



# Allocations Policy

Approved :  
June 2016

Review Date :  
June 2019

## **1.0 The purpose of the report**

The purpose of this report is to:

- Report on policy and practice that is likely to affect the Allocation Policy.
- Report back on the sustainability of tenancies.
- Look at the operational issues identified by staff which need to be reviewed.

## **2.0 Policy and Practice**

### **2.1 Section 5 referrals and Quotas**

Homeless, Section 5 cases, only received 13.26% of lets, (13 out of a total of 98 lets) this is despite such applicants receiving priority for re-housing after our target for transfers is achieved. The reason why this is low is because during most of the first 2 quarters we were not receiving Section 5 referrals because Glasgow City Council's homeless department was on strike. In addition when the dispute was resolved the number of void properties reduced significantly. In the last 6 months, Section 5's have received 8 out of the 14 net lets (lets less transfers).

Glasgow City Council has reviewed the way they manage Section 5 referrals. Previously they sent referrals without any consideration of our turnover and it was left to the Association to advise if we could rehouse the homeless person within 6 weeks.

The new procedure is that RSLs will estimate the supply of void properties and they will send us a monthly quota, of applicants to rehouse. Supply has reduced significantly and I have advised that we should be able to re-house 3 people per month.

This system should give the City Council more control over both the number of Section 5 cases we rehouse and also reduce the number of Section 5 applicants who refuse offers.

### **2.2 Housing Options**

Housing options involves a standard assessment of an applicant's personal and housing need. Identifiable needs would be referred to partner organisations who have signed up to housing options.

This is now operational. One negative outcome, which may be attributable to housing options, is that a large percentage of applicants are not keeping their appointment. From its inception in Nov 2015 until 5<sup>th</sup> May 2016, we have

completed 76 interviews and had 65 no shows during this time.

We are now looking to include transfer applicants as part of the housing options process and also include Housing Options Tenancy Sustainment prior to commencing court action.

Staff are getting more efficient at completing Housing Options interviews and we now schedule 5 interviews per day. We have also incorporated the Housing Options paper work and the application form into one document.

### 3.0 Sustainability of Lets

#### 3.1 Analysis of Tenancy Sustainability by Source of lets

The table below looks at the tenancy sustainability by allocation category broken down by:

- Average arrears
- Being subject to an anti- social complaint
- Rechargeable Repairs
- Average length of tenancy

**Table 1 - Tenancy Sustainability by Source of Let**

Waiting List Category	Average Arrears	Being Subject to a Complaint	Average Length of Tenancy	Abandoned or evicted
Current General Waiting list	£304.92	12.9%	1336.19 days	
Former General Waiting list	£813.00	21.2%	736 days	14%
Current Waiting List Homelessness	£309.00	8.98%	1090 days	
Former Waiting List Homelessness	£737.94	21.08%	693.11 days	20%
Current Section 5	£311.20	20.61%	1366 days	
Former Section 5	£463.00	24.61%	671.65days	33%

- In relation to General Waiting list & Waiting list Homeless Statistics are cumulative from 2007 when the current allocation policy was introduced.
- Section 5 is cumulative from 2006.
- Current arrears taken at 28<sup>th</sup> May do not include all rent payments due to be processed for May. The arrears figures include HB due but not payment due to the 4 weekly cyclical payments.
- The former arrears do not include written off arrears and the average is based on those in arrears and not the total number of tenants .



### 3.1.2 Analysis of table

- On average the length of tenancies for Current Waiting list Homeless tenancies are (approx.) 23% short than either Section 5 tenancies or waiting list general tenancies.
- On average current Section 5 tenants are twice as likely to be subject to an anti social complaints.
- Homeless Section 5 cases are more than twice as likely as general waiting list applicants to be evicted or abandon their homes.

### 3.2 Sustainability: Tenancy lasting more than a year

In terms of sustainability as measured by the Regulator, below is a table showing the percentages of new tenancies sustained for more than a year.

**Percentage of new tenancies to existing tenants sustained for more than a year by allocation category.**

Category of Let	2013/14	2014/15	2015/16
Transfer	100	100	82.61%
Section 5	93	86.90%	71.43%
Waiting List General Cases	89	92.42%	87
Waiting List Homeless	76	78.12%	76.

#### 3.2.1 Analysis

There has been a drop in the sustainability of transfer tenants and section 5 cases. However this is from a relatively low number overall

Over all in terms of support Section 5 and homeless waiting list applicants would need a bit more in terms of support to set up tenancy. However this does not mean that needs of waiting list applicants can be ignored. This is illustrated by the percentage of tenants who were evicted or abandoned their property.

#### 3.2.2 The recommendation

We seek out funding for a tenancy support service. See Appendix 1 for a project brief, which was the basis of a presentation to Social Work / Health for a commitment to match funding.

We take into account the high percentage of abandonments and eviction for Section 5 tenants when we consider trailing annual visits or targeting annual visits at high risk tenants.

## **4.0 Operational changes**

### **4.1 Leaving Care Services**

As reported last year the Association helped to develop a leaving Care Services protocol with Glasgow City Council, which gave priority to young people leaving care to obtain their own tenancy. This was included in our Allocation Policy.

The Association, led by Elaine Somerville, is helping the City Council promote and roll this protocol out City Wide.

### **4.2 Sex offenders Cases**

As year we reported last year, the Association has not signed up to the Council's sex offender's protocol but we do exchange information. This year we had a situation of a tenant's son being convicted of possession indecent images of children. The legal advice was that there was no clause in the tenancy agreement in which we could take legal action against the tenant.

With the introduction of Housing Act we need to print new missive. At this point, we may, subject to legal advice, put in a clause which states that that registration on the sex offender's register is a breach of the tenancy agreement. It would then be up to the Association to consider whether it is reasonable to commence legal action.

## **5.0 Outcomes of the Allocation Points System**

### **5.1 Who we rehoused**

The table below highlights the number of times points were awarded for the different housing need categories, (overcrowding etc.) on the waiting list. This includes cancelled, current and rehoused applicants. The column next to this compares the number of times points were awarded for those who were rehoused. This illustrates the type of housing need we are meeting through our lets. We can use this information to adjust the weighting of points for each category to achieve the outcome we feel is appropriate.

When reading these figures it should be noted that individual cases represent a range of housing needs, therefore not all individuals' needs are met in isolation. Some cases will fail to reach an offer of accommodation.

	Attributes of Waiting List Attributes	Re-housed 2014/15	% of Need Met in 2014/15
Private lets - lack of tenure security	84	8	9.52%
Relationship breakdown	33	6	18.18%
Live with family	188	32	17.02%
Below Tolerable standard - dampness	8	1	12.25%
Lack of heating	2	0	0%
Sharing amenities	218	34	15%
Essential Medical	47	2	4.2%
Advisable medical	68	9	13.23%
Harassment	24	6	255
Support to family and friends	143	25	17.48%
Move to help job, training, volunteering	186	28	15.05%
Overcrowding	217	31	14.02%

## 5.2 Areas for additional exploration.

Allocation is subject to review as part of the housing Act 2014, for which we are awaiting ministerial guidance, however it is unlikely to affect the points. The other factor which may affect allocation is the City Council objective, (which is a statutory objective) to seek to develop a Common Housing Register for the City. A meeting is set for early August to discuss this..

Once the above matters are considered, below are areas we could look to see if there are remits to review the points.

- The number of lets to private landlord tenant's would appear to be low, this is probably due to the fact that these tenants are not often awarded points for Dampness / lack of heating. It is worth seeking information on the quality of the private rented sector in Govan / Glasgow. On a related point, those who were rehoused in properties which were below tolerable standard are rehoused.
- Very few people with Essential Medical points were re-housed. We could

look into whether we seek to fit wet room/ adaptations as part of the mini refurbishment of older tenemental properties. This will be discussed at the next Housing Management / Maintenance meeting.

- We may need to assess the points awarded to those who are overcrowded in order to increase the number overcrowded we are rehoused.

## **6.0 Recommendation**

That the Committee note the potential external factors on the Policy and as when the situation arises we will seek Committee approval of appropriate policy/ practice implications..

*Aidan McGuinness  
Housing Manager  
June 2016*