



ALLOCATION POLICY

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Chairperson/Office Bearers Signature:	

CASSILTOUN HOUSING ASSOCIATION LTD
Castlemilk Stables 59 MACHRIE ROAD, GLASGOW G45 OAZ

***CASSILTOUN HOUSING ASSOCIATION IS A REGISTERED SOCIAL LANDLORD (84) AND
A REGISTERED SCOTTISH CHARITY (SC035544) & Property Factor Registration No.
PF000154***

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1.0 INTRODUCTION

Cassiltoun Housing Association Limited is a Registered Social Landlord (RSL) with the Housing Regulator, and was registered with its forerunner, Communities Scotland and the Housing Corporation in Scotland, in 1985.

The Association is committed to providing high quality, affordable and accessible social rented housing to those in greatest housing need, contributing to the physical, social and economic regeneration of the area, the provision of housing for people with specialised needs and to provide a safe environment for our residents to enjoy. To facilitate this and to give guidance and clarification to both staff and members of the public, the Association has an Allocation Policy, which incorporates Succession to Tenancy, Joint Tenancy, Assignment, sub-letting and mutual exchange (full details of which can be found in separate policies) and have been approved by the Board of Management.

2.0 AIMS AND OBJECTIVES

The overall aim of this policy is to ensure that the Association is allocating its housing stock effectively and efficiently and maintaining high levels of tenancy sustainment.

The overarching objectives of this policy are: -

- To comply with all legislation and statutory guidance relating to housing allocations.
- To monitor performance in relation to access and lettings
- To make it easy for people to get information about our houses and to apply to us for a house.
- To provide equal access and opportunities for individuals and for all sections of the community.
- To let our houses mainly to people with high levels of need, while also providing some opportunities for existing tenants to move within the area to the housing of their choice.
- To help make our area a sustainable and stable community.
- To make the best use of our houses, by matching houses of different types and sizes in the first instance to the people who will benefit the most.
- To support Glasgow City Council and other agencies in addressing homelessness including meeting the needs of other vulnerable people.
- To be clear and objective when we make decisions.

3.0 LEGAL AND REGULATORY FRAMEWORK

We will assess housing applications and let our houses in line with all applicable legal and regulatory requirements. We have taken account of some of these obligations throughout this Policy and in our working procedures.

The Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2014 requires us to:

- Provide open access to our housing list.

- Give reasonable preference, when we are letting houses, to:
 - Homeless persons (and persons threatened with homelessness) with unmet housing needs; and
 - People living in unsatisfactory housing conditions with unmet housing needs.
 - Social housing tenants who are under-occupying their home
- Take **no** account of certain factors (such as applicants' age, income, length of residence in our area) when we are letting houses.
- Consult with applicants, tenants and any registered tenant's organisations when we make, alter or review our allocations policy.
- Publish our rules for letting houses and provide a full summary free of charge of our allocations policy to anyone who asks for it.
- Provide Glasgow City Council with access to some of our houses, for people who the Council has assessed as being homeless.

In addition, we will.

- Meet with all other relevant law such as law relating to data protection, equal opportunities, family law and relevant freedom of information legislation.

We may offer a tenancy to past and present employees, board members, and close relatives of these people, but only in line with the Scottish Housing Regulator's guidelines. These guidelines are designed to make sure we consider applications fairly, and that nobody receives special treatment as a result of their connections with us.

The guidelines are as follows.

- Offers are in accordance with our published allocations policy; **and**
- Neither the applicant or anyone connected to the applicant is involved in any way or in any part of the allocation process; **and**
- The offer is approved by the Board of Management in advance; **and**
- The tenancy is recorded as an interest in the appropriate register within five days of the tenancy commencing.

4.0 The Scottish Social Housing Charter

The Scottish Social Housing Charter (the Charter) was introduced by the Housing (Scotland) Act 2010 and provides sixteen outcomes which social landlords must meet. The Scottish Housing Regulator monitors and assesses social landlords' compliance with the relevant outcomes which they must meet.

Social Landlords must report annually through an annual return on the Charter on the number of abandoned properties which they record.

Charter outcomes that are directly relevant to this policy are Indicators 1, 2, 3, 4, 7, 8 9, 10, 11 and 12 and are detailed as follows:

Equality

- **Outcome 1:** *“every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.”*

Communication

- **Outcome 2:** *“Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.”*

Participation

- **Outcome 3:** *“Social Landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with.”*

Housing Options

- **Outcome 7:** *“People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.”*
- **Outcome 8:** *“Tenants and people on housing lists can review their housing options.”*
- **Outcome 9:** *“People at risk of losing their home get advice on preventing homelessness.”*

Access to social housing

- **Outcome 10:** *“people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being rehoused.”*

Tenancy Sustainment

- **Outcome 11:** *“Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure support is available, including services provided directly by the landlord and by other organisations.”*

Homeless People

- **Outcome 12:** *“Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.”*

5.0 EQUALITY AND DIVERSITY

The Association is committed to providing fairness and equality of opportunity in order to prevent discrimination. Our Allocation Policy and associated staff procedures will be applied in line with our Equality and Diversity Policy to ensure that no person is discriminated on the grounds outlined in the Equality Act 2010.

We will ensure our approach to dealing with the allocation of our properties takes into account the individual needs of all applicants and their households. Where required, appropriate arrangements will be made for communicating with our applicants.

This complies with the Scottish Government's Scottish Social Housing Charter Outcome 1 as detailed in section 3.

6.0 TENANT INVOLVEMENT AND CONSULTATION

The Association is committed to meet the requirements of the Housing (Scotland) Act 2010 in all of its policies and to meet the requirements of the Scottish Social Housing Charter. The Association will involve tenants in the development of its policies and seek feedback in appropriate circumstances. It will ensure that any material change to services affecting tenants in this and other policies will be the subject of consultation. This policy has been scrutinised by our Community Advisory Panel and all applicants on the waiting list were invited to participate in the review process.

7.0 HUMAN RIGHTS

The Association recognizes that an applicant's human rights must be respected and that the right to housing is a human right enshrined in international law. We will aim to ensure that this is achieved during the assessment and allocation process.

8.0 HOUSING LISTS

Section 19(1) of the 1987 Act (as amended by Section 9 of the 2001 Act) sets out the entitlement for anyone aged 16 years or over to be admitted to a housing list.

No-one in housing need will be excluded from a housing list, and, therefore, will not be 'lost from the system' as a result. Although it is recognized that, once admitted to a housing list, Cassiltoun Housing Association Ltd will continue to determine the priority of the application.

8.1 Definition of Housing List

The Association operates an open waiting list for housing which allows people in housing need to have the opportunity at all times to apply to the Association for housing.

8.2 Who can apply?

- Anyone aged sixteen years or over who applies to the Association will be placed on the housing list.

- All applicants enquiring about applying for housing regardless of any individual circumstances will be clearly advised of their right to be admitted to the housing list.
- Asylum seekers are entitled to be admitted to the housing list, **but they have no right to be given a full or short Scottish Secure Tenancy.**
- Mutual Exchanges can help people who want to move, but who don't have enough priority to be re-housed under the Allocation's Policy. The Association has a separate Mutual Exchange Policy, which applicants should be referred to.

8.3 *How to Apply*

In order to be placed on the Association's housing list an application form **must** be completed. This can be done during an in-person face-to-face appointment, telephone appointment or a completed form may be e-mailed or handed in. Home visits may also be carried out if requested and appropriate. In all instances the necessary proof of identity must be provided by the applicant, which must be received prior to the Housing Application Form being loaded onto our Housing Management system. Failure to provide the proofs will result in the application being cancelled.

The Association will also accept applicants onto the housing list that have been referred by Glasgow City Council as Homeless (Section 5 referral) and also any other agency that the Association has a re-housing agreement with at that time.

8.4 *Putting your Application on the Housing List*

The information provided in the Housing Application allows the Association to assess: -

- Does the applicant's current housing circumstances meet their current housing needs.
- What size and type of property the applicant needs.
- Whether the applicant has any particular needs that need to be considered, for example a medical need that requires an adapted or ground floor property.

The application will be loaded onto the Association's waiting list and a letter will be issued to the applicant normally within 10 working days from receipt of the application explaining how the application has been assessed.

The letter will provide a breakdown of the points that have been awarded to the applicant under each category. The letter **will not** provide a position on the waiting list as this is subject to frequent change as applicants join and leave the list.

8.5 *Waiting Lists Held*

Applicants will be placed onto the waiting list that best reflects their housing needs, taking into consideration the house size required to accommodate the applicant's household.

A separate waiting list will be held for each size of property: -

Apartment Size	Bedrooms
2 Apartment	1 Bedroom

3 Apartment	2 Bedrooms
4 Apartment	3 Bedrooms
5 Apartment	4 Bedrooms
6 Apartment	5 Bedrooms
7 Apartment	6 Bedrooms

The list is also split as follows: -

General Housing	Applicants with no medical or social need for a specific type or level of property
Amenity Housing	Applicants with a recognized medical condition that requires low level (i.e. ground level/lift) or housing with specific amenities (walk in shower)

Applicants with a medical certificate (including self-certificate) stating that ground floor housing is required **will not** be considered for housing above the ground floor level or a property with internal stairs.

Furthermore, the Association also splits the list into the following categories: -

Internal Transfer List	Any tenant of the Association that applies for re-housing
Waiting List	Any non-tenant of the Association that applies for housing (this includes tenants from other Associations)
Section 5 Referrals	Homeless applicants referred by Glasgow City Council
Mutual Exchange	Tenants who apply to swap houses with another tenant (this can be internal between two Cassiltoun tenants or external between a Cassiltoun tenant and another Local Authority or RSL tenant) – There maybe more than two tenants involved as 3-way mutual exchanges are permitted.

The Annual Letting Plan will detail the quotas of lets to each category excluding Mutual Exchanges.

According to the applicant's requirements or preferences they will be added to the list for the most suitable house type and floor level: -

House	Tenement	No Preference
Ground Floor	Upper Floor	No preference

9.0 ALLOCATION OF HOUSING

Reasonable Preference

The 2014 Act which amended Section 20 of the 1987 Act sets out three categories of applicants who should be given reasonable preference. These are: -

- *Homeless persons and persons threatened with homelessness and who have unmet housing need.*
- *People who are living under unsatisfactory housing conditions and who have unmet housing needs.*
- *Tenant of houses which are held by a social landlord, which the social landlord selecting its tenants considers to be under-occupied.*

In addition to this it is recognised that there is a range of problems and circumstances which a household may face, that places that household in some degree of housing need that could be alleviated by re-housing.

As a means of identifying applicants in greatest housing need the Association will prioritise applications in accordance with a Points System. This system allows points to be awarded under the reasonable preference groups and for degrees of housing need.

Points Categories

The Association uses a points system to work out the need of applicants. Anyone applying to the Association will be awarded 5 points and points will also be awarded in recognition of the following elements of housing need (a summary of all points awarded are detailed in appendix 1): -

9.1 Homeless Persons and Persons Threatened with Homelessness

It is recognised that there are a number of definitions and degrees of homelessness, with some situations being regarded as more serious than others, which, therefore, place that household in greater housing need. As such, points will be awarded to each category of homelessness according to the level and severity of the housing need.

Category	Points
Statutory Homeless – Glasgow City Council has a legal duty to assess homeless applications and to provide or otherwise obtain housing for statutory homeless people, including asylum seekers who have leave to remain, refugees and those leaving the prison system e.g. sex offenders. These applicants will be referred to the Association by Glasgow City Council as a Section 5 Referral and will be rehoused on the basis of housing need in line with this Policy.	50
No Fixed Abode – the applicant has short-term, temporary accommodation in a number of places (Sofa Surfing) Applicants will be regarded as living with friends or relatives but will be advised to register as homeless with the Local Authority and advise the Association of the outcome of that application in order that they may be re-pointed accordingly.	30
Hostel, Homeless Unit or B&B Accommodation – Applicants that have been placed in temporary accommodation including temporary furnished flats will be regarded as statutory homeless.	50

<p>People in Imminent Danger – i.e. the applicant or a member of their household runs the risk of violence if they remain living in their present accommodation. This risk may arise out of ongoing harassment, domestic abuse or sexual abuse and will be at a level where the applicant can no longer continue to reside safely in their current accommodation but cannot be assisted in a move by their current landlord.</p> <p>Points under this category may also be awarded if the applicant and their household have moved into temporary accommodation but cannot return to their own home. Under these circumstances, the applicant would be assessed as still living in their original accommodation.</p>	50
<p>Living in Caravan or Mobile Home – and there is nowhere they are entitled or permitted to place it and live in it.</p>	45

Only one set of points will be awarded in this category, for example some-one who is in temporary accommodation and statutory homeless will only receive Statutory Homeless points.

9.2 ***People Living Under Unsatisfactory Housing Conditions who have Unmet Housing Need***

Category	Points
<p>Below Tolerable Standard - Living in a property that does not meet the tolerable standard – A property will be regarded as being below Tolerable Standard if it has: -</p> <p>Severe Structural Defects that affect the applicant's ability to remain staying in the house.</p> <p>Structural Defects that represent a danger to the inhabitants</p>	30
<p>Overcrowding – The degree of overcrowding being experienced by an applicant's household will be assessed according to the number of bedrooms exclusively available to that household within their present accommodation.</p> <p>Points will be awarded for each bedroom required to accommodate that household in accordance with the following criteria: -</p> <p>1 bedroom for the applicant/applicant and partner 1 bedroom for every two children of the same sex under the age of 16 1 bedroom for every two children of different sexes under the age of 10 1 bedroom for every household member over the age of 16.</p>	<p>Overcrowded by 1 bedroom 15 points</p> <p>Every additional bedroom 10 points</p>

<p>The number of points awarded will be calculated on the number of bedrooms available within the present accommodation compared with the number of bedrooms required.</p> <p>Only the applicant's household's needs will be considered when assessing overcrowding.</p> <p>Where a person within the household requires an additional bedroom due to medical reasons the application will be awarded medical points and not overcrowding points.</p>	
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Overcrowding points will not be awarded when an applicant is applying for the same size of property.

9.3 *Under-occupation*

Category	Points
<p>Points will be awarded for each bedroom within a property that is surplus to requirements to adequately accommodate the applicant's household in accordance with the above criteria.</p> <p>The number of points awarded will be calculated on the basis of the number of bedrooms within the present accommodation compared to the number of bedrooms required.</p>	<p>Underoccupancy by 1 bedroom 15 points</p> <p>Every additional bedroom underoccupancy 10 points</p>

Underoccupancy points will not be awarded when an applicant is applying for the same size of property.

9.4 *No Security of Tenure*

Category	Points
Living with Friends and Relations: - i.e. on a permanent basis. Points will also be awarded under this category where the applicant is facing marriage or co-habitation breakdown but is still living in the 'marital home'.	30
Tied accommodation – when the applicant is required to vacate the property owing to the termination of tenancy, death, retiral etc. they will be advised to register as homeless with the appropriate Local Authority and advise the Association of the outcome in order that the points can be awarded accordingly.	30
Tenancy with a Private Landlord – WHERE THE TENANT HAS A NOTICE TO QUIT OR IS IN FINANCIAL DIFFICULTY. The Notice to Quit must be presented to the Association as proof and	30

the Glasgow City Council PRS Housing and Welfare Team will provide evidence of financial difficulty	
Lodger and sub tenants will be regarded as being in the same degree of housing need as the tenant of a private landlord.	20
Personnel leaving HM Forces – letter confirming discharge will be required in order that the application can be assessed correctly.	45
Patients living in Long Term Hospital Care – letter of support may be required from the hospital or Social Work Department.	45*
Young people leaving Local Authority Care	50
Living with a partner and facing breakdown in the relationship – applicants will be regarded as a separate household living 'care of' and will be pointed accordingly.	30
Leaving Parental Home for the First Time –	30

***Patients leaving hospital either get no security of tenure OR medical points whichever is the greater – NOT BOTH.**

9.5 Other Abuse or Harassment including Anti-social Behaviour

Category	Points
<p>Harassment and abuse can take many forms, it can be verbal or physical and at its most acute, life threatening. It should not be confused with neighbourhood problems, general nuisance, vandalism or disputes. It can be: -</p> <ul style="list-style-type: none"> • Racial • Religious or sectarian • Homophobic • Harassment of those with autism or additional learning or physical needs • Sexual <p>Points will be awarded under this category where the applicant can demonstrate that their quality of life and/or their ability to peacefully and comfortably reside in the house, is being seriously affected because of the harassment of themselves or a member of their household.</p> <p>Harassment points will not be awarded for general problems being experienced within the neighbourhood e.g. drug dealing, vandalism etc.</p>	50

Applicants awarded points in this category can also be awarded overcrowding or under-occupation points, but no award will be made under any other category.

9.6 *Family or Community Support*

The Association understands that there are a number of reasons why people may require or seek practical care and support from family, friends and/or community services and that, for many, easy access to these is an essential part of their housing requirements.

Category	Points
<p>Where you or a member of your family need to move to the area to provide or receive essential family support and the applicant's current address is severely restricting them from doing this. We will consider the following criteria: -</p> <ul style="list-style-type: none"> You are juggling your own life and your caring responsibilities and the journey between home work and our area is severely affecting the ability to provide support on a daily basis (e.g. Car mileage over 10 miles, public transport routes over 1 hour, no public transport option and the walk is over 3 miles; expense will also be considered). <p>AND</p> <ul style="list-style-type: none"> You receive carer's allowance to care for the person in our area <p>OR</p> <ul style="list-style-type: none"> Supporting Documents from health and support agency detailing the level of support you provide <p>OR</p> <ul style="list-style-type: none"> Supporting documents for the person that you care for detailing their condition <p>OR</p> <ul style="list-style-type: none"> Any other individual factors will be considered 	
To reflect the varying types and levels of care and support that can be given, there will be three categories of points that can be awarded.	
<p>Intensive Levels of Support e.g. Daily visits to assist with personal care Special needs schooling or care</p>	15
<p>Medium Levels of Support e.g. Daily childminding Regular respite care</p>	10
<p>Low Levels of Support e.g. Assistance with household duties Regular childminding</p>	5

This is not an exhaustive list but is intended as guidance as to the situations that will be considered under each category.

9.7 **Medical and Health Needs**

Having a medical or health condition does not automatically mean that medical points will be awarded. Appendix 2 details the list of non-eligible medical conditions. Points will only be awarded under this category where:

Category	Points
Applicants can demonstrate that they, or a member of their household, has a medical condition that is being exacerbated or adversely affected by their current accommodation and/or the applicant's current housing is incompatible with their medical needs. AND	
The Association is satisfied that rehousing will either ease the medical condition or will help to improve the person's quality of life.	
Points will not be awarded for: - (See appendix 2 for a full list)	
Stress, anxiety or depression unless the sufferer is receiving ongoing and long-term assistance from psychiatric services and it can clearly be demonstrated that their current housing is aggravating the problem	
The health or medical condition is being exacerbated by environmental factors (such as general neighbourhood problems or neighbor disputes) unless the applicant's existing landlord supports the application and explains why they are unable to remedy the problem or move the applicant within their own stock.	
The Category and number of medical points awarded will be dependent on the severity of the medical problems being experienced within the house and the extent to which rehousing would alleviate the problems or improve the sufferer's quality of live.	
The three categories of medical points are:	
High Points will be awarded where it is demonstrated that the current accommodation is: <ul style="list-style-type: none"> • Greatly exacerbating the medical condition or health problem • Severely restricting the person's access to essential facilities within the property. • Rendering the person housebound. • Severely restricting the person's daily activities. • The present accommodation is totally incompatible with the person's physical disabilities High medical points will only be awarded where there is clearly an urgent need for re-housing in order to improve the sufferer's quality of life and/or improve the medical condition.	40

<p>Medium</p> <p>Points will be awarded where it is demonstrated that the current accommodation is:</p> <ul style="list-style-type: none"> • Aggravating the medical condition or health problem. • Restricting the applicant's mobility within the property. • Making it difficult for the sufferer to enter and leave the property independently. 	<p>30</p>
<p>Low</p> <p>Points will be awarded to applicant's that demonstrate that their current accommodation is:</p> <ul style="list-style-type: none"> • Having a detrimental effect on the recognized and proven medical condition or health problem. • Making it difficult for the sufferer to move freely about the house. • Causing the person mental and/or emotional problems to such a degree that continued and long-term assistance is required from psychiatric services. 	<p>20</p>
<p>If more than one person included in the application would qualify for medical points as stated above:</p> <ul style="list-style-type: none"> • An additional 5 points will be awarded to recognise the situation of the household as a whole. 	<p>5</p>

Assessing Applications for Medical Points

<p>The Association aims to ensure that all applications for medical points are assessed in a fair and consistent manner and requires to have all relevant information made available to enable assessment.</p>
<p>Applicant's wishing to have a medical condition considered are, therefore, required to complete a comprehensive medical self-assessment form. The form will ask for verification of the health problem and an explanation of how the current accommodation is adversely affecting the sufferer.</p>
<p>A health professional familiar with the applicant's case may be consulted where necessary for verification purposes and/or for further relevant information.</p>
<p>The assessment and the category of points awarded will be based on two criteria which are:</p> <p>The severity of the problems being experienced within the current accommodation</p> <p>And</p> <p>The extent to which re-housing would alleviate these problems.</p> <p>Consideration will also be given to the type and floor level of accommodation required and where appropriate, the applicant will be placed on the list for amenity/medically adapted housing which restricts offers to ground floor housing.</p>

9.8 Travel to Work

Category	Points
Points will be awarded to applications where the applicant or a member of the applicant's household currently lives out with the G45 post code and works within the Association's area of operations and wider Castlemilk area.	5

9.9 Sharing Amenities

Category	Points
<p>Points will be awarded to applicants that are assessed as having to share a living room, bathroom/wc and/or kitchen with another, independent household living within the same accommodation. However, the majority of applicant's where this will apply these points have already been included in that category (e.g. living care of friends/relatives, relationship breakdown etc.) therefore only one set of points will be awarded.</p> <p>Points in this category will only be awarded as a separate category in circumstances not covered under the normal pointing system and must be approved by the Housing Manager.</p>	30

9.10 Home Owners

Category	Points
<p>The Association accepts applications from owner occupiers. The Housing (Scotland) Act 2014 requires us to give owners priority points in the following circumstances: -</p> <ul style="list-style-type: none"> • In cases where the property has not been let, but the owner cannot secure entry to the property. This could for example be where it is not safe to enter the property due to severe structural faults or where there are squatters living in the property. • Where it is probable that occupying the property will lead to abuse from someone currently living in the property. • Where it is probable that occupying the property will lead to abuse from someone who previously resided with the applicant whether in that property or somewhere else. • Where occupation of the property may endanger the health of the occupants and where there are no reasonable steps that can be taken by the applicant to prevent that danger. 	Points awarded in line with policy
In addition, we will give owners priority points for overcrowding their property, if their property is medically unsuitable or wishing to move to give/receive support.	

We may in situations where the home owners housing needs are temporary provide a Short Scottish Secure Tenancy. This could be where the owner has the resources to rectify the problems (structural issues) or if in time they will be able to take repossession of the property. <i>This must be authorised by the Housing Manager and approved by the Board of Management.</i>	
The Home owner must occupy any property allocated to them by the Association as their only principal home and will be expected to sell their property.	

9.11 **Exceptional Circumstances**

Category	Points
<p>Points may be awarded under this category in very exceptional circumstances where the Association accepts that re-housing is the only means of resolving a problem, which is not otherwise taken account of in any of the other points categories.</p> <p>e.g. the applicant has been a victim of a serious crime within the house, where a family member has committed suicide in the property, the applicant is experiencing a significantly greater degree of nuisance than other residents in the area.</p> <p>Where applicable, awarding of these points will only be considered once corroborative evidence has been provided by the applicant. This would include incident reports from the police, the applicant's existing landlord and other statutory and/or voluntary organisations such as victim support.</p>	30
The Housing Manager may award these points and report the circumstances to the Board of Management.	

10.0 **SIZE AND TYPE OF ACCOMODATION**

Before an application can be placed on the housing list the size and type of accommodation required needs to be assessed. This will ensure that each property is allocated to a household that will make best use of the property.

A home visit may be carried out to assess that the information provided is correct.

As part of this policy no more than two people should have to share a bedroom. When working out how many bedrooms an applicant needs the following criteria will be used based on who lives permanently in the household (this includes serving members of the armed forces).

- One Bedroom for single adults/parents
- One bedroom for couples/partners (of same or opposite sex)
- One bedroom for the only child in the household
- One bedroom for two children of the same sex under the age of 16

- One bedroom for two children of different sex under the age of 10
- One bedroom for every household member over the age of 16.

Single persons and couples may be considered for both a 1 bedroom and 2-bedroom property given the lack of 1-bedroom properties within our stock and high demand from single persons and couples.

In some cases an applicant's needs or preferences may deviate from this policy, for example when a child requires their own bedroom due to health/medical needs. In these circumstances confirmation is required which could be in the form of a medical form, health visitor letter, doctor's letter, PIP award letter.

Where the applicant or a member of their household is pregnant, the expected baby will be taken as part of the household from 20 weeks from the expected date of birth. (Proof of expected delivery date is required). From this date the unborn baby will also be taken into account when assessing any overcrowding in the present accommodation.

Where an applicant has overnight access to a child/children they will qualify for one additional bedroom regardless of the number of children involved.

Where an applicant can provide official evidence that they have been accepted to provide foster care, they will be assessed as qualifying for one additional bedroom.

11.0 SENSITIVE LETTINGS

The Association has the discretion to let properties out with the scope of this policy to alleviate social or financial hardship e.g. a single person living in a 5-apartment property a move to a 1- or 2-bedroom property could alleviate not only their issue but also assist a tenant who is overcrowded. In addition, consideration should be given to the following: -

- a) Matching people to appropriate properties (to meet physical mobility needs)
- b) Housing people in appropriate locations (e.g. on a bus route for elderly persons)
- c) Potential lifestyle clashes can be difficult to overcome, and each set of circumstances should be treated on an individual basis.
- d) Avoid overconcentration of one particular household type or housing need type in one area, estate, street or close. (e.g. avoiding high levels of child density or an unduly high proportion of vulnerable single persons).

12.0 FACTORS NOT TO BE TAKEN INTO CONSIDERATION IN THE ALLOCATION OF HOUSING.

Section 20(2) of the 1987 Act (as amended by section 10(3) of the 2001 Act) details those factors which the Association cannot take into account during the Allocation Process. These are: -

- a) The length of time and applicant has resided in the area.
- b) Any outstanding liability (e.g. rent arrears) attributable to a house where the applicant was not the tenant.
- c) Any rent or other liabilities accrued by the applicant in a previous tenancy which are no longer outstanding.
- d) Any such liability which is outstanding but where: -

- a. The amount outstanding is no more than 1/12th of the annual amount payable (or which was payable) by the applicant to the landlord in respect of the tenancy OR
- b. The applicant:
 - i. Has agreed arrangements with the Landlord for paying the outstanding liability
 - ii. Has made payments in line with that arrangement for at least 3 months.
 - iii. And is continuing to make such payments.
 - iv. Any outstanding liability (including council tax arrears) of the applicant or anyone who will live with the applicant which do not relate to the tenancy of the property.
 - v. The applicant's age provided that the applicant is aged 16 years or over. With the exception of:
 1. Houses which have been designed or substantially adapted for occupation by persons of a particular age group.
 2. Houses to persons who are in receipt of support services for persons of a particular age.
- e) The income of the applicant and their family.

12.1 Other Factors

Landlords cannot specify that: -

- An applicant must have been on the housing list for a set period of time before an offer or rehousing can be made to them.
- The applicant gets a divorce or judicial separation
- The applicant no longer lives with or in the same house as some other person.

13.0 ANNUAL LETTING PLAN

Each year taking into account the previous year's turnover as well as current demand, we will agree an Annual Letting Plan as part of setting our key performance indicators, which is approved by the Board of Management.

The targets in the Annual Letting Plan will be a guideline rather than fixed quotas as supply and demand can change throughout the year. The Association has an agreement (approved by the Board of Management) to offer a minimum of 30% of all our lets to Glasgow City Council for Homeless (section 5) referrals.

In recognition of the Association's commitment to our existing tenants, internal transfer applicants with an element of housing need will generally be considered for suitable housing within the Association's stock when it becomes available. The degree of housing need will be assessed in line with the Allocation Policy and those applicants will be placed on the internal transfer list rather than the general waiting list.

14.0 LISTS HELD

General Waiting List

The degree of need of an applicant is reflected in a numerical points total based on the points categories previously outlined. E.g. overcrowding, medical. Applications will be

held in points order with allocations normally being made to the applicant with the greatest number of points.

Where applicants have the same points total all or any of the following criteria will be used to determine who will be offered the property. No account will be taken of the applicant's time on the waiting list.

- a) Length of time applicant has been in known housing need (e.g. date of award of medical points)
- b) The overall space standards in relation to the applicant's household.
- c) The most efficient use of stock.
- d) The stated requirements or preference of the applicant. (is it a 2 up property and the applicant has stated 1 up only).

Internal Transfer List

The internal transfer list reflects the tenant's housing need in a numerical points total based on the points categories previously outlined. E.g. medical, under-occupation, overcrowding. The applications are held in points order with the applicant with the highest points total being made the offer. Where applicants have the same points total the criteria above applies.

Mutual Exchange

Any tenant of the Association can mutually exchange with tenants from:

- a) Local Authorities
- b) Registered Social Landlords

Subject to the prior consent of the Association. Full details can be found in the Association's Mutual Exchange Policy and Procedure.

15.0 SUSPENSION OF APPLICATIONS

The Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001, sets out the circumstances where the Association can suspend an applicant from receiving offers of housing.

A suspension means that an applicant is on the housing list, but will not be considered for offers of housing for a specified period of time, or until we receive more information or there is a change in circumstances.

The main reasons for suspending an application may include: -

Reasons for Suspension
<ul style="list-style-type: none">• The applicant owes the Association or another landlord, a tenancy related debt which is more than one month's rent, and they have not kept to a repayment arrangement for at least a 3-month period.• The applicant or a member of their household have behaved in an anti-social manner.

- The applicant has given false information on their application form
- Failing to adhere to tenancy conditions or neglecting the property.
- Recovery of Possession by Court Order.
- Abandonment of a previous property.
- Refusal of previous offers.
- The applicant refuses housing support after a risk assessment shows that support is required to maintain the tenancy.
- Risk management arrangements not satisfactory to the Association for applicants who are registered sex offenders.

The Association aims to keep suspensions to a minimum and will assess each case individually. We will provide the following information to any applicant that we have suspended from offers of rehousing:

- What the reasons are.
- What needs to happen before the suspension can be lifted.
- Rights of Appeal

Full Information regarding suspended housing applications is provided in appendix 3.

16.0 ANNUAL WAITING LIST REVIEW

All applications will be reviewed on an annual basis to ensure that the Association has the most up to date information about the applicants and to ensure that the applicants' still wish to remain on the housing list. It is also an opportunity for applicants to update their application with any changes in circumstances as any changes could affect an applicant's chance of being rehoused or result in them being offered the incorrect size or type of property. If an applicant's details have changed the application form requires to be re-assessed and their points update accordingly. There is no need for the applicant to complete a new form.

Failure to return the review form will result in the application form being removed from the waiting list and the applicant will have to re-apply if they come back at a later date. Therefore, a minimum of two letters should be issued to applicants with a final cancellation letter giving the applicant a final opportunity to respond and remain on the waiting list.

17.0 CANCELLING AN APPLICATION

There are three reasons why the Association will cancel an application. These are: -

- The applicant requests that their application is cancelled, e.g. due to them being suitably re-housed.
- On the death of the applicant.
- The applicant fails to respond to the annual waiting list review or fails to respond to three offers of housing or other correspondence e.g. requests for information.

Once an application has been cancelled should the applicant then contact the Association they can re-apply for housing. However, their date of application will be the date that they have re-applied and this will not be backdated.

18.0 HOW WE ALLOCATE OUR PROPERTIES

The Association has made a commitment to housing those in most housing need, therefore a vacant property will generally be offered to the person on the relevant list that has the most points.

However, accepting an applicant onto the housing list does not mean that the Association will always be able to make that applicant an offer. Making an offer to an applicant depends on their housing need, who else is on the housing list waiting on the same size and type of housing and how many properties become available. It should be noted that as the housing list is based on housing need and not length of time on this list, applicants do not 'move up the list' as another applicant is rehoused.

The Association is committed to building and sustaining a thriving community and this Allocation Policy is one way in which we will achieve this. The Annual Local Letting Plan ensures that the Association makes best use of its properties taking cognisance of the needs of existing tenants and the local community. Consideration will also be given to any potential problems caused by possible lifestyle clashes, for example allocating a property to a young family in a block where the population is mainly elderly.

The Association will exercise an element of flexibility and use discretion when making individual allocations. Where it is felt to be inappropriate, inadvisable or against the greater good of the immediate community or the applicant, the Association retains the right to bypass the applicant at the top of the waiting list for a particular property. The applicant bypassed will remain at the top of the waiting list and be considered for the next available suitable property.

18.1 *Applicants with additional needs*

If a house has been specifically designed or adapted for a person with mobility issues, we will consider applicants with a medical priority first. Applicants with a medical priority can only be considered for a property that meets their medical needs. E.g. if their medical condition means that they require ground-floor housing they will not be offered a property with internal or external stairs.

The Association operates an open waiting list meaning that anyone can apply for housing, including those with additional support needs either physical or mental. Where appropriate the Association will seek the applicant's permission to contact the relevant support and/or specialist agencies to ensure that the applicant's individual housing needs are met.

18.2 Offers of Housing

Prior to an applicant being made an offer of housing the Association may carry out home visits or interview the applicants at the top of the list in each category on the housing list. This will ensure that the information that we hold is accurate and up to date.

The Association will carry out checks pre-offer to confirm:

- Proof of residency at the address on the application form
- Household composition
- If required a tenancy reference from the applicant's landlord.

This information may change an applicant's points, resulting in them no longer qualifying for the tenancy being selected on.

Once the decision has been made regarding who is being selected for the property the Association will:

- Contact the applicant (usually by telephone) to discuss the potential offer.
- If the applicant is interested in the property a formal offer should then be issued.
- An accompanied viewing should be arranged for the applicant to view the property.
- The applicant should then be given a maximum of 48 hours to decide whether they wish to accept the property.
- If accepting the property, then the applicant should be given an appointment to call into the office to sign the tenancy agreement.
- If the offer is refused the property should then be reselected.

It is the policy of the Association to provide tenants with a Scottish Secure Tenancy Agreement, although in some instances in line with the Housing (Scotland) Act 2001 it may be more appropriate to offer a Short Scottish Secure Tenancy Agreement.

19.0 AUDIT

Staff must keep a clear record of how decisions have been made. Regular audits should be carried out to ensure that:

- Points decisions at application and offer stages are correct.
- The applicant has been selected for a suitable property (size/type/medical needs)
- The applicant selected was the most suitable applicant on this list.

20.0 MONITORING

In order to ensure that the aims and objectives stated in the Allocation Policy are being achieved, data on the allocations process and outcomes will be collated and monitored annually in line with the Annual Lettings Plan. Reports on the information collated will be reported to the Board of Management and should include:

- Age Group
- Equal Opportunities
- Source of Application
- Number of new Applications received within the reporting year.
- Number of Applications suspended from the waiting list and the reasons for suspension.
- Source of Let (waiting list, internal transfer, section 5)
- Housing Need
- Family composition
- Previous Location
- Size and type of accommodation
- Length of time on Waiting List

In addition, the Board of Management will review the outcomes of this Policy on an annual basis to ensure accountability, and the objectives of the policy are being met. The Association will regularly benchmark its performance against our peer groups.

The Association will keep a record of all allocations made on our Housing Management System and the information will be available for internal audit and the Scottish Housing Regulator.

21.0 PROCESSING INFORMATION – GENERAL DATA PROTECTION REGULATIONS

Cassiltoun Housing Association will process information and data contained within the Housing Applications in accordance with its Policies and Procedures relating to the General Data Protection Regulations and all applicants will be issued with a Fair Processing Notice.

All staff members will be made aware of their responsibilities in relation to the General Data Protection Regulations and will be trained in the process that the Association has introduced to ensure compliance with GDPR.

22.0 CUSTOMER SATISFACTION

The Association is committed to a high level of customer satisfaction in the delivery of this Policy, seeking continuous improvement. Satisfaction with the full range of services provided by the Association will be gathered independently every 3 years in line with the Scottish Housing Regulator's guidance. This will include the effectiveness of the objectives of this policy, and results will be disseminated to the Board of Management, staff, tenants and other service users.

23.0 COMPLAINTS AND APPEALS

Our aim is to get it right first time, however, the Association is aware that this is not always the case and tenants maybe dissatisfied with the service that they have received. Therefore, the Association has a Complaints Policy which should be referenced where there is dissatisfaction with this policy or its operation. The Complaints Policy is available as a separate document on our website, from the Association office and, as with all of our policies, can readily be made available on tape, in Braille, in large print or in translation.

The applicant has the right to appeal if:

- They disagree with the points that have been awarded to their application.
- They have been suspended from receiving offers of accommodation
- The applicant deems that the Association has not followed the Allocation Policy in dealing with their application.

24.0 POLICY REVIEW

This Policy will be reviewed on a 3 yearly basis unless a recommended change is required through analysis of the allocation process, feedback from tenants or if the legislation changes to ensure that its aims are being met.

Appendix 1 – Points Summary

Homeless Persons Categories	
Statutory Homeless	50
People in Imminent Danger	50
Hostel, Homeless Units and B&B	50
Living in Caravan or mobile home	45
No Fixed Abode	30
People Living under unsatisfactory housing conditions who have unmet housing need	
Below Tolerable Standard	30
Overcrowded one bedroom	15
Every additional bedroom	10
Under-occupation	
Under occupancy 1 bedroom	15
Every additional bedroom	10
No Security of tenure	
Young People leaving Local Authority Care	50
Personnel Leaving HM Forces	45
Patients Leaving long term hospital care	45
Living with Friends and relations	30
Tied Accommodation	30
Living with Partner facing breakdown in relationship	30
Leaving Parental home for first time	30
Tenancy with Private Landlord	30
Lodger and Sub-tenants	20

Other abuse or harassment including anti-social behaviour	
Harassment	50
Family or community support	
Support – Intensive Level	15
Support – Medium Level	10
Support – Low Level	5
Medical	
Medical – High	40
Medical – Medium	30
Medical – Low	20
1 or more additional persons on the application with a medical need	5
Travel to work	
Travel To Work	5
Sharing Amenities	
Sharing Amenities	30
Exceptional Circumstances	
Exceptional Circumstances	30
Applying to CHA	
Anyone applying for housing with CHA	5

Appendix 2 – LIST OF NON-ELIGIBLE CONDITIONS FOR MEDICAL PRIORITY POINTS

Addison's Disease	Agoraphobia	Alcoholism
Amnesia	Anemia (unless caused by other disease)	Anorexia
Anxiety State	Asthma (unless accompanied by a medical report)	Arthritis (neck, shoulder, arms)
Back strain	Behavioural Problems (unless accompanied by a medical report)	Bladder Stones
Brucellosis	Bunions	Bursitis
Cancer (unless affecting mobility)	Cartilage Tears	Cholea-cystitis
Claustrophobia	Colic	Colitis
Colostomy	Crohn's Disease	Cystitis
Deafness	Depression	Dermatitis
Diabetes (unless complicated by another disease)	Drug Addiction	Duodenal Ulcer
Ear Infections	Eczema	Epilepsy (unless accompanied by a clinician report)
Fallen Arches	Fractures	Foot Strain
Frozen Shoulder	Gall Stones	General Debility
Glandular Fever	Hay Fever	Hepatitis
Hernia	High Blood Pressure	Hypertension (unless accompanied by chest or leg pain on walking)
Hysterectomy	Irritable Bowel Syndrome	Jaundice
Kidney Stones	Ligament Tears Around Joints	Lumbago
Mastectomy	Meningitis (unless other complications)	Migraine
Myxedema	Neurosis	Neuralgia

Oedema	Panic Attacks	Pancreatitis
Pelvic Inflammation	Phlebitis	Peptic Ulcer
Peritonitis	Pleurisy	Pneumonia
Pregnancy	Psoriasis (unless lower limbs severely affected)	Psychiatric Illness
Pyelitis	Raynaud's Syndrome (White Finger)	Rhinitis
Sciatica	Sinusitis	Slipped Disc
Spondylosis	Thrombophlebitis	Thyroid Disease
Thyroidectomy	Thrush	Tonsilitis
Tuberculosis	Ulcers	Varicose Veins
Venereal Disease	Vertigo	Vitamin Deficiency
Weil's Disease		

Appendix 3 – Suspensions From the Housing List.

Suspension from being eligible to receive offers

- 1) The Association will only suspend an application where it is reasonable to do so, after having considered the individual circumstances of the case.
- 2) The Association will inform the applicant in writing if their application is suspended. The Association will provide the applicant with the reasons for the suspension, how long the suspension will last and/or what action the applicant needs to take to end the suspension. We will also provide details of how the applicant can appeal against the decision.

Criteria for Suspensions

Tenancy Related Debts

- 1) We may suspend applications if the applicant is responsible for an outstanding tenancy-related debt (e.g. rent, rechargeable repairs) where the debt is:
 - a. Less than 5 years old
 - b. More than one month's rent, and the tenant has not maintained a repayment arrangement for **at least** 3 months.
- 2) Tenancy related debts may relate to a Cassiltoun Housing Association Tenancy or a tenancy with another landlord.
- 3) Arrears due to outstanding housing benefit will be disregarded.
- 4) Any special or extenuating circumstances will be taken into account prior to suspending an applicant for rent arrears.
- 5) A maximum suspension period of 3 years will normally apply; however, all suspended cases will be regularly reviewed.
- 6) If a suspension is lifted due to the applicant maintaining a repayment arrangement for a minimum of 3 months, a further suspension can be considered if the applicant then fails to continue to keep to the arrangement.

Anti-Social Behaviour

- 1) Applications may be suspended if the applicant or a member of their household has behaved in an anti-social manner, and the conduct involved is of a serious nature, within the last three years and is confirmed by an official source such as Police Scotland or a present/previous landlord.
- 2) Examples of anti-social behaviour include the following (these examples are illustrative and not an exhaustive list):
 - a. Serious anti-social behaviour within the last 3 years. This includes cases where the applicant was not the tenant but was named as the cause of the problem.
 - b. An Anti-Social Behaviour Order is in place.
 - c. A current or previous landlord provides a tenancy reference stating that there have been complaints regarding anti-social behaviour by the applicant or their household.
 - d. Police Scotland advise that the applicant or a member of their household have been convicted of drug dealing from a tenancy or of crimes which have affected others in their local area (e.g. acts of violence, harassment or threats to neighbours).
 - e. The applicant has been violent towards a Cassiltoun tenant, resident, volunteer or employee which has resulted in the involvement of Police Scotland.

- 3) The Association will take account of the circumstances of each case when making decisions for example:
 - a. The nature, frequency, severity and duration of the behaviour involved.
 - b. How long ago the incidents occurred.
 - c. Whether there is a current Notice of Proceedings for anti-social behaviour.
 - d. The effect on others.
 - e. The extent to which the behaviour is affected by persons other than the applicant, including actions by other members of the household.
 - f. A maximum period that an application will be suspended is 3 years, however, regular reviews of the suspended list will take place.

Neglecting a Tenancy or Failure to Adhere to Tenancy Conditions

- 1) We reserve the right to suspend applicants who have not adhered to the conditions of their present or previous tenancy in the last three years. In particular, where they or members of their household have caused damage to their current or previous landlord's property or have not maintained it in a lettable condition. The Association will take special or extenuating circumstances into account if we are considering placing an application on hold for these reasons.
- 2) A maximum period that an application will be suspended is 3 years, however, regular reviews of the suspended list will take place.
- 3) Applicants will be required to make good the breach of tenancy or maintain a payment arrangement for at least a three-month period for re-charges that have occurred due to the applicant or household members damage or neglect of a previous tenancy.
- 4) Applicants whose current tenancy condition is not deemed acceptable on inspection by the Association will be advised of the action that they require to take in order to bring the property up to a satisfactory standard and will then schedule regular reviews with the applicant.

Abandonment and Eviction

- 1) Where an applicant has abandoned a property or been evicted, we will normally suspend their application for a maximum period of 3 years, from the date of the abandonment or eviction, unless there are special or extenuating circumstances.

Fraudulent or False Information

- 1) If an applicant has deliberately provided false or fraudulent information, we will suspend their application for a maximum period of 3 years. We will lift the suspension after this period and invite the applicant to submit a new application.

Refusal of Previous Offers of Housing

- 1) Where applicants have refused 3 reasonable offers of housing in the immediate 12-month period the Association may suspend their application for a six-month period.
- 2) We aim to give applicants as much choice as possible regarding where they want to live and will make offers based on the information provided.
- 3) When an applicant refuses an offer, they will be asked for the reason and to review their application to ensure that it is correct.

Housing Support

- 1) The Association may suspend an application where we have carried out a risk assessment and believe that the applicant will not be able to maintain a tenancy without support and no such support is in place. In all cases an independent assessment of the applicant's housing needs will be sought. The suspension will be lifted once the appropriate support is in place, or the independent assessment confirms that the applicant can sustain the tenancy without further support.