



# Lettings Booklet



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## How Do We Let Our Properties?

### 1. Our Objectives

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

### 2. Stock Profile and Re-Lets in 2017/18

To help you make an informed choice about where you wish to be considered for re-housing the tables below details the number of properties broken down by area, street, size and re-lets during the financial year 2017/18. The majority of our stock is tenement properties in Elderpark. When completing the application form tick the streets you wish to consider. If you would like further information please contact the housing department.

#### Elderpark Area

Streets	No 1 & 2 Apts.	Lets 2017/18	No 3 Apts.	Lets 2017/18	No 4 Apts.	Lets 2017/18
Craigton Road	42	3	37	4	3	0
Crossloan Road	43	0	56	4	7	0
Elderpark Street	70	0	143	17	15	0
Langlands Road	69	8	42	0	3	0
Nimmo Drive	28	2	10	0	2	0
Uist Street	104	9	94	10	14	0
Elder Street	4	1	10	0	11	0
Garmouth Gardens	15	3	7	0	10	0
Garmouth Street	9	2	8	0	23	0
Greenfield Street	6	0	2	1	N/A	N/A
Harhill Street	4	0	14	0	14	0
Garmouth Place	N/A	N/A	13	0	8	0
Govan Road	8	0	8	0	N/A	N/A
Fairfield Estate	8	2	8	0	26	0

#### Cessnock Area

Streets	No 1 & 2 Apts.	Lets 2017/18	No 3 Apts.	Lets 2017/18	No 4 Apts.	Lets 2017/18
Brand Street & Harley Street	14	1	8	0	2	0

## Ibrox Area

Streets	No 1 & 2 Apts	Lets 2017/18	No 3 Apts	Lets 2017/18	No 4 Apts	Lets 2017/18
Brighton Place	15	1	3	0	N/A	N/A
Clynder Street	43	8	56	1	7	2
Summertown Rd & Briton St	20	1	8	1	N/A	N/A
Skene Road, Rhynie Drive & Hinshelwood Drive	12	0	16	0	36	0

## Kinning Park Area

Streets	No 1 & 2 Apts	Lets 2017/18	No 3 Apts	Lets 2017/18	No 4 & 5 Apts	Lets 2017/18
Scotland Street	20	0	5	0	1*	0
Lambhill St & Cornwall St	5	1	3	0	4	0

(\* = 5 Apt Property)

## 3. The Allocation Process

### What Property Size do you qualify for?

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

- Children of the same sex are expected to share a bedroom up to sixteen years
- Children of the opposite sex over eight years old should have separate bedrooms \*
- No more than two children should normally share a bedroom
- Adults should not share a bedroom with a child
- Single elderly applicants of pension credit age will be considered for a two bedroom property
- Adults with access arrangements will be considered for a two bedroom property \*

\*Subject to applicants signing a disclaimer stating that they will pay the bedroom tax

## 4. How We Let Our Properties

Priority	Category of Application and Percentage of Lets
1 <sup>st</sup>	Transfer Waiting List 17% of lets
2 <sup>nd</sup>	Statutory Homeless
3 <sup>rd</sup>	Waiting List A Homeless (as assessed by Elderpark) 20% Waiting List B 80%

We let these properties in descending order as follows:

Firstly a quota of 17% of lets go to Elderpark Housing Association tenants

Then we will re-house 'Statutory' homeless applicants referred to us by Glasgow City Council.

It terms of waiting list applicants the waiting list is broken into two groups:

- A** Homeless people as assess by Elderpark Housing will receive 20% of the remaining lets
- B** Waiting list applicants will receive 80% of the remaining lets. These applicants are prioritised in terms of housing needs indicators detailed below. The onus is on the applicant to provide the necessary information before points can be awarded.

The percentages outlined in the quotas are not absolute figures which must be attained. Rather, they show how we hope to ensure a balance in our overall annual lettings to each group.

## 5. Housing Need Points

Waiting List A	Points
<p><b>Homelessness as Assessed by Elderpark Housing</b>            You are treated as threatened with homelessness or if you are likely to become homeless and can provide supporting documentation. For example, you have received a written notice to leave, you are a lodger and have been asked to leave or your home is due to be re-possessed. Or you are living in a hostel, living in a moveable structure or leaving long term hospital care</p>	40
Waiting List B	Points
<p><b>Insecure tenure</b>            You have a short assured tenancy            Your relationship has broken down and you need to move            You have financial problems and are struggling to pay your mortgage</p>	15
<p><b>Insecure tenure</b>            You live with family and friends</p>	10
<p><b>Housing Below Tolerable Standard</b>            To fail the standard a house must be lacking in basic amenities or be in an extremely poor condition. Documentary evidence can be obtained from the City Council</p>	30
<p><b>Poor Energy Efficiency &amp; Dampness</b></p>	10

Dampness Within reason there is an onus on the applicant to provide evidence of the above such as providing an Energy Performance Certificate	
<b>Sharing Amenities</b> Applicant sharing kitchen/cooking facilities with another household Applicant sharing a living room with another household Applicant sharing W.C. Shower/Bath with another household	2 2 2
<b>Medical Factors</b> Where current accommodation is unsuitable because of a medical condition. You must complete a medical self-assessment form and we may ask for confirmation from a medical specialist	Essential 25 Advisable 15
<b>Abuse, Harassment, Discrimination or Victimisation</b> If yes, please provide evidence from appropriate agencies such as Social Work, The West of Scotland Racial Equality Council, Social Registered Landlord and or the Police. (Abuse includes violence, harassment, threatening conduct and any other conduct giving rise, or likely to give rise to physical or mental injury, fear, alarm or distress)	25
<b>Social Grounds</b> i.e. to move near someone to give or receive support To move nearer employment/education/training	8 8
<b>Flat Share</b> Where two unrelated individuals wish to flat share. N.B you would still be regarded as joint tenants and be joint and severally liable	8
<b>Overcrowding/Under Occupation *</b> For every first bedroom needed/not needed For every second and subsequent bedroom needed/not needed Maximum overcrowding points	8 4 12

\* Under occupation points apply to Elderpark Housing tenants only

## **6. Exceptions**

We aim to make the best use of our properties, e.g. an adapted property would be offered to applicants who require such adaptations.

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

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

## **7. What Happens To Your Application Form**

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

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

We encourage people to call into the office to complete the form. You can receive advice on the prospects of being re-housed in your chosen area and also information about other housing options which may interest you.

In acknowledging your application form we will confirm what points you have been awarded, the size of the property you will be considered for and the category of your application.

Before we can offer you a property we may contact you to verify your details. We also need details of previous residencies and a reference if appropriate from you current or previous landlord. The purpose of this is to confirm your housing circumstances and advise of agencies that may be useful in helping you with your tenancy obligations.

Applicants will be advised at sign up stage that the portion of rent due for that month must be paid, with the exception of people on Housing Benefit and Universal Credit. If no payment is made the offer may be withdrawn.

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

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

- **Tenancy Related Debt**

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

- **Abuses of the Allocations Process by Applicants**

Where the applicant has deliberately distorted the information provided in order to gain advantage the Association may suspend an application for up to one year

- **Anti-social Behaviour**

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

- **Voluntary Suspension**

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

### **Offers of Accommodation**

We aim to maximise choice by giving you information on the likelihood of being re-housed in your preferred location. This also means you will not be penalised for refusing offers. Should you refuse an offer please provide a reason so that we can better match your requirements to available properties.

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

We hope you can understand that to manage the waiting list effectively we need up to date information. This means that should you fail to respond to communications regarding additional information or in relation to an offer of housing we will invite you to review your application. The procedure will follow that for the waiting list review and failure to confirm your desire to remain on the list will result in your application being cancelled.

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

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

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



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

If an applicant is dissatisfied regarding any decision made during the allocation process, he or she has the right to appeal. For example, the applicant may be of the opinion that the points awarded do not reflect the circumstances accurately, or that their application should not be suspended. The appeal goes to the Housing Manager; if the applicant is not satisfied it is passed to the Association's CEO. If the applicant is still not satisfied the appeal is heard by the Management Committee.

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

## **11. Complaints**

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

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

**Scottish Public Services Ombudsman**  
**4 Melville Street**  
**Edinburgh, EH3 7NS**

**Telephone 0870 011 5378**    **Email: [enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)**

## **Data Protection**

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

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

Our lawful basis for processing is for the purposes of your application for housing. We take the protection of your privacy seriously and will never hand your data over to any third parties unless we have to for legal reasons. By becoming a member, or accessing our

services, you accept these terms and by signing this application form you give consent to process the information in the above way.

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

## 12. Homelessness

If you are homeless or threatened with homelessness you should contact the local South Casework Team or Hamish Allan Centre who will assess your housing situation and advise you on your housing options.

**South Casework Team**  
**TwoMax Building**  
**1<sup>st</sup> Floor**  
**Old Rutherglen Road**  
**Glasgow**  
**G5 0RE**

**Hamish Allan Centre**  
**180 Centre Street**  
**Glasgow**  
**G5 8EE**

**Tel: 0141 276 8201**  
**(Monday to Friday 9.00am to 5.00pm)**

**Free phone 0800 838 502**

## 13. Other Housing Associations in the Area

<p><b>Clydeview Housing Partnership</b>  <b>1 Dava Street</b>  <b>Glasgow</b>  <b>G51 2BF</b>  <b>Tel: 0141 274 8720</b></p>	<p><b>Govan Housing Association</b>  <b>35 McKechnie Srteet</b>  <b>Glasgow</b>  <b>G51 3AQ</b>  <b>Tel; 0141 440 0308</b></p>	<p><b>Linthouse Housing Association</b>  <b>1 Cressy Street</b>  <b>Glasgow</b>  <b>G51 4RB</b>  <b>Tel; 0141 445 4418</b></p>
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## 14. Homeless Accommodation

<p><b>Hamish Allan Centre</b>  <b>180 Centre Street</b>  <b>Glasgow</b>  <b>G5 8EE</b>  <b>Tel; 0800 838502</b></p>	<p><b>Salvation Army</b>  <b>Hope House</b>  <b>14 Clyde Street</b>  <b>Glasgow</b>  <b>G1 5HN</b>  <b>Tel: 0141 552 0537</b></p>	<p><b>Quarriers Stopover</b>  <b>189 Pollokshaws Road</b>  <b>Glasgow</b>  <b>G41 1PS</b>  <b>Tel: 0141 420 3121</b></p>
<p><b>Talbot Association</b>  <b>Kingston Halls</b>  <b>Direct Access Hostel</b>  <b>344 Paisley Road</b>  <b>Glasgow</b>  <b>G5 8RE</b>  <b>Tel: 0141 418 0955</b></p>	<p><b>Turning Point Scotland</b>  <b>Link Up</b>  <b>112 Commerce Street</b>  <b>Glasgow</b>  <b>G5 9NT</b>  <b>Tel: 0141 420 1929</b></p>	

## 15. Housing Advice

<b>Govan Law Centre Orkney Street Enterprise Centre Glasgow G51 3LB Tel 0141 445 3756</b>	<b>Positive Action in Housing 98 West George Street Glasgow G2 1PJ Tel; 0141 353 2220</b>	<b>Glasgow Centre for Inclusive Living 115-127 Brook Street Glasgow G40 3AP Tel: 0141 550 4455</b>	<b>Shelter Glasgow Advice 1<sup>st</sup> Floor Suite 2 Breckenridge House 274 Sauchiehall Street Glasgow G2 3EH Tel: 0808 800 4444</b>
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## 16. Your Views on the Letting Process

Please detach this form and return it to our office

Was the application form easy to complete?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Any Comments				

Were you satisfied with the level of written information?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Any Comments				

Were you satisfied with the information when interviewed?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Any Comments				

<b>Do you feel that the Association should allocate houses by focusing on:</b>				
Advertising houses to let and giving people closing dates to respond	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
First offer goes to the person at the top of the housing list	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Any Comments				
Name				
Address				

A full copy of the Allocations Policy is available at the office