user, we will aim to match this to applicants who have a specific need for such housing and who also meet the age criteria stated. After which consideration would be given to applicants out-with the standard age group but who do have a need for the specialist stock.

5. Assessment of need

Our properties will be allocated based on housing need and, if applicable, depending on the housing type, care and/or housing support needs.

The housing needs of each application will be assessed in line with our points system. This has been developed to ensure those in the greatest need are prioritised and is detailed in Appendix 1.

The points system will consider housing need which incorporates the reasonable preference categories under the Housing (Scotland) Act 1987, as amended by legislation subsequently enacted including the Housing (Scotland) Act 2014.

The points system is divided into the following categories:

- Security of tenure (people who are homeless or threatened with homelessness and who have unmet housing needs)
- Unsatisfactory housing conditions with an unmet housing need
- Harassment and abuse (including domestic abuse)
- Overcrowding, under occupying
- Health and mobility
- Social factors
- Housing support

In support of our armed forces veterans, we will add insecurity of tenure points 6 months prior to discharge, these will remain in place for 6 months after discharge where permanent accommodation has not yet been

secured. A copy of discharge notice is required on all occasions for allocation of points.

Applicants will be awarded points following completion of a minimum of three years' service, have been injured in combat or have been discharged on medical grounds.

Points will be awarded according to an applicant's current housing circumstances, this will determine an applicant's need for housing compared with other applicants on the list at the same time.

Housing support points will only be applicable where housing support services are provided by Trust as part of the housing service. Assessment of care needs within integrated services such as housing with care will be agreed with the local authority and outlined within agreements and contracts.

In the assessment of need, the policy gives reasonable preference to people who:

- are homeless or threatened with homelessness and have unmet housing needs;
- are occupying housing which does not meet the tolerable standard or are living in unsatisfactory housing conditions and have unmet housing needs;
- are applicants or customers of Trust and are occupying housing that is considered to be overcrowded;
- are social housing customers and are under occupying their current housing;
- are existing customers of Trust living in a wheelchair adapted house but no longer have a need for this adapted property;
- are existing customers of Trust requiring a wheelchair adapted house but currently live in housing which does not meet this specific need.

Unmet housing need is where someone has housing needs which are not able to be met by the current housing options available to them.

To establish if there is an unmet housing need, we will:

- review the applicants existing arrangements;

- review what suitable alternative options are available across all tenures;
- look at their own/current available housing to see if they are able to meet the unmet need.

Preference will also be given to existing customers of Trust seeking a transfer to another property on the grounds of:

- under occupation;
- overcrowding;
- domestic abuse;
- moving from a wheelchair adapted property where the household no longer require it, or:
- moving to a wheelchair adapted property where the household has a need for such property.

There are areas across our stock where there is a high demand for a particular property type and or location. This means that applicants with lower levels of points will have less likelihood of being rehoused. We will endeavour to be open and transparent with applicants on their likelihood of being made an offer of housing with us based on their points and preferences when their application has been fully assessed.

6. Pre Allocations Assessment

When a vacancy arises, an offer of housing will normally be made to the applicant who has the highest level of points with the earliest application date, who is seeking property in that area and whose needs best match the type and size of the property, including any pre-existing adaptations.

Prior to receiving an offer of housing, all applicants must complete a pre allocations assessment. This will normally be a telephone assessment, in some instances a home visit may be required, the method of completion will be at the discretion of Trust. Any prior assessments out-with a period of 12 months will normally have to be reassessed to ensure we have the most up to date information relevant to the applicant's housing needs. We will consider the most appropriate method of assessment based on the information available at the housing needs assessment stage.

Applicants should not be concerned about the pre allocations assessment process. This stage is required to ensure we are allocating our properties

correctly to meet applicants' housing needs and making the best use of our stock.

The housing needs assessment will allow us to confirm the following:

- verify the accuracy of an applicant's current living circumstances as stated in their application;
- to ensure no information relevant to the application has been missed as part of the application assessment process;
- to confirm any housing support or other needs;
- to answer any questions about the application and allocation process;
- to provide information about the type of services provided by Trust;
- to ensure that an applicant's needs can be met through their choices of housing;
- to clarify with the applicant rent and other related charges (where appropriate) and to provide welfare benefits advice to ensure the applicant is able to meet the charges should a tenancy be accepted.

At this stage in the process, we may also request further information, such as an updated tenancy reference, medical report or social work assessment, before progressing the application any further.

This would likely only occur in circumstances where we are unable to verify or confirm the applicant's circumstances as outlined in section 5, or where an applicant's support needs appear too high to be addressed by being rehoused, or where any other concerns are raised from the housing needs assessment that were not apparent from the application form.

An applicant may not be considered for an offer until all information has been received and the housing and support requirements known.

Applicants with very high support needs may only be made an offer of housing where it is confirmed that an appropriate level of additional housing support (and care if applicable) will be put in place by other agencies to enable the applicant to sustain a tenancy.

We reserve the right not to actively consider an applicant where it has been confirmed that their needs could not be met in their choice of housing and/or where an appropriate level of support from outside agencies will not be available to them.

Although we will always make every effort to contact applicants on our list to carry out a pre allocations assessment we will not make continuous attempts to the same applicants who have not responded to us within a reasonable time scale (1 working day) as this causes unnecessary delays to our allocation process and incur unnecessary void rent loss.

There may be occasions when following an offer of housing being made, additional information becomes known to us which results in the allocation not being suitable. In these instances, we reserve the right to withdraw the offer of housing and the applicant will be advised of the reason for this.

If either of the above were to occur, the applicant would be advised of this decision and the reasons for it and provided with informed of their right to appeal.

7. References

Where we view it necessary to obtain further information on a previous tenancy, we will seek references for all tenancies held over the last 5 years from current/former landlords, support providers, and Social Work with the applicant's permission.

If the applicant is or has recently been a homeowner, we may seek non-personal references from a mortgage lender, with the applicant's permission, regarding payment record, in accordance with GDPR Regulations.

Any costs associated with obtaining references will be met by the applicant and not Trust.

8. Transfers

Trust does not operate a separate transfer list for existing customers. Any Trust customer may apply for a transfer, regardless of their length of tenancy. Transfer applications will be assessed and prioritised in the same way as all other applications.

We want our existing customers to remain with us and to be responsive to their changing needs and housing aspirations.

We recognise that sometimes older people or people with a disability or significant support needs can experience difficulty finding suitable alternative accommodation if their circumstances change.

We will give priority to existing customers who have requested a transfer on the following grounds:

- they are currently occupying a Trust wheelchair accessible property where there is no longer a wheelchair user in the household;
- they require a wheelchair property, and an assessment of this need has been complete and confirmed;
- they are under occupying the property (when the property has more rooms than the household requires);
- the property is overcrowded (when the property has less rooms than the household requires);
- they are experiencing domestic abuse.

In the instances noted above only, existing customers will receive priority and show at the top of the shortlist for a property which meets the transferring customer's needs.

9. Household composition and bedroom numbers

Applicants will be offered housing suitable for the size of their permanent household members and the housing needs of their household, please see appendix 3.

Depending on demand for housing in certain areas, there may be occasions when the number of bedrooms exceeds the household requirements. Offers of additional bedrooms will only be made in this instance when there are no other applicants on the list whose household numbers would make better use of the size of the property.

We will never knowingly make an offer of housing to a household which would result in them being overcrowded, based on the numbers in the household at the time the allocation is made.

Excluding kitchen and bathroom, a household's requirements are for bedrooms as follows:

Single adult: anyone aged 16 and over qualifies for one bedroom (single or double).

Couple: two people aged 16 and over in a relationship together as spouses, civil partners or partners qualify for one double bedroom.

Children: a child is anyone under the age of 16. Any two children aged under 10, or two children of the same sex aged under 16, qualify for one double bedroom.

No two children may share a single bedroom. Any other child qualifies for one bedroom, single or double.

Please note that the living room is considered under the Housing Scotland Act to be sleeping accommodation.

10. Stock/needs match

As well as property size, we also aim to match applicants' choices and needs to the available stock.

Therefore, to ensure that offers made to an applicant are reasonable and meet their needs, the shortlisting will take account of factors such as:

- development choices;
- floor level needs or preferences;
- bathing facility needs or preferences;
- adaptation requirements, mobility and access issues;
- need for housing support.

11. Offers and refusals

Applicants will be made up to 3 offers of housing which meet their preferences based on their application. Offers of housing will only be made when we are satisfied we have received all the relevant information to support your application.

Before an offer of housing is made, consideration will be taken of the applicant's individual needs and circumstances, the effective use of stock and any impact on the wider community.

Applicants will be given a specified amount of time to view the property and to either accept or reject the offer. This is to reduce prolonged void rent loss being incurred by Trust.

If the top pointed applicant on the list refuses the property, it will be offered to the next highest pointed applicant on the list until the property is allocated.

Where applicable, any relevant feedback from an applicant who has refused an offer of housing will be used to update their application to try and ensure that any future offers made meet their requirements.

Applicants who refuse offers can hold up the process for others on the list and cause increased void rent loss costs. Within a 12-month period, if an applicant refuses two offers made which Trust deems to be reasonable, a housing options interview will be arranged to review their areas of choice. If the applicant then refuses a third offer, considered reasonable by Trust their application will be suspended from receiving offers for 12 months from the date the third offer is refused.

At the end of this period the application will be reinstated, and the applicant will be eligible to receive further offers.

We consider a satisfactory reason for refusal to be a factor or event which would prevent an applicant from accepting an offer they would otherwise have taken at another time. Such as an event out-with their control, for example bereavement or going into hospital.

12. Suspension of applications

In certain circumstances it may be appropriate to suspend an application for housing for a period of time. Where applications have been suspended, applicants will not be considered for or will receive any offer of housing during the period of suspension. A suspension does not alter the points awarded to the applicant's application.

Reasons why applicants may be suspended from receiving offers are as follows:

- where the applicant has acted in an anti-social behaviour- an action or course of conduct causing or likely to cause alarm, distress, nuisance or annoyance on at least two occasions;
- where there is a current Anti-Social Behaviour Order against the customer or a member of the customers proposed household to be re-housed, or an eviction order against the customer or any member

of the customers proposed household in the last three years, or violence to colleagues in the past three years;

- previous convictions- using a house or allowing it to be used for immoral/illegal purposes or committing an offence which was punishable by law in or in the locality of the house occupied by the person (or someone they live or have lived with);
- order for recovery for possession- a court in Scotland, England, Wales or Northern Ireland has previously granted an order to evict a tenant;
- abandoning or neglecting a property- the applicant has previously had a property repossessed by a social landlord due to abandonment or deterioration of the condition of the property or furniture provided for the tenant's use;
- 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.
- making a false statement in an application for housing- an applicant knowingly or recklessly made a false statement in their application form.
- where the applicant has refused 3 reasonable offers of housing within a 12-month period;
- where there is a breach of tenancy obligations.

Any suspension from receiving offers will not be indefinite, but time limited up to a maximum of 12 months dependent on the circumstances. In some situations, a suspension may be applied pending an investigation (for example anti-social behaviour) for the length of time the investigation is ongoing.

In situations where tenancy breaches or anti-social behaviour have been confirmed, an applicant will be suspended from receiving offers for a specific time period in order to monitor any improvement in the situation. If at the end of the specified period no further breaches have occurred, the suspension can be lifted. However, if no improvement has been

shown, a further suspension for the same specified time period will be put in place.

In all cases applicants will be notified in writing that they are being suspended from receiving offers, the reason for this, and the length of the suspension. They will be advised of their right to appeal the decision and the process to follow should they wish to do so.

The personal circumstances of an applicant and the extent of housing need will be taken into account when making a decision on whether to suspend them from receiving offers.

The decision to suspend an applicant from receiving offers will only be made by the appropriate Customer Partner (Landlord) and any appeal will be heard by the relevant Customer Experience Manager.

13. Deferment of application

An application for housing will be deferred from the housing list in instances where:

- the applicant has advised they are not currently seeking to be housed however they wish for their application to be considered at a later date;
- there may be occasions where an applicant is interested in being housed immediately but is prevented from doing so because of circumstances such as ill health, impending hospital admission, etc.;
- applications can be deferred for a maximum of 12 months.

14. Underoccupancy

The criteria used by Trust to determine under occupancy differs slightly from the Department of Work and Pensions' rules relating to welfare benefit entitlement. Where this applies, we will provide advice and information to ensure applicants are able to make an informed decision prior to accepting an allocation of tenancy.

15. Overcrowding

Overcrowding priority will be awarded if applicants are currently occupying a property which is too small for their household needs as detailed in our occupancy standard.

We will not award overcrowding priority where the overcrowding situation has been contrived by the tenant. For example, where permission has not been granted to add an individual to the household which has led to an overcrowding situation. Trust must be fully satisfied that all members of the household are using the property as their principal home before any priority is awarded in this category.

16. Domestic Abuse

Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer. It is very common.

Domestic abuse can include, but is not limited to, the following:

- Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)
- Psychological and/or emotional abuse
- Physical or sexual abuse
- Financial or economic abuse
- Harassment and stalking
- Online or digital abuse

On receipt of notification from a tenant they are experiencing domestic abuse, we will carry out a housing options interview at the tenant's request, as soon as possible. We will consider the tenant's individual preferences and location, including preferred colleagues' gender and any translation services required.

All housing options discussions will be in a confidential setting. We will listen and then advise on the available housing options.

Domestic abuse points will be awarded to the tenant's application should they wish to leave the current tenancy.

Points will only be awarded in instances when the customer is a joint tenant.

17. Special arrangements and sensitive lets

In certain areas, or for certain developments, there may be specific agreements in place with the relevant local authority where the housing is allocated out with the usual standard policy.

For example, there may be 100% nomination arrangements for specific developments, or joint assessment or referral arrangements for more specialist stock or services.

Where there are single properties within a development which are of a different housing type, or where services are different to those being provided to the rest of the customers, consideration will be taken of the main client group residing in that development and any allocations to those properties will be made in a sensitive manner.

18. Local lettings initiatives

There may be occasions where it is appropriate to use local lettings initiatives for specific areas or stock types. For example, a local lettings initiative may be felt necessary to stimulate interest in areas of low demand, or in areas of high demand and short supply, to prioritise allocations to local communities who would otherwise have difficulty accessing housing.

Prior to adopting a local lettings initiative, a lettings plan must be drawn up which clearly sets out the aims of the initiative and the suggested time span. We would have to demonstrate the reason we require a special approach and evidence to show that these aims would not be achieved through the allocations policy.

We will ensure systems are in place to monitor the outcomes of the local letting initiative and to confirm this approach is still required.

Any initiative must comply with the relevant legislation governing the allocation of houses regarding what can and what cannot be considered.

Any local letting initiative must be agreed by the Head of Customer Experience (Landlord).

19. Management Allocations

We recognise that it may not always be possible to cover all situations through our usual points system.

Very occasionally situations may arise where current customers or Trust have an extreme and urgent need to rehouse an applicant or customer, but their specific circumstances are not covered by the points system. In such cases, a decision may be taken to make a management allocation.

The same may also apply where another registered social landlord requests help with rehousing one of their customers in similarly urgent or extreme circumstances.

Management allocations are intended for use only in very exceptional circumstances or emergency situations where there are no other options available within the policy. Any such decision must be taken at a senior level, no lower than Head of Customer Experience (Landlord) or Head of Customer Experience (Care and Support).

Trust customers seeking a transfer for medical or other personal factors to another Trust property will be assessed in line with the policy, and would not normally or routinely be considered for a transfer through the Management Allocations process.

We will monitor the use of any management allocations to ensure numbers are minimal. Should patterns emerge showing management allocations being made to applicants with similar circumstances, this could be an indication that there is a gap in the policy and that it does not adequately reflect applicants' needs, in which case it will be reviewed.

20. Conditions of transfer

Before a transfer can be approved, the following conditions should normally be met:

- Transferring customers must agree to adhere to the standard ending tenancy conditions stated in their tenancy agreement.
- The decorative condition, cleanliness, and state of repair of the customers current property should be acceptable to allow it to be relet without redecoration costs.
- If this is not the case, the customer may be required to bring it up to standard themselves or agree to cover the costs to Trust to have this carried out.
- They should normally agree to clear the property of all furniture and personal effects and leave it in a clean and tidy condition.
- Transferring customers must have conducted their tenancy in a satisfactory manner and will be subject to the same conditions of suspension as all other applicants.

Transfers that are required due to property improvement or rehabilitation work, or due to long term decants, will be dealt with as Management allocations.

21. Mutual exchanges

Existing customers can apply for a mutual exchange with another customer of any housing association or local authority. Advice and assistance will be provided where possible for any customers wishing to undertake such a move.

Normally, the following rules and conditions will apply:

- Each party to the exchange must have held a tenancy for a minimum of 12 months prior to making the application.
- Potential incoming exchange customers must meet the size eligibility criteria, as well as satisfy the age and housing support needs criteria for the property and/or development to which they propose to move.
- Each landlord must be agreeable to the exchange.
- Each landlord must be satisfied that the tenancies have been conducted in a satisfactory manner.
- Exchanging customers must agree to accept the properties in the condition as seen.

For all external parties applying for a mutual exchange, a satisfactory tenancy reference will be required before an exchange will be agreed.

All mutual exchange applicants will be subject to the same conditions of suspension.

We will refuse to agree to an exchange request if it does not meet the condition stated.

For further details, please refer to our Mutual Exchange policy.

22. Partnership Working

22.1. Nomination agreements

Trust will enter into written nomination agreements with each local authority whose area we have stock where the local authority operates a housing list. These agreements normally offer 50% (or other amount as specified in an individual agreement) of our empty properties in any given year to be allocated to applicants nominated from a local authority's own housing list. Some housing types or specific developments may be excluded in certain areas.

Applicants who have applied directly to Trust will also be advised to make an application to the local authority area they are interested in being rehoused in, where the level of demand for housing cannot be met by us and where that authority operates a housing list. This is to ensure they have maximised their options for being rehoused in their chosen location(s).

Normally the applicants nominated will still be assessed in accordance with this policy, unless agreed otherwise with a local authority.

The aim of entering into these agreements with local authorities is to allow the greatest access possible to our housing, enabling those who have not applied to us directly to be considered; as well as providing Trust an opportunity to assist local authorities in meeting their strategic housing objectives.

The final decision around suitability of any applicant always remains with Trust as the Landlord.

22.2. Section 5 protocol agreements

Section 5 of the Housing (Scotland) Act 2001 provides a statutory process for local authorities to refer applicants with a homeless assessment to us for letting of our empty houses. This assists the local authority in discharging its statutory obligations.

We will fulfil our statutory duty to comply with agreed quotas and requests from local authorities to re-house households assessed as statutorily homeless. We will not refuse a referral without good reason.

We aim to ensure protocol agreements take account of our specialist stock and integrated care and/or housing support services being provided in order that any applicants referred under this process have a need for the housing and related services.

The final decision around suitability of any applicant always remains with Trust as the Landlord.

22.3. Other referrals

There may be some housing types or specific developments which have different arrangements in place for accessing housing such as social work or other agency referrals. Applicants will be advised if this is the case for any of their housing choices.

The final decision around suitability of any applicant always remains with Trust as the Landlord.

22.4. Common Housing Registers (CHRs)

For strategic or operational reasons, we may decide in some local authority areas it is preferable to take part in their Common Housing Register. This means that allocations in those areas are made in accordance with the CHR Policy. In areas where we participate in a Common Housing Register, we will enter into a shared allocations process with the local authority.

Due to our geographical spread, Trust cannot commit to participating in every common housing register (CHR) as a full partner however, we are committed to working with local authorities and other providers to maximise the housing options available to applicants.

Over the lifetime of this Allocations Policy Trust will explore extending its current Common Housing Register Partnerships and work towards further maximisation of our applicants housing options.

The final decision around suitability of any applicant always remains with Trust as the Landlord.

22.5. Choice-based lettings

Similarly, for strategic or operational reasons we may decide that in some local authority areas it is preferable to take part in their Choice Based Lettings. This means that allocations in those areas are made out with our normal allocations process. In areas where we participate in choice based letting, we will enter into a shared allocations process with the local authority.

The final decision around suitability of any applicant always remains with Trust as the Landlord.

23. Connections to Trust

Trust are required to comply with the Scottish Housing Regulator's Regulatory Standards on Governance and Financial Management. This includes having in place appropriate controls to manage potential benefits to its governing members, employees, and their close relatives with regards to an allocation of housing.

Trust has adopted the Scottish Federation of Housing Association's Model Code of Conduct for Board and Committee Members, and the Code of

Conduct for Employees. These Codes set out requirements and expectations around the standards of conduct by Board and Committee Members and employees. This includes declaring and managing personal interests.

Applicants are asked to declare if they are a Board or Committee Member, are related to a Board or Committee Member, are an employee of Trust, or are related to an employee of Trust. We have in place procedures for ensuring open disclosure of any perceived conflict of interest relating to an applicant's relationship with Trust, this includes the granting of tenancy.

Trust are permitted to allocate the afore mentioned groups, if the following conditions apply:

- the allocation is made according to the standard needs assessment and allocation rules without any special consideration being given;
- the Board or Committee member or employee concerned has had no involvement in or influence over the allocation in question;
- the tenancy granted is declared and recorded in the Association's Register of Interest.

24. Reviews

Applicant reviews will be carried out on an annual basis on the anniversary of their application. The purpose of the review is to confirm that an applicant is still interested in being rehoused and to check for any changes to their circumstances to ensure their details are as up to date as possible.

If, however, an applicant receives a pre-allocation assessment, or has any other written or verbal contract confirming any changes of circumstance prior to the anniversary, this will be regarded as the application being reviewed. The next review will be changed to a year from the date of contact.

Where an applicant has moved house, a new application will require to be completed.

Applicants will be advised that failure to contact us in response to the review can lead to their application being cancelled from our Housing List. Applicants who do not respond to their review letter within 21 days will be sent a reminder letter to give them a further 7 days to respond. Where no response is received to the second correspondence within a specific time

period, it will be assumed that the applicant is no longer interested or no longer at the given address and their application will be cancelled. Should the applicant re contact at a later date, after their application has been cancelled, they will be required to complete a new application which will be given a new list date.

25. Cancellation of application

Applications will be cancelled and removed from the housing list under the following circumstances:

- Applicant request.
- Death of the applicant.
- No response to review correspondence.
- No response to repeated requests to undertake a pre-allocation assessment.
- The applicant has been rehoused by Trust.

An application may also be cancelled after it has been suspended for a significant period of time due to concerns that the applicant's housing support and/or care needs do not match the service(s) provided and they remain unable to secure a package of additional support from other sources which would enable them to sustain a tenancy. In such circumstances the decision to cancel must be taken by the relevant Head of Customer Experience (Landlord or Care and Support).

26. Fraud/false or misleading information

In line with the principles of good corporate governance we have a duty to guard against and act on fraud.

Where an applicant has deliberately made a false statement in order to gain access to housing, or withholds important information, their application will be cancelled.

Trust will take action to repossess a tenancy that has been gained by the applicant providing false and misleading information in respect of their housing situation and may pass this information to other relevant services/agencies.

27. Complaints

Anyone wishing to make a complaint about any aspect of the application, assessment or allocations process, or anyone dissatisfied with the outcome of an appeal, will be given details of our complaints procedure.

28. Operation of the policy

We will ensure continuity and consistency of interpretation, implementation and approach, ensuring employees are appropriately trained and supported to apply the policy.

29. Monitoring the policy

The policy will be monitored in line with our internal reporting requirements, to ensure that the aims and objectives of the policy are being met.

30. Outcomes & standards

30.1. Scottish Social Housing Charter Outcomes & Standards

- 1. Equalities
- 2. Communication
- 4. Quality of Housing
- 7, 8 & 9. Access to Housing & Support
- 10. Access to Social Housing
- 11. Tenancy Sustainment
- 12. Homeless People
- 13. Value for Money

30.2. Regulatory Standards of Governance & Financial Management

- Standard 5 – 5.1, 5.4
- GS3.5: We respond openly to requests for information, unless there are justifiable reasons for withholding it.

31. Data protection

We will comply with the provisions of the Data Protection Act 2018, which gives individuals the right to see and receive a copy of any personal

information that is held about them by the Association and to have any inaccuracies corrected.

32. Anti-bribery

The Association is committed to the highest standards of ethical conduct and integrity in all its activities and, to ensure compliance with the Bribery Act 2010, it has introduced an anti-bribery policy and procedures. These must be adhered to by all employees, Board Members and associated persons or organisations acting for or on behalf of Trust when undertaking any actions referred to in this policy.

33. Statement Equality, Diversity & Inclusion (EDI)

As leaders of EDI, the Association aims to promote equality and diversity and operate equal opportunities policies which inform all aspects of its business. It will ensure that it adheres to the Equality Act 2010 by being committed to equal and fair treatment for all and opposed to any form of unlawful discrimination.

As such, in considering this policy, no one will be treated differently or less favourably than others because of any of the protected characteristics as listed in the Equality Act 2010:

- disability;
- sex;
- gender reassignment;
- pregnancy and maternity;
- race;
- sexual orientation;
- religion or belief;
- marriage and civil partnership;
- age;
- or because of any other condition or characteristic which could place someone at a disadvantage were it to be taken into account, unless this can be objectively justified in terms of the legislation.

Trust will make reasonable adjustments for disabled people where necessary and possible to do so and will use Happy to Translate tools and procedures to help overcome a language barrier.

34. Policy review

This policy will be reviewed on a two-yearly basis. The purpose of the review is to assess the policy's effectiveness and adhering to current legislation and good practice and identify any changes which may be required.

35. Document references

In all of the Association's official documents, where references are made to specific job titles, roles, groups or committees, such references shall be deemed to include any changes or amendments to these job titles, roles, groups or committees resulting from any restructuring or organisational changes made within the Association (or, where this policy also applies to another member of the Trust group, made within that group member) between policy reviews.

Appendix 1 – The points system

	Category	Points
A. Tenure <i>Points can only be awarded from one of the categories</i>	Homeless	500
	Threatened with homelessness	300
	Victim of domestic abuse threatened with homelessness (current customers only)	300
	Veterans (time limited)	300
	Rough sleeper	80
	Living with family & not applicant's own home	30
	Living with friends & not applicant's own home	30
	In lodgings	30
	In temporary housing	30
	In a hostel	30
	Relationship breakdown	10
B. Standard of Current Housing <i>Relates only to applicants living in unsatisfactory housing conditions who have an unmet housing need.</i> <i>If points are awarded for BTS, they cannot be awarded in any of the other categories relating this section B.</i>	Below Tolerable Standard (BTS) <i>(Environmental Health Inspection and report required before points are awarded)</i>	300
	Serious repair or lacking facilities (such as cold water, hot water, mains electricity, kitchen, bathroom/shower room, inside toilet, dampness, partial central heating, or no central heating)	80
C. Harassment & Abuse <i>Points can only be awarded from one of the categories</i>	Racial harassment	80
	Personal harassment	80
	Domestic abuse (non-existing customers)	80

	Category	Points
D. Overcrowding, Under Occupying & Sharing	Lacking bedspaces (points per bedspace)	30
	Excess bedrooms (points per bedspace, social housing tenancies only)	100
	Sharing facilities:	-
	• Bathroom/toilet	10
	• Kitchen	5
	• Living room	5
E. Health & Mobility	Accessing bathroom/bedroom on your own:	-
	• Unable to access	20
	• With difficulty	10
	Getting out on your own:	-
	• Unable to access	20
	• With difficulty	10
	Getting in & out of bath/shower on your own:	-
	• Unable to access	20
	• With difficulty	10
	Maintaining garden on your own:	-
	• Unable to maintain	10
	• With difficulty	5
F. Social Factors	Anti-social behaviour	20
	Giving/receiving support	10
	Access to amenities	8
	Employment	20
	Marriage/partnership break up	10
	Social contact:	-
	• Every day	0
	• At least once per week	5
• Less than once per week	10	

	Category	Points
G. Housing Support	Housework:	-
	• Can do on your own with difficulty	4
	• Cannot do without assistance	8
	Shopping:	-
	• Can do on your own with difficulty	4
	• Cannot do without assistance	8
	Preparing meals:	-
	• Can do on your own with difficulty	4
	• Cannot do without assistance	8
	Budgeting	5
	Dealing with correspondence	5
	Keeping home safe & secure	10
	Keeping home in good repair	10
	Emergency alarm call service	10

Appendix 2 – The points system: definitions and explanatory notes

A. Tenure

Points can only be awarded under one of the tenure categories, except* which, if applicable, can be added in addition to another selection.

Homeless: 500 points

This refers to an applicant who has been defined as statutory homeless by the local authority only. For the points to be awarded here, a copy of the local authority statement classifying the applicant as statutory homeless must be provided.

Threatened with homelessness: 300 points

A person is classed as being ‘threatened with homelessness’ if they are likely to become homeless within two months.

For points to be awarded in this category, evidence must be provided that the applicant will lose their housing within two months, e.g. an eviction notice.

Points will only be awarded when the date is two months or less from the date of application; where evidence shows that the timescale is longer than this period, the situation will be re-assessed when the two months applies.

Domestic abuse (transferring customers only): 300 points

Points will be awarded if an applicant states they are a victim of domestic violence at their current housing.

Veterans: 300 Points (time limited)

Armed Forces insecurity of tenure points will be added 6 months prior to discharge and remain for 6 months after, where permanent accommodation has not yet been secured. A copy of discharge notice is required on all occasions for allocation of points.

Living with family and not applicant’s own home: 30 points

This applies when an applicant is living with family, but it is not their own home, and they have no legal right to occupy it. It does not apply to applicants living on their own in a property owned by a family member, who has given them leave to stay there.

Living with friends and not applicant's own home: 30 points

This applies when an applicant is living with friends, but it is not their own home, and they have no legal right to occupy it. It does not apply to applicants living on their own in a property owned by a friend, who has given them leave to stay there.

In lodgings: 30 points

Points will be awarded in this category to an applicant renting a room or rooms in someone else's house or in a bed and breakfast establishment.

In temporary housing: 30 points

This category applies to applicants living in local authority temporary housing; it does not refer to applicants who have a Short Scottish Secure Tenancy.

In a hostel: 30 points

Applies to persons living in hostels, shelters, or refuges, but who have not been defined as statutory homeless by the local authority.

Rough sleeper: 80 points

This applies to applicants who have no housing and are sleeping in the open air or in places not specifically designed for human habitation.

* Relationship breakdown: 10 points

This provides additional points to anyone in any of the aforementioned categories who, in addition to their secure tenure, are also experiencing a breakdown of relations which makes their situation worse than someone living under similar circumstances, but where they have a good relationship with the other occupants.

B. Standard of Current Housing

If points are awarded for Below Tolerable Standard (BTS), no further points can be awarded in this section.

The other categories come to a maximum possible total that is lower than BTS to ensure this particular standard of housing receives the highest points.

Below Tolerable Standard (BTS): 300 points

The tolerable standard is the minimum repair standard set by the Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Acts 2011 and 2006.

A property must be officially classified BTS by the local authority and, in order for the points to be awarded, a copy of the local authority statement must be provided.

Serious disrepair or lacking facilities: 80 points (only applied once)

Serious disrepair refers to major problems, such as structural issues, subsidence, rot, etc. Points will not be awarded in this category for more commonplace, everyday repairs or wear and tear issues.

Lacking facilities

Points can be awarded for lacking any of the following facilities:

- Cold water, mains electricity, and inside toilet
- Hot water, kitchen*, bathroom/shower room

* Whether it is a separate room or a selection of a room, a kitchen is considered to be such, as long as it contains a sink, cooker (or room for a cooker), work surface(s) and room for a fridge/freezer. Points can be awarded if one or all of these elements do not apply.

Dampness

Points will be awarded to an applicant whose current housing has dampness.

Partial central heating

Full central heating is considered to be central heating in all of the main living areas, i.e. living room, bedroom, kitchen and bathroom, and no points are due if this is the case.

Points can be awarded for partial central heating if an applicant does not have central heating in all of the aforementioned.

No central heating

Points can be awarded if an applicant either has no heating at all or has a form of heating which is not central heating, and this may include solid fuel heating, wall mounted and free-standing heaters.

C. Harassment and abuse

Racial harassment: 80 points

Points will be awarded if an applicant states they are experiencing racial harassment at their current housing.

Domestic abuse (non-existing customers): 80 points

Points will be awarded if an applicant states they are a victim of domestic violence at their current housing.

Personal harassment: 80 points

Points will be awarded if an applicant is being singled out for harassment because of any of the other protected characteristics listed in the Equality Act 2010 (see section 30), or for any other condition or characteristic which makes them vulnerable to being targeted.

However, points are **not** available in this category where an individual is experiencing problems in their area such as anti-social behaviour, but they are not the sole victims, and the behaviour is not being targeted solely at them.

D. Overcrowding, under occupying and sharing

Lacking bedspaces: 30 points for each bedspace lacking

Points will be awarded for each bedspace that an applicant's household is lacking. This will be determined according to the bedroom matching criteria referred to in section 13 and detailed in Appendix 3.

Excess bedrooms: 100 points

Points will be awarded to applicants who are social housing customers who do not require all the bedrooms in their home.

Sharing facilities: possible total 20 points

Points can be awarded for an applicant having to share any of the following facilities with people who are not part of their application:

- Bathroom/toilet – 10 points
- Kitchen, living room – 5 points

E. Health and mobility

This section looks at how a household is able to cope with any health or mobility issues in its current housing. Points are not awarded per applicant, but per application as long as someone who forms part of the application experiences the problem.

Accessing bathroom/bedroom: 10 or 20 points

Points will be awarded as follows:

- A member of the household can access the bathroom or bedroom in their current housing on their own, but with difficulty – 10 points
- A member of the household is unable to access the bathroom or bedroom in their current housing without assistance from someone else – 20 points

Getting out: 10 or 20 points

Points will be awarded as follows:

- A member of the household can get out from their current housing on their own, but with difficulty – 10 points
- A member of the household is unable to get out from their current housing without assistance from someone else – 20 points

Getting in and out of bath/shower: 10 or 20 points

Points will be awarded as follows:

- A member of the household can get in and out of the bath/shower in their current housing on their own, but with difficulty – 10 points
- A member of the household is unable to get in and out of the bath/shower in their current housing without assistance from someone else – 20 points

It is important to note that this category relates only to a person's physical ability to get in and out of their current bathing facilities; points are not available for requiring help with bathing itself.

Maintaining garden (if applicable): 5 or 10 points

Points will be awarded as follows:

- A member of the household can maintain their garden on their own, but with difficulty – 10 points
- A member of the household is unable to maintain their garden without assistance from someone else – 20 points

F. Social Factors

Anti-social behaviour: 20 points

Points will be awarded if an applicant states they are experiencing anti-social behaviour or have fears regarding safety at their current residence or in the surrounding vicinity.

Giving/receiving support: 10 points

This applies if an applicant needs to move to live nearer someone either to give or receive support to/from them.

Access to amenities: 8 points

This is where a household needs to move to be nearer amenities and facilities that are important to them, and may include schools, health care facilities, shops, libraries, social amenities, etc.

Employment: 20 points

Points are awarded in this category if an applicant needs to move to be nearer current or future employment, or for employment opportunities.

Marriage/partnership break-up: 10 points

Points would apply in this section where an applicant is seeking a move from their current housing because of a marriage, civil or common-law partnership break-up.

Social contact: 5 or 10 points

If an applicant has some form of social contact every day, then no points would be available; however, for anything less than daily contact, points will be awarded as follows:

- The applicant has social contact at least once per week – 5 points
- The applicant has social contact less than once per week – 10 points

It is important to note that this category does not relate to contact on a professional basis, for example from home carers, district nurses, etc. Rather, it is about social contact with friends and family.

G. Housing Support

Points can be awarded if an applicant would benefit from support in any of the following areas:

- Housework: manage with difficulty – 4 points; cannot manage without assistance – 8 points
- Shopping: manage with difficulty – 4 points; cannot manage without assistance – 8 points
- Preparing meals: manage with difficulty – 4 points; cannot manage without assistance – 8 points
- Budgeting: 5 points
- Dealing with correspondence: 5 points
- Keeping their home safe and secure: 10 points
- Keeping their home in good repair: 10 points
- Having an emergency alarm call service available: 10 points

It should be highlighted that the Associations will not necessarily carry out the housing support tasks listed above, however they can provide support to an applicant to access these services from other agencies.

Appendix 3 – Bedroom matching rules

Single adult:

Anyone aged 16 and over qualifies for one bedroom, single or double.

Couple:

Two people aged 16 and over in a relationship together as spouses, civil partners or partners qualify for one double bedroom.

Children:

A child is anyone under the age of 16.

Any two children aged under 10, or two children of the same sex aged under 16, qualify for one double bedroom.

No two children may share a single bedroom.

Any other child qualifies for one bedroom, single or double.

Apartment Size	Number of Bedrooms	Bedroom Size	Priority Match
1 person 1 apartment	0	Studio/flatlets	<ul style="list-style-type: none"> • 1 single adult
1 person 2 apartment	1	1 x single	<ul style="list-style-type: none"> • 1 single adult
2 person 2 apartment	1	1 x double	<ul style="list-style-type: none"> • 1 couple • 1 single adult
2 person 3 apartment	2	2 x single	<ul style="list-style-type: none"> • 2 single adults • 1 single adult & 1 child
3 person 3 apartment	2	1 x double & 1 x single	<ul style="list-style-type: none"> • 1 couple • 1 couple & 1 single adult • 2 single adults • 1 single adult & 1 child • 1 single adult & 2 children sharing • 1 couple & 1 child
4 person 3 apartment	2	2 x double	<ul style="list-style-type: none"> • 2 couples • 1 couple & 1 single adult • 2 single adults • 1 couple & 2 children sharing • 1 couple & 1 child • 1 single adult & 2 children sharing • 1 single adult & 1 child

Apartment Size	Number of Bedrooms	Bedroom Size	Priority Match
3 person 4 apartment	3	3 x single	<ul style="list-style-type: none"> • 3 single adults • 1 single adult & 2 children • 2 single adults & 1 child
4 person 4 apartment	3	1 x double & 2 x single	<ul style="list-style-type: none"> • 1 couple & 2 single adults • 3 single adults • 1 couple, 1 single adult & 1 child • 1 couple & 2 children • 2 single adults & 1 child • 1 single adult & 2 children • 2 single adults & 2 children sharing
5 person 4 apartment	3	2 x double & 1 x single	<ul style="list-style-type: none"> • 2 couples & 1 single adult • 2 couples & 1 child • 1 couple & 2 single adults • 3 single adults • 1 couple, 1 single adult, & 2 children sharing • 1 couple, 1 single adult, & 1 child • 1 couple & 3 children (2 sharing) • 1 couple & 2 children, not able to share • 2 single adults & 2 children sharing • 2 single adults & 1 child • 1 single adult & 3 children (2 sharing) • 1 single adult & 2 children, not able to share • 1 single adult & 4 children (2 pairs sharing)

Apartment Size	Number of Bedrooms	Bedroom Size	Priority Match
6 person 4 apartment	3	3 x double	<ul style="list-style-type: none"> • 3 couples • 2 couples & 1 single adult • 1 couple & 2 single adults • 3 single adults • 1 couple, 1 single adult, & 2 children sharing • 1 couple, 1 single adult & 1 child • 1 couple & 4 children (2 sharing x 2) • 1 single adult & 4 children (2 sharing x 2) • 1 couple & 3 children(2 sharing) • 1 couple & 2 children, not able to share • 2 single adults & 2 children sharing • 2 single adults & 1 child • 1 single adult & 3 children (2 sharing) • 1 single adult & 2 children, not able to share
5 person 5 apartment	4	1 x double & 2 x single	<ul style="list-style-type: none"> • 1 couple & 3 single adults • 4 single adults • 1 couple, 2 single adults & 1 child • 1 single, 1 single adult & 2 children • 1 couple & 3 children • 3 single adults & 1 child • 2 single adults & 2 children • 2 single adults & 3 children (2 sharing) • 1 single adult & 3 children • 1 single adult & 4 children (2 sharing)

Apartment Size	Number of Bedrooms	Bedroom Size	Priority Match
6 person 5 apartment	4	2 x double & 2 x single	<ul style="list-style-type: none"> • 2 couples & 2 single adults • 2 couples & 2 children • 1 couple & 3 single adults • 4 single adults • 1 couple, 2 single adults, & 1 child • 1 couple, 2 single adults & 2 children sharing • 1 couple, 1 single adult, & 3 children (2 sharing) • 1 couple, 1 single adult, & 2 children • 1 couple, 1 single adult & 3 children (2 sharing) • 1 couple & 4 children (2 sharing) • 1 couple & 3 children • 3 single adults & 1 child • 3 single adults & 2 children (sharing) • 2 single adults, & 3 children (2 sharing) • 2 single adults & 2 children • 2 single adults & 4 children (2 x 2 sharing) • 1 single adult & 3 children • 1 single adult & 4 children (2 sharing) • 1 single adult & 5 children (2 x 2 sharing)

Apartment Size	Number of Bedrooms	Bedroom Size	Priority Match
6 person 6 apartment	5	1 x double & 4 x single	<ul style="list-style-type: none"> • 1 couple & 4 single adults • 5 single adults • 1 couple, 3 single adults, & 1 child • 1 couple, 2 single adults & 2 children • 1 couple, 1 single adult, & 3 children • 1 couple & 4 children • 4 single adults & 1 child • 4 single adults & 2 children (sharing) • 3 single adults & 2 children • 3 single adults & 3 children (2 sharing) • 2 single adults & 3 children • 2 single adults & 4 children (2 sharing) • 1 single adult & 4 children • 1 single adult & 5 children (2 sharing)

Apartment Size	Number of Bedrooms	Bedroom Size	Priority Match
7 person 5 apartment	4	3 x double & 1 x single	<ul style="list-style-type: none"> • 3 couples & 1 single adult • 3 couples & 1 child • 2 couples & 2 children (not sharing) • 2 couples & 3 children (2 sharing) • 2 couples and 2 single adults • 2 couples 1 single adult & 1 child • 1 couple & 3 single adults • 1 couple & 2 single adults & 1 child • 1 couple, 2 single adults & 2 children (sharing) • 1 couple, 1 single adult & 2 children who can't share • 1 couple, 1 single adult & 3 children (2 sharing) • 1 couple, 1 single adult & 4 children (2 x 2 sharing) • 1 couple & 3 children • 1 couple & 5 children (2 x 2 sharing) • 1 couple & 4 children (2 x 2 sharing) & 1 single adult • 1 couple & 3 children (2 sharing) & 1 single adult • 1 couple & 2 children who can't share & 1 single adult • 4 single adults • 3 single adults & 1 child • 3 single adults & 2 children (sharing) • 2 single adults & 3 children (2 sharing) • 2 single adults & 2 children who can't share • 1 single adult & 6 children (3 x 2 sharing) • 1 single adult & 5 children (2 x 2 sharing) • 1 single adult & 3 children

Apartment Size	Number of Bedrooms	Bedroom Size	Priority Match
7 person 6 apartment	5	2 x double & 3 x single	<ul style="list-style-type: none"> • 2 couples & 3 single adults • 2 couples & 2 single adults & 1 child • 2 couples & 1 single adult & 2 children • 2 couples & 3 children • 1 couple & 4 single adults • 1 couple, 3 single adults & 1 child • 1 couple 3 single adults & 2 children sharing • 1 couple 2 single adults & 2 children • 1 couple 2 single adults & 3 children (2 sharing) • 1 couple, 1 single adult & 3 children • 1 couple, 1 single adult & 4 children (2 sharing) • 5 single adults • 4 single adults & 1 child • 4 single adults & 2 children (sharing) • 3 single adults & 2 children who can't share • 3 single adults & 3 children (2 sharing) • 3 single adults & 4 children (2 x 2 sharing) • 2 single adults & 3 children • 2 single adults & 4 children (2 sharing and 2 who can't share) • 2 single adults & 5 children (2 x 2 sharing) • 1 single adult & 4 children • 1 single adult & 5 children (2 sharing) • 1 single adult & 6 children (2 x 2 sharing)

Apartment Size	Number of Bedrooms	Bedroom Size	Priority Match
8 person 5 apartment	4	4 x double	<ul style="list-style-type: none"> • 4 couples • 3 couples & 1 child • 3 couples & 2 children sharing • 3 couples & 1 single adult • 2 couples & 2 children who can't share • 2 couples & 3 children (2 sharing) • 2 couples & 4 children (2 x 2 sharing) • 2 couples & 2 single adults • 2 couples, 1 single adult & 1 child • 2 couples, 1 single adult & 2 children (sharing) • 1 couple & 4 children (2 sharing, 2 who can't share) • 1 couple & 5 children (2 x 2 sharing) • 1 couple & 6 children (3 x 2 sharing) • 4 single adults • 3 single adults & 1 child • 3 single adults & 2 children (sharing) • 2 single adults & 2 children who can't share • 2 single adults & 3 children (2 sharing) • 2 single adults & 4 children (2 x 2 sharing) • 1 single adult & 4 children (2 sharing, 2 who can't share) • 1 single adult & 5 children (2 x 2 sharing) • 1 single adult & 6 children (3 x 2 sharing) • 2 couples, 1 single adult & 1 child • 2 couples, 1 single adult & 2 children (sharing) • 1 couple, 1 single adult, & 2 children who can't share • 1 couple, 1 single adult & 3 children (2 sharing) • 1 couple, 1 single adult & 4 children (2 x 2 sharing)

Apartment Size	Number of Bedrooms	Bedroom Size	Priority Match
8 person 6 apartment	5	3 x double & 2 x single	<ul style="list-style-type: none"> • 3 couples & 2 single adults • 3 couples & 2 children • 2 couples & 3 single adults • 2 couples & 3 children • 2 couples & 4 children (2 sharing) • 1 couple & 4 single adults • 5 single adults • 2 couples, 2 single adults, & 2 children sharing • 2 couples, 2 single adults, & 1 child • 2 couples, 1 single adult & 3 children (2 sharing) • 2 couples, 1 single adult, & 2 children none of whom can share • 2 couples, 2 single adults & 2 children sharing • 2 couples, 2 single adults & 1 child • 1 couple, 3 single adults, & 2 children sharing • 1 couple, 3 single adults, & 1 child • 1 couple, 2 single adults, & 4 children (2 sharing x 2) • 1 couple, 2 single adults, & 3 children (2 sharing) • 1 couple, 2 single adults, & 2 children who can't share • 1 couple, 1 single adult, & 3 children (2 sharing) • 1 couple, 1 single adult, & 5 children (2 sharing x 2) • 1 couple, 1 single adult, & 4 children (2 sharing, 2 of whom can't share) • 1 couple, 1 single adult, & 3 children • 1 couple & 6 children (2 sharing x 2) • 1 couple & 5 children

Apartment Size	Number of Bedrooms	Bedroom Size	Priority Match
8 person 6 apartment (continued)			<ul style="list-style-type: none"> • 4 single adults & 2 children sharing • 4 single adults & 1 child • 3 single adults & 4 children (2 sharing x 2) • 3 single adults & 3 children (2 sharing) • 3 single adults & 2 children who can't share • 2 single adults, & 5 children (2 sharing x 2) • 2 single adults & 4 children (2 sharing, 2 of whom can't share) • 2 single adults & 3 children • 2 single adults & 6 children (3 x 2 sharing) • 1 single adult & 7 children (3 x 2 sharing) • 1 single adult & 6 children (2 sharing x 2, 2 of whom can't share) • 1 single adult & 5 children • 1 single adult & 5 children (2 x 2 sharing)