



Applying for a property with Southside Housing Association

This document gives information on how to apply for a property with Southside Housing Association, or how an existing tenant can apply to transfer to another property.

Who can apply for Housing?

Anyone over the age of 16 years can apply for housing, have their needs assessed and be placed on our housing list. As well as applying directly to us, we also work with Glasgow Health & Social Care Partnership (GHSCP) to help rehouse homeless people.

Confidentiality and Fairness

We will treat all your personal details with the strictest confidence. We will never pass on information about you, or contact others about your application unless we have permission to do so. If you would like someone else to speak to us about your application, you will need to tell us you are authorising them to do so, please speak to a member of our staff about setting up a Mandate.

How Do I Apply?

All applicants must complete an Application for Housing. You can obtain an Application for Housing by the following methods:

- In person, collect an Application for Housing from one of our offices:
 - Southside Housing Association, 135 Fifty Pitches Road, Glasgow, G51 4EB
 - Southside Housing Association, 435 Shields Road, Glasgow, G41 1NP
- By mail, contact our Customer Services Department on 0141 422 1112
- Email our Customer Services Department at CSD@southside-ha.co.uk

We have two versions of our Application for Housing:

- Paper version, which can be completed by hand
- Digital version, which is a Word Document and can be completed on a computer or other electronic device

Please advise us which version you would prefer. Both versions collect the same information.

What will I need in order to apply?

Before we can process your application and assess your housing need, we need the following documentation:

- Photographic identification for yourself and any other applicants. Documents such as passport or driving licence are ideal.
- Two proofs of residence for yourself and any joint applicant – documents should include your current address. Utility bills, council tax letters and other official letters are acceptable.
- Proof of address for everyone applying to be rehoused, these documents should pertain to your current address.
- We may ask for proof of residence for every other person at the current address even if they are not being rehoused with the applicant.
- Proof of tenancy or ownership at your current address – the documents we accept include the tenancy agreement, lease agreement, mortgage statement, factor's invoice or buildings insurance documents.

If you are not able to provide any of the above documentation, please speak to a member of our Customer Services Department before submitting your application. Please be advised that we will not be able to give you a tenancy without identification and proof of address.

We may also require other evidence in order to assess your housing need. For example:

- If you, or someone applying with you is pregnant, we will ask to see a maternity certificate (MAT B1) confirming the expected due date.
- If you, or any member of your household, have mobility issues which prevent you from accessing certain types of property, for example if you struggle to climb stairs, we may require verification of this from a doctor or other medical professional.
- If you, or any member of your household, have a medical condition which is not mobility related, but is exacerbated because of your current living conditions, this may require to be verified by a doctor or other medical professional.
- If you are seeking to be rehoused because you are a victim of harassment of any kind, we will require evidence of this. It is the responsibility of the applicant to provide this evidence.
- If you are seeking to be rehoused because you are a victim of domestic violence, please speak to a member of our Customer Services Department.

If we require any verification of anything from you, we will let you know.

When will my application be processed?

The Association receives a large number of housing applications every week. Once we receive your application and supporting documentation, we will process your application as quickly as possible. Once your application has been assessed and processed, we will write to you confirming your application reference number, how many points you have and what size of accommodation you are eligible for. Please keep this reference number safe as you will need to give us it any time you enquire about your application.

Will I be asked to provide any other information?

Sometimes we may need to seek further information. We may need to contact you, your landlord or other agencies, with your permission. We may seek a reference from your current or previous landlord. If we need any further information from you we will contact you about this. We may ask to visit you in your home, or ask you to provide supporting documentation. We will normally only do this if we need to confirm your points level or are considering you for a property.

What size of property will I be considered for?

This will be based on the information you have given us regarding who will live with you if you are re-housed and any other relevant factors. In order to assess how many bedrooms you need we will consider the make up of your household and the ages and gender of any children. As demand for social housing is high, we will not normally allow for an extra bedroom, except in cases where it is necessary because of a medical condition. The need for an extra bedroom will need to be verified.

Is every property let to the housing list?

No, although we do have a large housing list and demand for some properties is high, however, we also let properties to the following groups:

- Transfer list (Southside Housing Association tenants wishing to move)
- Homeless referrals via Glasgow HSCP and other agencies
- We also work with specific groups or charities to let a small number of properties to them e.g. Barnardo's, Sense, Key Housing etc.

Do Southside Housing Association have Mid-Market Rent properties?

The Association's subsidiary company SFARS, do have Mid-Market Rent properties that can be applied for by people whose household income meets the specified requirements. For more information on this, contact our Customer Service Team.

What is my exact position on the list?

Where you are placed on the housing list will depend on how many points you have, the areas you have requested and our letting plan.

As we have an open housing list, your position can change at any time, therefore we are unable to tell you your exact position.

When will I be offered a property?

It is very difficult to answer this question, as every case is different: there are some general points which are specific to the quantity and type of property owned by the Association.

Most of Southside Housing Association's properties are flats, therefore if you only wish to be considered for a house you will probably have to wait considerably longer, or we may not be able to help at all.

Southside Housing Association has a large number of one and two bedroom properties, and significantly fewer three bedroom or larger properties. The highest turnover of our three bedroom properties are multi-storey flats in the Cardonald area. Properties larger than three bedrooms are of low supply and high demand.

For each property we let to the housing list we must consider the applicant with the highest points, taking into account the areas and types of properties they are interested in. Where applicants have the same level of points, priority will be given to the person who has been on the list for longest.

Change in Circumstances

Please keep us updated regarding:

- any change in your circumstances which may affect your application
- changes to the areas or types of property you will consider.
- regarding anybody leaving, or joining your household.

If your address changes you will need to submit a new application form detailing your circumstances at your new address. We will also require proof of address at your new property. Your date of application will remain the same.

We may ask for changes to your application to be in writing.

Will you visit me at my home?

We may require to visit you at your home to confirm what you have stated on your application. We will contact you beforehand to arrange a time for this visit.

How will an offer of housing be made?

We will contact you by telephone in the first instance if there is an offer to be made. It is vital that you ensure that you keep your contact details up to date. If we cannot contact you by telephone, we will send an offer letter to the address on the application. You will have three working days to reply to the offer letter.

What happens if I refuse an offer?

We work hard to ensure that any offer we make matches what you have told us you want. If you refuse a property you must let us know why, we will then update your preferences accordingly. If you do not have an adequate reason for refusing a property, we may choose not to offer you a similar property in the future.

How often will my application be reviewed?

We will review your application whenever you contact us with any further information which may affect your points or after visiting your home. We will tell you of any change in points. All applications will be reviewed once a year to check that we have up to date information and that you wish to remain on our housing list.

If you fail to respond to the annual review within timescale your application will be cancelled.

Why would my application be suspended?

In some circumstances you may be on our list but will not be considered for an offer for a period of time. We can only do this if there is a good reason, and we will tell you if this is the case giving the reasons and the period of time your application will be on hold.

I am currently homeless, or about to become homeless. What advice can you give?

If you are currently homeless or about to become homeless, as well as completing an application form we would advise you to contact your local council office. They will assess your homelessness request and provide advice and assistance regarding access to temporary and permanent accommodation.

If you live in Glasgow, your local Homeless Casework Team can carry out an assessment. Local contact details are:

- South Community Homeless Service, 5 Ardlaw Street, Glasgow, G51 3RR
Tel: 0141 276 8278 or 0141 276 6180
- For Out of Hours Homelessness Services - if you are homeless and need a service after 4:45pm Monday to Thursday or 3:55pm on Friday and weekends, please call 0800 838 502.

To access this service you can contact this service direct. Glasgow City Council deliver a homelessness service to anyone who is homeless, threatened with homelessness, or is in need of advice about homelessness issues, through their Community Homeless Services.

If you think you are homeless, or at risk of becoming homeless, you will be offered an interview at your local Community Homeless Team.

Other Housing Associations in the area.

- New Gorbals HA, 187 Crown Street, Glasgow, G5 9XT. Tel: 0141 429 3900
- Govan HA, 35 McKechnie St, Glasgow, G51 3AQ. Tel: 0141 440 0308
- West of Scotland HA, 252 Keppochhill Rd, Glasgow, G21 1HG. Tel: 0141 558 6336
- Northview HA, 29A Stravanan Road, Glasgow, G45 9LZ. Tel: 0141 634 0555
- Govanhill HA, 79 Coplaw Street, Glasgow, G42 7JE. Tel: 0141 636 3636
- New Shaws LHO, 24/34 Shawbridge Arcade, Glasgow, G43 1RT. Tel: 0141 274 7400
- Cathcart & District HA, 3/5 Rhanna Road, Glasgow, G44 3AZ. Tel: 0141 633 2779
- Craigdale HA, 83-85 Dougrie Road, Glasgow, G45 9NS. Tel: 0141 634 6473
- Elderspark HA, 31 Garmouth Street, Glasgow, G51 3PR. Tel: 0141 440 2244

Advice and Information:

If you are looking for help regarding your current housing circumstances we would recommend you contact **Shelter, Freephone: 0808 800 4444** (www.shelter.org.uk).