



# ALLOCATING OUR HOUSES



**ARDENGLEN**

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**A Recognised Charity No. SC032542**



# You have applied for housing with Ardenglen Housing Association.

The purpose of this information leaflet is to:-

- Explain to you how your application is dealt with
- Let you check that the points which have been awarded are correct.
- Let you know how to complain if you feel that you have been dealt with unfairly.



## **What will happen when I apply for housing with Ardenglen?**

- In the majority of lets, the Association uses a points system based on housing need to determine who gets priority for housing.
- A small number of lets are made each year to existing tenants of Ardenglen that are allocated purely by length of application. These are called “Aspirational Transfers”
- Once your application has been received it will be assessed to see whether you qualify for any points, and if so how many.
- Those with most points have more chance of being rehoused. Those with zero points have very little chance of being re housed.

## **What happens if I get accepted on to the waiting list?**

There are actually 3 waiting lists and depending on your circumstances you will be accepted onto one of these lists.

List 1: Tenants of Ardenglen Housing Association.

List 2: Waiting list applicants who are not Ardenglen tenants.

List 3: People nominated by other agencies.

If you are accepted on to one of the lists the Association will write to you letting you know: -

- Which apartment size you qualify for
- Which list you are on
- The level of points that you have been awarded

## **Does this mean I will be offered a house? How allocations are made.**

The Association cannot guarantee that an offer will be made to everyone on the waiting list.

Offers are made to applicants on all 3 waiting lists according to a quota, which is set each year. This means that applicants on all waiting lists have a chance of being offered a house.

The main factors which influence offers being made are: -

- The number of points you have compared to other people on the list. Usually the person with the most points receives the offer. There are rare exceptions to this.
- The number of houses that become available to let.
- The type of property and area that you are prepared to accept. If you are only prepared to accept property in high demand areas you may have longer to wait.

### **How many offers will be made?**

The number of offers you receive is unlimited. Wherever possible, we will discuss with you the areas that you are willing to consider accepting an offer of housing in. From time to time we may let you know where houses for let become available and invite you to have your interest noted in such properties

### **What happens if I do not get accepted for offers of housing?**

There are certain circumstances where your housing application may be suspended from receiving offers of housing. Reasons for this will include outstanding tenancy related debt or previous anti social behaviour. In these circumstances you will receive a leaflet giving you details of the reason for suspension and what you should do to have it lifted.

### **How do you assess if my household is overcrowded?**

Any entitlement to overcrowding priority will be made on the basis that each household should have access to a livingroom plus

- One bedroom for couples/partners
- One bedroom for single adults/parents
- One bedroom for the only child in a household
- One bedroom for a person over 14 years old
- If your household has more than one child;
  - One bedroom for 2 children of different sexes after the oldest child reaches 10 years old

- One bedroom for children of the same sex, after the older child reaches 14 years (unless there is a 10 year age gap in which case a bedroom each)

These are the normal rules we use. If you prefer to be considered for a different house size than usual, you should let us know.

Please note from April 2013 Ardenglen's policy differs from the sharing bedroom criteria set by the Government for the purposes of assessing housing benefit. Tenants who are assessed as having more bedrooms than necessary as per Government rules will be subject to a 14% (1 extra bedroom) or 25% reduction (2 or more bedrooms) in housing benefit.

### **Statement of Confidentiality**

All information provided by you will be treated in the utmost confidence by staff and will not be forwarded to a third party without your prior written consent.

### **Review of Policy**

Ardenglen closely monitor all policies and procedures on a regular basis in order to continue to improve the services which we offer. Any comments, suggestions or complaint made by applicants will be taken into consideration during the next Allocation Review.

### **How do I complain?**

We hope that you will not have cause to complain. However, if you do wish to make a formal complaint, this should be directed in the first instance to the Senior Housing Officer. Should you remain dissatisfied, the Senior Housing Officer will discuss the Association Complaints Procedure with you and will be available to advise and assist should you wish to take your complaint further.

# THE POINTS SYSTEM:

TYPE OF HOUSING NEED	POINTS
<p><b>1. IF YOU DO NOT HAVE SECURE ACCOMMODATION OF YOUR OWN</b></p> <p>You can receive points at ONE of the levels shown below</p>	
<p><b>You are threatened with homelessness</b></p> <ul style="list-style-type: none"> <li>- You are the tenant of a private landlord and your landlord has served you with a Notice to Quit. <b>OR</b></li> <li>- You are an owner-occupier and your house is being repossessed within the next 2 months. <b>OR</b></li> <li>- You live in tied, armed forces, NASS or supported accommodation and have been told you must leave this within the next 2 months.</li> </ul>	<b>30</b>
<p><b>You do not have secure accommodation</b></p> <ul style="list-style-type: none"> <li>- You are living in temporary accommodation (such as a hostel, caravan, bed and breakfast or other type of short stay accommodation), but there is no immediate need for you to leave <b>OR</b></li> <li>- You do not have secure accommodation and you cannot reasonably continue to live there. For example, you live with your partner or spouse and the relationship has permanently broken down</li> </ul>	<b>15</b>
<p><b>Separate households coming together</b></p> <ul style="list-style-type: none"> <li>- You and your partner currently live apart in separate houses where you are not the householders. You want to come together to live in the same house.</li> </ul>	<b>15</b>
<p><b>You are living with family and need a permanent home of your own</b></p> <ul style="list-style-type: none"> <li>- You are living “care of” another household (for example, with friends, parents, partner’s parents, other relatives)</li> </ul>	<b>12</b>
<p><b>You have no fixed address</b></p>	<b>12</b>
<p><b>You do not have long-term secure accommodation</b></p> <ul style="list-style-type: none"> <li>- You have a Short Scottish Secure Tenancy, <b>OR</b></li> <li>- You have a private lease but have not received a Notice to Quit from your landlord</li> </ul>	<b>5</b>

TYPE OF HOUSING NEED	POINTS
<p><b>2. IF YOUR PRESENT ACCOMMODATION IS IN POOR CONDITION AND/OR IT DOES NOT HAVE BASIC FACILITIES</b></p> <p>You can receive points at ONE of the levels shown below</p>	
<p><b>ONE</b> of the following statements applies to your present accommodation</p>	10
<p><b>TWO OR MORE</b> of these statements apply to your present accommodation</p> <ul style="list-style-type: none"> <li>• <b>Statements on property condition and facilities</b></li> <li>- You are the householder, and the house has structural problems</li> <li>- You are the householder, and the house has severe rising or penetrating damp or water penetration</li> <li>- There are no windows in a room that you or a person who will be re-housed with you sleeps in</li> <li>- The property does not have satisfactory central heating</li> <li>- The kitchen does not have a sink with a supply of both hot and cold water</li> <li>- The property does not have satisfactory facilities for the cooking of food</li> <li>- There is no inside toilet for the exclusive use of the people living in the house</li> <li>- There is no fixed bath or shower and wash-hand basin, with hot and cold water</li> <li>- The property has other significant defects not covered in the list above</li> </ul>	15

TYPE OF HOUSING NEED	POINTS
<p><b>3. IF YOU HAVE TO SHARE BASIC FACILITIES WITH OTHERS</b>            You can receive points at ONE of the levels shown below</p>	
<p>If you share any of the following facilities with family or friends, or as a lodger</p>	6
<p>If you share any of these facilities in a bedsit or hostel, or in a House in Multiple Occupation</p> <ul style="list-style-type: none"> <li>• <b>Facilities shared with others</b></li> <li>- Cooking facilities, Toilet, Bath or shower, Living area/room</li> </ul>	10
<p><b>4) IF YOUR PRESENT ACCOMMODATION IS OVERCROWDED, OR IF IT IS TOO BIG</b>            You can receive points at ONE of the levels shown below</p>	
<p><b>You need</b> - 3 or more extra bedrooms</p>	25
<p>- 2 extra bedrooms</p>	15
<p>- 1 extra bedroom</p>	12
<p><b>or</b> - You need 1 or more extra bedroom, because you have regular overnight access to children who do not live with you permanently</p>	12
<p>- You or someone who will be living with you is pregnant, and this will result in a need for an extra bedroom</p>	12
<p>- A bedroom you have is too small for the people sharing it (e.g. two children sharing a small single bedroom)</p>	8 per bedroom
<p><b>You have</b> - Any number of extra bedrooms and you live in a 4 apartment or larger.            Only Ardenglen tenants who have lived in their present house for at least one year can receive these points. The aim is to help us make the best use of our houses by freeing up larger houses that are in high demand.</p>	12
<p>- One or more extra bedrooms you don't need (tenants of any social landlord can receive these points, if they are willing to move from a house that is larger than they need)</p>	6 per surplus bedroom



TYPE OF HOUSING NEED	POINTS
<p><b>5. IF YOU NEED TO BE RE-HOUSED FOR HEALTH REASONS</b></p> <p>To receive these points, you must complete the medical questions in the housing application form.</p> <p>You can receive points at ONE of the levels shown below.</p>	
<p><b>One applicant needs to be re-housed for medical reasons</b></p> <p><b>You are housebound or an emergency case</b></p> <p>For example, you cannot leave your house at all or without physical assistance; getting up and down stairs is impossible to manage; your current house is not or cannot be adapted for your needs; or you cannot return to your present accommodation if you are leaving hospital or a nursing home</p>	30
<p><b>You have mobility problems or serious physical or mental health problems, and your current housing severely restricts your daily activities</b></p> <p>For example; getting up and down stairs is difficult to manage; or you have difficulty leaving and entering your house without help</p>	15
<p><b>You have other health or mobility problems that could be alleviated by more suitable housing</b></p> <p>For example, asthmas aggravated by heating type; mental health problems that are adversely affected by your present housing conditions; mobility problems that have some impact on daily activity</p> <p>In all cases where medical points are awarded, we need to be satisfied that you have a disability or a recognised illness or medical condition and that re-housing would make a practical difference in helping to alleviate or manage the condition.</p>	5
<p>If more than one person covered by the application needs to be re-housed for medical reasons:</p> <ul style="list-style-type: none"> <li>- 30, 15, or 5 points will be awarded as above (based on whichever person has the greatest need)</li> <li>- An additional 5 points will be awarded to recognise the situation of the household as a whole</li> </ul>	5

TYPE OF HOUSING NEED	POINTS
<p><b>6. IF YOU NEED TO BE RE-HOUSED DUE TO SERIOUS HARASSMENT</b></p> <p>You can receive points at ONE of the levels shown below.</p>	
<ul style="list-style-type: none"> <li>• You or members of your family are experiencing very serious problems due to the actions of others that are targeted specifically at you. Your physical safety or your home is at risk and/or your ability to cope with daily life has been seriously affected as a result.</li> <li>• You or members of your family are experiencing these types of serious problems. While you may not consider yourself to be in immediate physical danger, your quality of life is being adversely affected by the harassment directed towards you.</li> </ul> <p>We will use these points to address issues such as criminal harassment, domestic abuse, racial harassment and other types of hate crimes. If you receive harassment points, we will:</p> <ul style="list-style-type: none"> <li>- Provide information about making a homeless application to Glasgow City Council since this will generally provide a quicker route to re-housing for people in these types of emergency circumstances.</li> <li>- Keep in touch with you, so that application is kept under regular review.</li> </ul>	<p style="text-align: center;">40</p> <p style="text-align: center;">20</p>
<p><b>7. YOU NEED TO MOVE TO GIVE OR RECEIVE ESSENTIAL SUPPORT</b></p>	
<p>You or a member of your family needs to move to the area to give or receive essential family support (we may seek confirmation from social work department or other official agency)</p>	<p style="text-align: center;">10</p>

TYPE OF HOUSING NEED	POINTS
<p><b>8. YOU NEED TO BE RE-HOUSED FOR SOCIAL REASONS OR BECAUSE OF THE PARTICULAR NEEDS OF YOU OR A MEMBER OF YOUR HOUSEHOLD</b></p> <p>You can receive points for <b>ONE OR MORE</b> of the needs shown below</p>	
<p>You have experienced problems with neighbours over a period of time and/or you are dissatisfied with the area you currently live in, and wish to be re-housed because of this</p>	5
<p>You want to move to be closer to work or a college/training course you are attending</p>	5
<p>You have other needs not described in the Policy that we agree are relevant to your re-housing needs</p>	5

## HOMELESS OR ABOUT TO BE HOMELESS

Need advice? Need assistance? Need accommodation?  
 The Community Casework Services can help.  
 Just call us or visit your local office.

### Contacts

**East Casework Service**

33 Burnmouth Rd, G33 4ST  
 Tel: 0141 276 6153

**South East Casework Service**

187 Old Rutherglen Rd, G33 4ST  
 Tel: 0141 276 8201

**South West Casework Service**

27 Brockburn Road, G52 5BG  
 Tel: 0141 276 6180

**Greater Pollock Casework Service**

27 Brockburn Rd, G53 5BG  
 Tel: 0141 276 6182

**West Casework Service**

20 Dunkenny Square, G15 8NB  
 Tel: 0141 287 3158

**North Casework Service**

30 Mansion St, G22 5SZ  
 Tel: 0141 276 6169

**Refugee Support Service**

180 Centre Street, G5 8EE  
 Tel: 0141 287 1800

**Prison Casework Service**

Barlinnie Prison, G33 2QX  
 Tel: 0141 770 2123

For more information about Housing in Glasgow please visit the Glasgow Housing Options Guide at [www.glasgow.gov.uk/housingoptions](http://www.glasgow.gov.uk/housingoptions)

### Homeless Team Opening Hours

08.45 - 16.45 Monday to Thursday / 08.45 - 15.55 Friday

