



# 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?

- If you completed a housing options interview directly at Ardenglen you would have been given a copy of your action plan for reference.
- If you have not already done so you must provide two forms of Identification (passport, drivers licence or birth certificate) and one for proof of residence (Utility Bill, Bank Statement, Benefit Award letter). If not provided this will delay the approval of your application.
- You may have been asked to provide supporting evidence to verify points for medical, unsatisfactory housing condition or essential support. Points may not be awarded until this evidence is provided.
- 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"
- On receipt of your application your individual circumstances will be assessed and the relevant points will be awarded. You will receive an assessment letter detailing the point's total.
- 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 allocated a home?

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?

If you are made 3 reasonable offers within a 12 month period within your chosen areas but you refuse these then your application will be suspended for a 6 month period. To avoid this you should ensure that you are as specific as possible about the areas / streets and house type you are requesting.

### 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 letter along with an information 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 14years (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.

### Under Occupancy

If you are the tenant of a social landlord and have surplus bedrooms in your current home you will receive points per bedroom surplus to requirements.

If you are under-occupying your home by one or more bedrooms and you are in receipt of either housing benefit or universal credit you may be subject to an under occupancy charge of either 14% or 25%. This is the criteria set out by the Government which differs from Ardenglen's policy.

## What happens when an offer of housing is made?

The housing officer may visit you at home prior to any offer being made to confirm all circumstances and points are correct at the time of offer.

## What happens if I am offered a tenancy?

The Housing Officer will keep in touch with you about when you can view the property. At the viewing the housing officer will advise you when the property is likely to be ready. Your tenancy will start on the date that you sign the tenancy agreement and rent will be charged from this date. If you are leaving a previous tenancy you will be required to give your landlord 28 days notice which will also be charged. Please note that there may be a period of time that you are required to pay two rents so it is important that you plan for this.

## Cancelling your application

We will remove your application from our housing list in the following circumstances:

- If you ask us to do this
- If you have been adequately rehoused
- If mail we send to you is returned undeliverable
- If you do not respond to our annual review
- If we attempt to contact you on more than 3 occasions and you fail to respond

We will keep cancelled applicants details on our system for 12 months after the cancellation date.

## Who do I contact if I am homeless?

If you do not have a safe place to stay you should refer to Glasgow City Council [www.glasgow.gov.uk/article/17283/Homelessness for the latest contact information](http://www.glasgow.gov.uk/article/17283/Homelessness%20for%20the%20latest%20contact%20information).

## 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 make a complaint?

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>Please note that every applicant is required to provide proof of identity and proof of residence before an offer of accommodation can be made.</b></p>	
<p><b>Homeless Persons and persons threatened with homelessness and who have unmet housing needs</b></p> <p><b>Where evidence is provided you can qualify for points at this level</b></p>	
<p><b>Homeless persons will be signposted to Glasgow City Council for assessment and advice. We re-house homeless applicants from referrals received from Glasgow City Council.</b></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 and you must leave within the next two months.</li> </ul> <p><b>OR</b></p>	<p><b>40</b></p>
<ul style="list-style-type: none"> <li>You live in tied, armed forces, or supported accommodation and have been told you must leave within the next 2 months.</li> </ul> <p><b>OR</b></p>	<p><b>40</b></p>
<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)</li> </ul> <p><b>OR</b></p>	<p><b>20</b></p>
<ul style="list-style-type: none"> <li>You have secure accommodation but you cannot reasonably continue to live in it. For example, you live with your partner or spouse and the relationship has permanently broken down.</li> </ul>	<p><b>20</b></p>
<p><b>You are living with another household 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 or relatives other than your parents) or you have no fixed abode and are between addresses.</li> </ul>	<p><b>15</b></p>
<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” an immediate family member (for example, you’re parents or partner’s parents)</li> </ul>	<p><b>12</b></p>
<p><b>You left secure accommodation immediately prior to your housing application and placed yourself in a worse housing situation that is not secure</b></p> <p>You have left accommodation either in the UK or outside of the UK through choice</p>	<p><b>10</b></p>

TYPE OF HOUSING NEED	POINTS
<p><b>People who are living in unsatisfactory living conditions and who have unmet housing needs</b></p>	
<p><b>IF YOU LIVE IN UNSATISFACTORY HOUSING CONDITIONS</b></p> <p>Applicants living in conditions that have been formally assessed by the local authority as ‘Below Tolerable Standard’ and written evidence is provided to support this.</p> <p>The definition of tolerable standard can be found on the Glasgow City Council website <a href="https://www.glasgow.gov.uk/index.aspx?articleid=18226">https://www.glasgow.gov.uk/index.aspx?articleid=18226</a></p> <ul style="list-style-type: none"> <li>• is not structurally stable;</li> <li>• is not substantially free from rising or penetrating damp;</li> <li>• does not have satisfactory provision for natural and artificial lighting, for ventilation and for heating;</li> <li>• does not have satisfactory thermal insulation;</li> <li>• does not have an adequate piped supply of wholesome water available within the house;</li> <li>• does not have a sink provided with a satisfactory supply of both hot and cold water within the house;</li> <li>• does not have a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house;</li> <li>• does not have a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house;</li> <li>• does not have an effective system for the drainage and disposal of foul and surface water;</li> <li>• does not have satisfactory facilities for the cooking of food within the house; and</li> <li>• does not have satisfactory access to all external doors and outbuildings.</li> <li>• in the case of a house having a supply of electricity, it must comply with the relevant requirements in relation to the electrical installations for the purposes of that supply; <ul style="list-style-type: none"> <li>• “the electrical installation” is the electrical wiring and associated components and fittings, but excludes equipment and appliances;</li> <li>• “the relevant requirements” are that the electrical installation is adequate and safe to use</li> </ul> </li> </ul>	<p><b>30</b></p>

TYPE OF HOUSING NEED	POINTS
<p><b>IF YOUR PRESENT ACCOMMODATION IS OVERCROWDED</b></p> <p>You need an extra bedroom or bedrooms (including overnight access to children or a pregnant applicant/householder)</p>	<p><b>10 points per room short</b></p>
<p><b>IF YOU NEED TO BE RE-HOUSED FOR HEALTH/ACCESSIBILITY REASONS</b></p> <p>To receive these points, you must complete the medical questions at the HOSI interview. In all cases where medical points are awarded, we need to be satisfied that your current property does not suit your current needs and that re-housing would make a practical difference in helping to alleviate or manage the condition. You can receive points at ONE of the levels shown below.</p> <p><b>Your property prevents you from getting out or cannot return home from hospital/care home</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 (applicants will be considered for ground floor/ adapted accommodation only – supporting documentation regarding housing needs may be required from a medical/health professional)</p>	<p><b>30</b></p>
<p><b>Your current property severely restricts your daily activity and a move will help to alleviate this.</b></p> <p>For example; getting up and down stairs is difficult to manage; or you require a separate bedroom due to your health. Supporting documentation may be required from a medical or health care professional.)</p>	<p><b>15</b></p>
<p><b>If more than one person covered by the application would qualify for medical points as stated above:</b></p> <ul style="list-style-type: none"> <li>• An additional 5 points will be awarded to recognise the situation of the household as a whole</li> </ul>	<p><b>5</b></p>
<p><b>IF YOU NEED TO BE RE-HOUSED DUE TO HARASSMENT</b></p> <p><b>You can receive points at ONE of the levels shown below.</b></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. (supporting documents may be required e.g. police report, court orders, victim support or other relevant documentation)</li> </ul>	<p><b>40</b></p>



TYPE OF HOUSING NEED	POINTS
<ul style="list-style-type: none"> <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 (supporting documents may be required e.g. police report, victim support, confirmation from current landlord or other relevant documentation)</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><b>20</b></p>
<p><b>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 provide essential family support and your current address is severely restricting you from doing this.</p> <p>We will consider the following criteria:</p> <ul style="list-style-type: none"> <li>You are juggling your own life and your caring responsibilities and the journey between home/work and our area is severely affecting your 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 you walk over 3 miles; expense will also be considered)</li> </ul> <p>AND;</p> <ul style="list-style-type: none"> <li>You receive carers allowance to care for the person in our area; OR</li> <li>Supporting documents from health or support agency detailing the level of support you provide; OR</li> <li>Supporting documents for the person that you care for detailing their condition; OR</li> <li>Any other individual factors will be considered</li> </ul>	<p><b>30</b></p>
<p>You or a member of your family needs to move to the area to receive essential family support and your current address is severely restricting you from doing this.</p> <p>We will consider the following criteria :</p> <ul style="list-style-type: none"> <li>Your journey to receive support is severely restricting your ability to access the support or services you need on a regular basis (car mileage over 10 miles, public transport routes over 1 hour, no public transport option and you walk over 3 miles; expenses will also be considered)</li> </ul>	<p><b>30</b></p>

TYPE OF HOUSING NEED	POINTS
<p>AND;</p> <ul style="list-style-type: none"> <li>Supporting documents from health or support agency detailing the level of support you receive and length of time you require the support for</li> <li>Any other individual factors will be considered</li> </ul>	
<p><b>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 currently live out with the G45 area and want to move to be closer to a permanent job or volunteering commitment or you are attending a full time college/training course that has longer than 1 year still to complete (evidence required)</p>	<b>5</b>
<p>You currently live out with the G45 area and provide/receive regular support to family members living in our area</p>	<b>5</b>
<p>You have other needs not described in the Policy that we agree are relevant to your re-housing needs</p>	<b>5</b>
<p><b>Tenants of Social Landlords where we consider them to be under-occupying the property.</b></p>	
<ul style="list-style-type: none"> <li>Social housing tenants who have any number of extra bedrooms in their home that is not being used</li> </ul>	<b>10 per surplus room</b>
<p><b>HOME OWNERS</b></p> <p>Points can be generated in the following circumstances:</p>	
<p><b>YOU LIVE IN UNSATISFACTORY HOUSING CONDITIONS</b></p> <p>Applicants living in conditions that have been formally assessed by the local authority as 'Below Tolerable Standard' and you do not have the resource to fix the problem</p>	<b>30</b>
<p><b>YOUR PROPERTY IS BEING OCCUPIED ILLEGALLY</b></p> <p>There are squatters living in the property and legal action has commenced to remove the illegal occupants.</p>	<b>30</b>
<p><b>YOU ARE EXPERIENCING ABUSE</b></p> <p>Where it is probable that occupying the property will lead to abuse from someone currently living in the property or from someone who previously resided with the applicant whether in that property or elsewhere. (supporting documents may be required e.g. police report, court orders, victim support or other relevant documentation)</p>	<b>40</b>

TYPE OF HOUSING NEED	POINTS
<p><b>MEDICAL/HEALTH</b></p> <p>Where occupation of the property may endanger the health of the occupants and there are no reasonable steps that can be taken by the applicant to prevent that danger. 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 (applicants will be considered for ground floor/adapted accommodation only – (supporting documentation regarding housing needs may be required from a medical/health professional)</p>	<p><b>30</b></p>
<p><b>RELATIONSHIP BREAKDOWN</b></p> <p>Where the separating partner has no entitlement to the owned property (supporting documents may be required)</p>	<p><b>20</b></p>
<p><b>IF YOUR PRESENT ACCOMMODATION IS OVERCROWDED</b></p> <p>You need an extra bedroom or bedrooms (including overnight access to children or a pregnant applicant/householder</p>	<p><b>10 points per room short</b></p>
<p>We will consider the following criteria:</p> <ul style="list-style-type: none"> <li>• You are juggling your own life and your caring responsibilities and the journey between home/work and our area is severely affecting your ability to provide support on a daily basis (car mileage over 10 miles, public transport routes over 1 hour, no public transport option and you walk over 3 miles; expenses will also be considered)</li> </ul> <p>AND;</p> <ul style="list-style-type: none"> <li>• You receive carers allowance to care for the person in our area; OR</li> <li>• Supporting documents from health or support agency detailing the level of support you provide; OR</li> <li>• Supporting documents for the person that you care for detailing their condition; OR</li> <li>• Any other individual factors will be considered</li> </ul>	<p><b>30</b></p>
<p>You or a member of your family needs to move to the area to receive essential family support and your current address is severely restricting you from doing this.</p> <p>We will consider the following criteria :</p> <ul style="list-style-type: none"> <li>• Your journey to receive support is severely restricting your ability to access the support or services you need on a regular basis (car mileage over 10 miles, public transport routes over 1 hour, no public transport option and you walk over 3 miles; expenses will also be considered)</li> </ul> <p>AND;</p> <ul style="list-style-type: none"> <li>• Supporting documents from health or support agency detailing the level of support you receive and length of time you require the support for</li> <li>• Any other individual factors will be considered</li> </ul>	<p><b>30</b></p>

