

Southside Housing Association – Allocations Policy

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APPENDIX 1

ALLOCATIONS POLICY: POINTS SYSTEM

Southside Housing Association (SHA) uses a points system to assess all housing applications, with the exception of the following:

- **People who have been assessed by Glasgow City Council as homeless and who are referred to us by the Council for settled accommodation**

If you are in this situation, you will not receive points. Instead, you will receive an offer of housing under the procedures set down in the law and in our agreement with the City Council. This helps make sure that homeless people receive high priority when SHA is letting houses. Referrals from the Council are dealt with in date order.

- **Applicants who have been referred to the Association** from specialist agencies or projects that provide help and support to individuals in housing need or national mobility schemes to help people to move around the country for a variety of reasons, for example to get work.

All other offers are based on the number of points you have, as described in SHA's Allocations Policy, and in our Annual Lettings Plan which sets targets for the percentage of lets we expect to make to different categories of housing applicant (for example, external applicants on the housing list and people who are already SHA tenants who need a move).

If two or more people have the same number of points, the person who has been in housing need for longest will receive the offer. This is measured according to the date that the various applicants first received housing needs points from SHA.

POINTS CATEGORY 2 – CLEARANCE	POINTS
1) You live in an SHA Clearance Area Points are available if:	
<ul style="list-style-type: none"> • You are an SHA tenant who needs to move because your home is subject to clearance and/or demolition, or 	105 points
<ul style="list-style-type: none"> • If you have already moved, you were provided with a temporary decant, rather than a permanent move, at the time of leaving your home 	105 points
<ul style="list-style-type: none"> • Owner occupiers who are affected by Clearance, will be placed on this queue but with 0 points, so that tenants requiring re-housing are prioritised. 	0 points
Guidance Applicants in this category will be placed in a separate Clearance Area queue and will have absolute priority under the Allocations Policy	

POINTS CATEGORY 2 – HOMELESS	POINTS
2) You are, or are about to become, homeless and you make a direct housing application to SHA Points are available if:	
<ul style="list-style-type: none"> • You are registered as homeless with Glasgow City Council as homeless but are living on the streets 	100 points
<ul style="list-style-type: none"> • You are living in one of the following types of accommodation and your accommodation is not suitable: 	
<ul style="list-style-type: none"> • You are registered as homeless with Glasgow City Council as homeless but are living on the streets 	100 points
<ul style="list-style-type: none"> • Supported or temporary furnished or hostel accommodation 	100 points

<ul style="list-style-type: none"> • Long term residential or hospital care and your current home is unsuitable for you to return 	100 points
<ul style="list-style-type: none"> • Tied housing, where you have been given a date to leave 	100 points
<ul style="list-style-type: none"> • HM Forces accommodation and issued with date of discharge. 	100 points
<ul style="list-style-type: none"> • You are living in a caravan or similar accommodation 	100 points
<ul style="list-style-type: none"> • You are an Asylum Seeker or Refugee who is homeless 	100 points
<ul style="list-style-type: none"> • You are leaving prison and do not have secure accommodation to go to when you are released 	100 points
<ul style="list-style-type: none"> • You are a service user of SHA's Saffron Project, and are ready to move on from the temporary supported accommodation the Project provides 	100 points
<ul style="list-style-type: none"> • You are threatened with homelessness (i.e. you have a definite date to lose your current accommodation with the next two months, e.g. an eviction date has been set) 	100 points

Guidance

Points can be awarded for only one of the factors listed. In addition a further 15 medical points will be awarded where the applicant has a medical condition that affects their mobility, in which case we will only consider applicants for offers of housing suitable for their medical needs. No other housing needs points will be available to applicants placed in this category.

We will conduct a Housing Options and Solutions Interview. We will check at the beginning of the interview whether the customer's current situation places them at risk, for example if they are already homeless or roofless. . We will provide applicants in this situation with advice on how to contact Glasgow City Council for assistance, if they have not already done so.

Applicants should generally be known to a local authority homelessness service. We will seek evidence that this is the case, for example in the form of a "Part 2" letter. This letter confirms that Glasgow City Council has found you unintentionally homeless and will be reviewed on a six monthly basis

Refugees and migrants are in general not excluded from housing allocation and homelessness assistance, however, the rules vary depending on the type of immigration status concerned. Accordingly, we will assess each application against the current applicable legislation and guidance.

Asylum Seekers, who do not have recourse to public funding, must be able to demonstrate how rent and any service charges would be paid to sustain a tenancy.

For tenants of private landlords, we will expect the applicant to be engaging with the local authority regarding the circumstances that are making them potentially homeless, or to produce other evidence (for example, their landlord is taking court action to recover the property).

Applications awarded points under this category will be reviewed every 6 months. Homeless status will be confirmed prior to any offers of housing being made.

POINTS CATEGORY 3 – INSECURE ACCOMODATION	POINTS
<p>3) Your accommodation is not secure</p> <p>Points are available if your circumstances relate to one of the categories below:</p>	
<ul style="list-style-type: none"> ○ You are living care of friends or relatives 	45 points
<ul style="list-style-type: none"> ○ You have a Private Residential Sector tenancy issued by a private landlord and have been given a notice to quit 	45 points
<ul style="list-style-type: none"> ○ You are an owner occupier who is having to sell your home, or you cannot reasonably occupy a home that you own. 	45 points
<ul style="list-style-type: none"> ○ You are tenant of SHA, or you are the partner of a tenant and are resident in the SHA property with your partner, and are seeking to separate because of a relationship breakdown 	45 points
<ul style="list-style-type: none"> ○ You have a Private Residential Sector tenancy but have not been given a notice to quit 	25 points
<p>Guidance</p> <p>Points can be awarded for one factor only (i.e. maximum number of points in this category is 45 points).</p>	

If you are a home owner, you will be considered for points if your home is located in the UK and is your sole residence. We will not award points if you also own any other residential property that you could reasonably occupy.

We will normally ask you to provide evidence that your property is on the market to be sold, or that you cannot reasonably occupy your home due to the reasons specified in the Housing Scotland (Act) 2014 (such as the property is unsafe or you would be at risk of abuse if you were to occupy the property you own).

POINTS CATEGORY 4 – POOR HOUSING CONDITIONS	POINTS
4) Your home is in poor condition or lacks facilities Points are available if your present home has:	
<ul style="list-style-type: none"> ○ No kitchen 	15 points
<ul style="list-style-type: none"> ○ No bath or shower 	15 points
<ul style="list-style-type: none"> ○ No inside toilet 	20 points
<ul style="list-style-type: none"> ○ Been declared unfit for human habitation (Notice served by a local authority) 	30 points
<ul style="list-style-type: none"> ○ No central heating and instant hot water 	15 points
<ul style="list-style-type: none"> ○ Rodent infestation 	10 points
<p>Guidance</p> <p>Points will be awarded for each of the factors that apply.</p> <p>Points will be awarded initially without inspection by SHA of your present accommodation.</p> <p>We will check property conditions prior to an offer being made, and may remove or reduce the points awarded if the problems have been remedied when we carry out a home visit prior to offer stage.</p>	

Points relating to rodent infestation will generally be subject to reports from the local authority Environmental Health Department.

POINTS CATEGORY 5 – SHARING FACILITIES	POINTS
5) You are sharing facilities with another household Points are available if:	
<ul style="list-style-type: none">• You are sharing facilities (kitchen, bathroom etc) with 4 people or more who are not going to be part of your household when you move	20 points
<ul style="list-style-type: none">• You are sharing facilities (kitchen, bathroom etc) with 3 or fewer people who are not going to be part of your household when you move	10 points
Guidance Points for sharing facilities are available if you are staying with other members of your family who will not be rehoused with you, or if you are sharing facilities with people not related to you (for example, you live in a house or bedsit with a shared kitchen and bathroom). Points may also be awarded in cases of relationship breakdown, for example where a couple who intend to separate are currently sharing the same house.	

POINTS CATEGORY 6 – OVERCROWDING / UNDER-OCCUPANCY	POINTS
6) Your home is too big or too small for all of the people living in it Points are available if:	

<ul style="list-style-type: none"> • Your home does not have enough bedrooms for the people living in it 	<p>15 points for each bedroom needed</p>
<ul style="list-style-type: none"> • Your home is too big for the people living in it and you are a tenant of a Social Landlord. 	<p>15 points for each surplus bedroom</p>

Guidance

SHA uses the following **standard rules** to calculate the number of rooms needed for all of the people who would be rehoused as part of a housing application:

Each household should have a living room that is not used for sleeping in, PLUS:

- 1 bedroom for single adults aged 16 or over; single parents; and couples/partners
- 1 bedroom for single children under 16 years of age
- 1 bedroom for each 2 children of same gender under 16 years of age, after which each child over 16 years of age should have 1 bedroom each
- 1 bedroom for each 2 children of mixed sexes under 10 years of age
- 1 bedroom for each child of mixed sexes over 10 years of age, unless there is another child of the same sex under 14 with whom they could share
- No more than two people should share a bedroom
- No more than one person should occupy a single bedroom

We make a number of exceptions to the standard house size rules, and may consider an applicant for an extra bedroom in cases such as:

- A wheelchair user who needs an extra bedroom, for example to accommodate a live-in carer
- Persons who cannot share a bedroom due to a medical condition
- If an applicant is expecting a child they will be placed on the housing list for the size of house they will need after the birth, when the pregnancy reaches six months gestation.
- People who have been allocated a bedsit property can reapply for a 2 apartment property and will be awarded 15 overcrowding points.

- Parents who have overnight or weekend access to children who do not live with them.

Full details are provided in Section 8 of the Allocations Policy.

POINTS CATEGORY 7 – HEALTH & MOBILITY	POINTS
<p>7) Your home is too big or too small for all of the people living in it.</p> <p>Points are available if you, or someone who is part of the household you will be moving with, has a health or physical disability that would be alleviated by rehousing:</p>	
<ul style="list-style-type: none"> ○ Wheelchair housing - If you urgently require a wheelchair adapted property, you will be awarded 	50 points
<ul style="list-style-type: none"> ○ Wheelchair housing - If you are currently not in a wheelchair, but will require a wheelchair adapted property to meet your future needs, you will be awarded 	25 points
<ul style="list-style-type: none"> ○ Present accommodation is above first floor, and ground or first floor accommodation only is needed 	30 points
<ul style="list-style-type: none"> ○ Present accommodation is on the first floor but only ground floor accommodation is suitable to meet needs 	30 points
<ul style="list-style-type: none"> ○ You have other health conditions that are exacerbated by your current living conditions (e.g. asthma, mental health issues etc) 	5 points
<ul style="list-style-type: none"> ○ If you currently reside in one of our properties, which is considered a wheelchair property, and you no longer require this, we will award you points to assist you in finding alternative accommodation. 	40 points

Guidance

The main aim of the points system is to address situations where there is a **direct connection between an applicant's mobility and how rehousing would help this**. So, we do not give priority based on the type of health problem, instead we consider whether a move would alleviate the problems resulting from the health or mobility issue.

Examples of the type of need the points system is designed to meet include:

- A person is housebound or virtually unable to leave their home unassisted - for example because of the floor level of their home
- A person is living in hospital or away from home and cannot return to their home because their accommodation is unsuitable.
- A person has serious mobility problems, and their current housing is not suitable. This could be due to the floor level/number of stairs to the property, internal stairs, location of the property (e.g. up a hill or isolated location) or where the property cannot be adapted for their needs.

If more than one member of your household has needs relating to health or mobility, we will assess the needs of everyone affected. The points awarded will be matched to the highest level of need of those affected, therefore only one award will be made.

If you receive points in this category, you will only be offered accommodation that is suitable for your needs, i.e. ground or first floor accommodation, amenity housing, or housing that has a lift available. Wheelchair users will only be allocated appropriate properties.

If you or someone you will be moving with uses a wheelchair we will award you 50 points. If you or someone within your household will need to use a wheelchair in future, we will award 25 points and place the application on our list for wheelchair housing.

We will ask for information about any mobility or health needs during the Housing Options and Solutions Interview. To receive points in this category, we will either ask you to complete a medical self-assessment form or to provide a letter from a doctor, social worker or other professional that clearly states the nature of your condition and the impact that your current living circumstances are having on this. With your agreement, we may also ask for additional information to be provided by an occupational therapist, medical practitioner or medical social worker.

The guidance we have provided is not exhaustive. We will assess each case individually, taking account of the impact that rehousing would have on the mobility or health conditions that are involved.

POINTS CATEGORY 8 – HARASSMENT / SOCIAL / CULTURAL / SUPPORT	POINTS
1) You need to move for social reasons Points are available if:	
<ul style="list-style-type: none"> ● You are experiencing domestic abuse and need to be rehoused as a matter of urgency 	110 points
<ul style="list-style-type: none"> ● You, or someone who will be moving with you, are being subjected to severe harassment, racial harassment or abuse and need to be rehoused as a matter of emergency 	110 points
<ul style="list-style-type: none"> ● You, or someone who will be moving with you, are being subjected to harassment, racial harassment or abuse and being rehoused will help to address the problem. 	30 points
<ul style="list-style-type: none"> ● You are experiencing domestic abuse and being rehoused will help to address the problem. 	30 points
<ul style="list-style-type: none"> ● You, or someone who will be moving with you, needs to move to an SHA neighbourhood in order to receive or provide support/care from/to a relative 	20 points
<ul style="list-style-type: none"> ● You, or someone who will be moving with you, need to move into SHA's area from an area where there are no suitable cultural/religious facilities 	20 points
<ul style="list-style-type: none"> ● You need to move home to be closer to your place of work 	15 points
<ul style="list-style-type: none"> ● You are a tenant of SHA and have had to leave your current home because of a family or relationship breakdown, and you wish to be rehoused in the same area in order to maintain relationships with your children 	15 points
<ul style="list-style-type: none"> ● You are an SHA tenant and have experienced problems with neighbours over a period of time and you wish to be rehoused 	5 points

Guidance

Giving/receiving care and support

We will need information about the type and frequency of support to be provided or given (for example, shopping, medical, child care, domestic, help with maintaining a tenancy). We will normally need confirmation from an appropriate person e.g. doctor, social worker etc.

Harassment

Harassment may involve:

- Intimidating, threatening or aggressive behaviour towards the victim(s)
- Verbal and/or physical behaviour
- Attacks on property as well as people
- Targeting victims because of their race, sexual orientation, disability, gender status etc – although this may not always be the case.

Points are offered at two different levels. If we award 110 points for harassment, we may also award a further 15 points if the applicant has a medical condition that affects their mobility. In this case, the applicant will be put on the list for amenity housing.

The points we award will reflect the severity of the harassment and the urgency of moving the victim(s) to different accommodation in a safe location. In general, the higher level of points is designed to deal with situations where the harassment being experienced is severe and the victim or their family is in a potentially life-threatening situation. In such cases, rehousing in a different neighbourhood would be the most likely outcome.

With the victim's consent, we may ask the Police, Social Work or other agencies to confirm any involvement they have had and the risks the victim is exposed to. However, verification from other agencies will not be a pre-condition of awarding points for harassment and we will make sure we manage each case in a sensitive manner.

We will generally make one suitable offer. If this is refused without reasonable cause, we will withdraw the 110 points and applicants will be awarded 30 harassment points in their place.

Applicants who were awarded 110 points and subsequently wish to return to their original neighbourhood when they feel it is safe to do so may be given priority as a special case outside the points system.

Applications awarded 110 points under this category will have their points reviewed every 6 months.

Domestic Abuse

Points are offered at two different levels, to reflect the urgency of moving the victim to different accommodation in a safe location. The higher level of points is for victims who are experiencing violence to the extent that the victim or their family is in a potentially life-threatening situation if they remain in their present accommodation. If we award 110 points to a victim of domestic abuse, we may also award a further 15 points if the applicant has a medical condition that affects their mobility. In this case, the applicant will be put on the list for amenity housing.

With the victim's consent, we may ask the Police, Social Work, or other agencies such as Women's Aid to confirm any involvement they have had and the risks the victim is exposed to. However, verification from other agencies will not be a pre-condition of awarding points for domestic abuse and we will make sure we manage each case in a sensitive manner.

We will generally make one suitable offer. If this is refused without reasonable cause, we will withdraw the 110 points and applicants will be awarded 30 domestic abuse points in their place.

Applicants who were awarded 110 points and subsequently wish to return to their original neighbourhood when they feel it is safe to do so may be given priority as a special case outside the points system.