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## **1. INTRODUCTION**

- 1.1 Partick Homes Limited (PHL) is a subsidiary company of Partick Housing Association Limited (PHA). PHL has responsibility for the management of the housing list and the allocation of all tenable properties owned by PHA. The company is obliged to ensure the service it delivers complies with the law and recognised good practice governing access to the housing list and allocation of houses.
- 1.2 Effective management of the housing list and allocation process supports the business leading to improved management of the area and making Partick and the surrounding area a strong and vibrant place in which to live. This in turn strengthens the business financially and facilitates further investment in the area.
- 1.3 PHL is aware of the importance attached to developing and maintaining a sustainable community. Staff will therefore provide a supportive access and allocation service, doing everything within their power to assist applicants to make reasoned choices about their housing options.
- 1.4 This policy document outlines the approach adopted to ensure that PHL meets its responsibility to PHA and to ensure that the objectives outlined in section 2 of the policy document are achieved.

## **2. OBJECTIVES**

In managing the access to housing and allocation service PHLs key objectives are to:

### **2.1 Ensure open and fair access to the housing list and allocation process**

To ensure that every person has open and fair access to the housing list and allocations process Partick Homes Limited will:

- 2.1.1 operate an open housing list allowing any person aged 16 years and over to complete an application for housing, their application will be assessed, processed and placed on the list which most closely meets their housing requirements. Refer to section 3 for more information on housing requirements.
- 2.1.2 not prevent any person from applying for housing, applicants should however note that there are some limitations which could restrict an allocation of housing. Please refer to section 6 for more information on access restrictions.
- 2.1.3 provide quality advice in various languages and media when required to do so and assist applicants when applying for housing, whilst being held on the housing list and during the allocation of a property; and
- 2.1.4 advertise the housing service in local advice agencies and other public buildings.

### **2.2 Simplify access to housing**

To meet its objective of simplifying access to housing PHL is actively involved with a group of registered social landlords and the Glasgow City Council in developing a Common Housing Register. This register will make it easier for people to apply for housing across the entire North West of Glasgow. Until this is established PHL will do everything within its power to simplify the application and allocation process for people applying to it. The Company will therefore:

- 2.2.1 provide applicants with an information pack written in plain English, including information about the area, the types of houses available for rent, the potential for obtaining a house from the Association and some brief details about other local landlords;
- 2.2.2 obtain translation services for those who require assistance; and
- 2.2.3 where requested, provide information in large print, key languages and on tape.
- 2.3 Offer reasonable preference to people in greatest housing need as defined in law and influenced by our Residents Groups, housing applicants and other interested parties.**
- 2.3.1 PHL on behalf of PHA will allocate its housing in accordance with the requirements of the Housing (Scotland) Act 1987. In doing so it will ensure that reasonable priority is given to people who: are occupying houses that do not meet the tolerable standard; are living in overcrowded conditions; have large families; are homeless or threatened with homelessness; and/or are living in unsatisfactory housing conditions.
- 2.3.2 The level of priority given to each needs element was influenced by our resident groups, tenants, housing list applicants and the Glasgow City Council. Refer to section 4 for details of the points system.
- 2.4 Operate fair and reasonable planning targets**
- 2.4.1 In all cases priority will be given to residents whose property falls within the Association's development programme.
- 2.4.2 Planning targets have been agreed for the remaining properties as follows:
- Section 5 referrals of Homeless applicants 50%
  - Transfer applicants 25%
  - Move UK referrals 1%
  - Direct applicants 24%
- 2.4.3 PHL will work in partnership with the Glasgow City Council to ensure that homeless applicants are given priority for rehousing. Through agreement with the City Council referrals will include applicants who meet the criteria laid down in the Homelessness etc (Scotland) Act 1987 and who are statutorily homeless or whose tenancy is at serious and imminent risk of being brought to an end. Applicants who fall within the following needs groups can apply to PHL for housing but will be given greater priority through the Section 5 referral process:
- referrals from support agencies whose clients are in a position to sustain a tenancy, with or without the support of the support agency;
  - applicants fleeing violence or harassment;
  - separating spouses/partners;
  - asylum seekers; and
  - hostel dwellers.
- The above list is illustrative and not exhaustive; any applicant referred through the Section 5 process will qualify for consideration.
- 2.4.4 Section 5 referrals will be held on a separate housing list and be prioritised in date order.
- 2.4.5 Association tenants will be considered for 25% of Association stock. Priority will be given to the applicant in greatest housing need as defined by the points system. Where two or more applicants have the same points level PHL will allocate the property based on the best use of its stock by giving consideration to the degree of

need demonstrated within the household, for example, the overall space standard within a property compared to the family composition or the length of time in need. Where two or more applicants have the same points total and degree of need priority will be given to the applicant with the earliest date of application.

2.4.6 Move UK referrals will be accepted and allocated in line with the planning target. Applications will be prioritised by date of application.

2.4.7 All other allocations will be to applicants applying directly to PHLs housing list. Priority will be given to the applicant in greatest need, as defined by the points system, for the property available. Where two or more applicants have the same points level PHL will allocate the property based on the best use of its stock by giving consideration to the degree of need demonstrated within the household, for example, the overall space standard within a property compared to the family composition or the length of time in need. Where two or more applicants have the same points total and degree of need priority will be given to the applicant with the earliest date of application.

### **3 HOUSING REQUIREMENTS**

3.1.1 PHL manages a variety of accommodation ranging from bedsits to large terraced houses. In making allocation decisions the following minimum standards will be applied:

- Single applicants will qualify for a property with a living space, kitchen area, bath or shower room; and one bedspace i.e. one single bedroom or a bedsit;
- Co-habiting couples will qualify for a property with a living space, kitchen area, bath or shower room and a one bedroom property which has two bedspaces i.e. a double bedroom;
- Families with children will qualify for a property with a living space, kitchen area, bath or shower room and will be allocated bedspaces dependent on the number of children, their age and sex. For example, The parent/s/guardian/s will qualify for two bedspaces i.e. a double bedroom, two children of the same sex aged fifteen years and under will require two bedspaces i.e. may share a double bedroom; children of different sex will require two bedspaces and qualify for a separate bedroom once the eldest child reaches ten years of age.
- All other adults forming part of the family will qualify for one private bedspace.
- Unborn children will be considered as part of the family complement when the mother is 20 weeks into her confinement.
- Where applicable disabled children will qualify for one private bedspace.

### **4 THE POINTS SYSTEM**

4.1 Tenants of PHA and applicants who apply to the housing list will be assessed for housing and given priority based on the level of housing need demonstrated. Priority will be considered from the following categories of need:

- Insecurity of tenure
- Overcrowding and under occupation
- House condition
- Medical condition
- Support requirements
- Sharing accommodation
- Harassment

#### **4.1.1 Insecurity of tenure**

Points will be awarded to reflect the level of insecurity offered by the applicant's current tenure. Applicants must provide documentary evidence i.e. proof of residency, tenancy agreement and notice to quit where applicable, in support of their application. Priority

will be afforded to Homeless applicants or those threatened with homelessness and in priority need through the partnership arrangement with the City Council.

Points will be awarded as follows:

- No tenancy (care of family/friends) 40 Points
- Short secure tenancy with valid notice to quit 5 Points
- Secure and all other tenancies 0 Points

#### 4.1.2 **Overcrowding and Under occupation**

Points will be awarded to reflect the degree of overcrowding and under occupation experienced. Each applicant should have access to one living and bedspace. Points will be awarded based on the number of bedspaces in excess or short of the applicants requirements as defined in Section 3 Housing Requirements identified above. Points will be awarded as follows:

- each bedspace short of the applicants requirement 40 Points
- each bedspace in excess of the applicants requirements 10 Points

#### 4.1.3 **House Condition**

Points will be awarded to reflect the condition and amenity of the applicant's property. Applicants must be able to provide documentary evidence in support of their application for points in relation to the BTS standard.

- Property is classified as being below the tolerable standard and a repairs notice or similar is in force 50 Points
- Living Kitchen (excluding open plan) 15 Points
- Recess Kitchen 10 Points
- Shower room only (excluding medical adaptations) 10 Points

#### 4.1.4 **Medical Condition**

4.1.4.1 Medical priority will be awarded where an applicant requires a move to ground or first floor accommodation. Medical priority will only be considered where the applicant suffers from a physical difficulty which affects their mobility and/or ability to access their home. The level of priority will be determined by an independent medical assessor who will base their decision on information provided by the applicant and/or their medical advisors. Awards range from 5 points to 60 points reflecting the degree of difficulty experienced by the applicant. Applicants who qualify for medical priority will only be considered for properties with lift access, those located on the ground or first floor and which have no internal stairs. Or properties purposely designed for use by disabled persons.

- Medical 1 60 Points
- Medical 2 45 Points
- Medical 3 30 Points
- Medical 4 20 Points
- Medical 5 10 Points
- Medical 6 5 Points

4.1.4.2 Applicants with mental health issues may be considered for additional priority. Documentary evidence of the condition will be required. This may be in the form of a supporting letter from suitably qualified psychiatrist or confirmation that the applicant is in receipt of psychiatric care. The applicant must be able to demonstrate that a move will alleviate the condition. The level of priority will be determined by an independent

medical assessor. Awards range from 5 points to 10 points reflecting the degree of difficulty experienced by the applicant.

- Medical 7 (MH) 10 Points
- Medical 8 (MH) 5 Points

#### 4.1.5 Support Requirements

A support award will be considered for any applicant who has to move into Ward areas 12 & 15 to provide or receive a high level of support from a dependant person. The person who requires the support must be in receipt of Attendance Allowance, Disability Living Allowance or similar 'care' award. Documentary evidence in the form of a copy of the benefit book or award letter will be required prior to the award being made.

- Support Award 5 Points

#### 4.1.6 Sharing Accommodation

Points will be awarded where the applicant shares facilities with other people who do not form part of the application for housing. The following points will be awarded:

- Kitchen 7 Points
- Bathroom/Shower room 10 Points
- W.C. 15 Points

#### 4.1.7 Harassment Association Tenants

- 4.1.7.1 Where a tenant of the PHA is subject to harassment and appears to be at serious risk PHL will do everything within its power to assist the tenant to relocate to another area or to obtain alternative temporary or permanent accommodation.
- 4.1.7.2 PHA tenants who are subject to harassment and in priority need will be accepted onto the housing list and be advised to refer to the Social Work Department for a Homeless assessment. The Social Work department will consider each case on its merits and, where appropriate, refer the applicant to PHA or another landlord of the tenant's choice under the Homeless protocol.
- 4.1.7.3 Where PHL believes that rehousing within the locality will not alleviate the harassment or risk of harassment it will assist the tenant by making referrals to another landlord of the tenant's choice.
- 4.1.7.4 In situations such as the above the PHL staff on behalf of PHA will also seek to take appropriate action against the perpetrator of the harassment/violence where it has the powers to do so but this will not prohibit alternative rehousing being secured if it is felt to be the best course of action for the tenant.
- 4.1.7.5 Where an applicant is awarded "Subject to harassment" status the applicant will be awarded sufficient points to reach the top of the housing list and will be considered for the first suitable property that becomes available.
- 4.1.7.6 Where more than one applicant, competing for similar property types, has such status, PHL will give due consideration to other identifiable needs outlined in the policy and give priority to the applicant considered to be in greatest housing need. Where the needs identified are equal allocation will be made to the applicant who has suffered the harassment for the longest period of time.

- 4.1.7.7 Only two offers of suitable accommodation will be made. Where both offers are refused the applicants 'Subject to Harassment' status may be removed.
- 4.1.7.8 An applicant may appeal the removal of 'Subject to Harassment' status. Refer to section 14 for further information on the appeals process.

#### **Direct applications**

- 4.1.7.9 Direct applicants who are subject to harassment and in priority need will be advised to refer to the landlord responsible for the management of their property and to the Social Work Department for a Homeless assessment. The Social Work department will consider each case on its merits and, where appropriate, refer the applicant to PHA or another landlord under the Homeless protocol. The applicant's landlord will process their application in accordance with their policy and procedures.

### **5 SPECIAL CASES**

- 5.1 This policy is designed to meet all statutory requirements, reflect good practice and the opinion of the various stakeholders involved with the organisation who may use our allocation service. As such the organisation is of the opinion that it meets all known and anticipated housing needs.
- 5.2 Where circumstances arise which are exceptional and are not catered for within the terms of the policy consideration will be given to granting special case status.
- 5.3 The granting of special case status can only be awarded by the Board of PHL and must be supported by a detailed report outlining the housing need and a recommendation that the specific need be addressed by rehousing.

### **6 ACCESS RESTRICTIONS**

- 6.1 Section 2.1 of this policy confirms that any person 16 years of age and over can apply and have their application for housing assessed and placed on the Housing List. PHL may however restrict access to allocations in certain circumstances including; properties which are bound by a separate contract; where the applicant has requested their application be suspended for a period of time; where the applicant has failed to respond to a request for information; and where the applicant is subject to an enforced suspension.

#### **6.2 Properties Bound by Contract**

- 6.2.1 Allocations to properties managed under a separate contract or local agreement will be allocated by reference to that contract or agreement. For example, priority will be given to applicants aged 50 years and over or families with a child or children aged 10 years and over for vacancies which arise in the Fortrose House development. Properties which are under the management of a care provider will be allocated by that care provider in consultation with PHL staff.

#### **6.3 Requested Suspension**

- 6.3.1 An applicant may formally request that their application be suspended for a period of one year. The application will be retained on the housing list but the applicant will not be considered for any property which becomes available until that applicant confirms, in writing, that they wish the application to be re-instated. The application will be re-instated from the date of the re-instatement request and not from the original date of application.

## 6.4 Failure to Respond

6.4.1 Where an applicant fails to respond to a request for information or an offer of accommodation a follow up letter will be issued. If the applicant fails to respond to a second request the applicant will be advised that their application will be retained on the housing list but held pending receipt of information. On receipt of the information the application will be re-instated from the date of receipt of the information and not from the original date of application.

## 6.5 Enforced Suspension

6.5.1 Suspension will only be enforced where the breach of the terms and conditions of the tenancy agreement is of a serious and sustained nature relating to non payment of rent and/or behaviour deemed to be of an anti-social nature.

6.5.2 An application may be suspended where an applicant is in arrears of rent which totals more than one months rent taking into consideration payments due by housing benefit, **and** the applicant has not complied with an arrears agreement for a minimum period of three months. The application will be re-instated when either the arrear is cleared or the arrangement has been complied with for the three-month period, whichever is the earlier. The application will be re-instated from the date the arrear is cleared or the date on which the applicant has complied with the arrangement and not from the original date of application.

6.5.3 An application may be suspended where the applicant and/or any person who will be residing with them is or has been subject to legal action relating to anti-social behaviour. This includes notices which were enforced within a three-year period prior to the date of application, are currently in force and/or where there is evidence that the serving of a notice is imminent. Due consideration will be given to the nature, frequency and duration of the behaviour prior to applying an enforced suspension. The application will be re-instated from the date on which the suspension is removed from the application and not the original date of application.

6.5.4 The applicant will be formally advised of a decision to apply an enforced suspension and has the right to appeal against the decision.

## 7 LEGISLATIVE & STATUTORY REQUIREMENTS

7.1 Through the operation of this policy and supporting procedures the Association will demonstrate compliance with the following pieces of legislation and statutory instruments:

- The Housing (Scotland) Acts of 1987, 1998 and 2001
- The Immigration and Asylum Act 1999
- The Sex Discrimination Act 1975
- The Race Relations Act 1976
- The Matrimonial Homes (Family Protection) Act 1981
- The Disability Discrimination Act 1995
- The Data Protection Act 1998
- The Human Rights Act 1998
- The Children (Scotland) Act 1995
- The Freedom of Information (Scotland) 2002
- The Homelessness (Scotland) Act 2003
- SHGN99/09 (Now Communities Scotland) Guidance on Payments, Benefits and Corporate Responsibility.

## **8 PERFORMANCE STANDARDS AND GOOD PRACTICE**

- 8.1 PHL will, through operation of this policy and supporting procedures, demonstrate compliance with performance standards as jointly published by Communities Scotland, the Scottish Federation of Housing Associations (SFHA) and CoSLA. In doing so it will adopt relevant good practice as promoted by the SFHA, Communities Scotland, the Chartered Institute of Housing and any other relevant practices which, in its opinion, enhance service delivery to its residents and potential residents.

## **9 GENERAL ISSUES**

- 9.1 A tenant may apply to take in a lodger, sub-let, mutually exchange or assign their tenancy only with the formal consent of the PHA. Permission will not be unreasonably withheld but may not be granted where:

- the tenant or incoming household has been served with a notice of proceedings for recovery of possession;
- it appears that the tenant has or will charge or receive an unreasonable payment ;
- to grant permission would result in overcrowding or under occupation of the property;
- a major or structural repair is programmed to the property which would adversely affect the incoming household; and/or
- where an application from the incoming household would be subject to an enforced suspension as outlined in section 6.5 of this document.

### **9.2 Lodger – specific qualifications**

An application to take in a lodger will be considered where none of the above conditions apply.

### **9.3 Sub-Let – specific qualifications**

An application to sub-let will be considered where a tenant is required to move from their home for a limited period of time of up to a maximum of two years. The tenant will retain all rights and responsibilities outlined in their tenancy agreement and the incoming sub-tenant will have no liability for rent due to PHA nor will the sub-tenant have any right to succeed to the tenancy. Permission to sub-let may be granted where none of the restrictions outlined at 9.1 of this document apply and the tenant;

- is required by their employer to work in another area of the country which is out with reasonable commuting distance;
- has been offered a temporary contract of employment and it is not reasonable for the tenant to move house;
- where the tenant is required to move to another area of the Country for study purposes and it is out with reasonable commuting distance; and/or
- is required to provide or receive support in connection with serious illness.

### **9.4 Mutual Exchange – specific conditions**

A tenant may apply for a mutual exchange with a tenant of another social housing landlord providing both parties have a Scottish Secure Tenancy and have occupied their property as their only or principal home for a period of 6 months prior to the application being made. In addition to the restrictions outlined in Section 9.1 of this document permission may not be granted where;

- either house is a tied house;
- the house is designed or adapted for occupation by a person with special needs and there would no longer be a person with such special needs occupying the property; and/or
- the property does not meet the needs of the incoming family.

## 9.5 **Assignment of Tenancy – specific conditions**

A tenant may apply to assign their tenancy to another member of their household thereby passing all rights to the property to this household providing they have occupied their property as their only or principal home for a period of 6 months prior to the application being made. In addition to the restrictions outlined in Section 9.1 of this document permission may not be granted where;

- the house is a tied house;
- the house is designed or adapted for occupation by a person with special needs and there would no longer be a person with such special needs occupying the property; and/or
- the property does not meet the needs of the assignee.

## 10 **ADMINISTRATION**

### 10.1 **Number of Offers Made**

10.1.1 At the time of application applicants will be invited to identify the streets in which they will consider an offer of accommodation and indicate preferences regarding the floor level, overall size and amenity of a property. PHL does not have areas which are classified as being difficult to let or which are not in high demand therefore applicants are encouraged to consider as wide a range of streets and house types as possible.

10.1.2 Applicants will be made two offers of accommodation which meet their housing and area requirements. Applicants who refuse an offer of accommodation will be invited to discuss their preferences with a view to ensuring that reasonable judgements can be made about PHL's ability to offer alternative accommodation within a reasonable timescale.

10.1.3 Where PHL cannot meet the applicant's requirements the applicant will be advised of this and invited to either adjust their expectations of the type of property which will be accepted or to suspend their application for a period of time until either their circumstances change or the Association obtains alternative accommodation which meets their needs.

### 10.2 **Time to Accept**

10.2.1 Applicants will be given 4 days from the issue of an offer letter to view the accommodation and advise PHL staff if they wish to accept the offer.

10.2.2 If the property is accepted the applicant will be invited to sign their tenancy agreement and take entry to their property. It is generally accepted that applicants will take possession of a suitable property within 5 working days of receipt of their offer.

10.2.3 If the property is refused the application is re-instated and considered for any further suitable vacancies which arise.

10.2.4 If the applicant fails to respond to the offer of accommodation within the four day period the offer will be withdrawn and the contact process outlined at section 6.4.1 of this policy will be followed. In such circumstances the property will immediately be offered to the next suitable applicant on the housing list.

### 10.3 **Review Period**

10.3.1 Applicants are invited to notify PHL staff of any change in circumstances which may affect their points total and therefore their position on the housing list.

- 10.3.2 Otherwise the organisation will write to applicants on an annual basis inviting them to confirm their housing circumstances and their continued interest in obtaining accommodation.
- 10.3.3 If an applicant fails to respond a second letter will be forwarded requesting confirmation. If no response is received the applicant will be advised that their application will be retained on the Housing List but held in a 'pending' system awaiting their response. Applicants will not be considered for an offer of accommodation while their application is held on the 'pending' system.

#### 10.4 **Joint Tenancies**

- 10.4.1 All co-habiting couples will be offered joint tenancies.
- 10.4.2 Joint tenancies will be considered for all family groupings including parents with children over the age of 16 years, siblings and other groupings at the request of the applicant.

### 11 **PERFORMANCE MEASUREMENT AND CONTINUOUS IMPROVEMENT**

- 11.1 The Association is committed to continuous improvement of service delivery. To achieve this aim it recognises that performance standards must be set, challenging targets agreed and performance against these targets monitored and reported to interested parties. Partick Homes Limited will measure performance in the following areas:
  - 11.1.1 new applications processed within 5 days of receipt;
  - 11.1.2 applicants requesting suspension from the housing list highlighting ethnicity and disability and the reason for request;
  - 11.1.3 applicants failing to respond to requests for information highlighting ethnicity and disability;
  - 11.1.4 applicants with an enforced suspension from the allocation process highlighting ethnicity and disability and the reasons for suspension;
  - 11.1.5 number and reasons for refusal of an offer of accommodation highlighting ethnicity and disability;
  - 11.1.6 successful allocations by apartment size highlighting ethnicity and disability;
  - 11.1.7 new tenant visits completed;
  - 11.1.8 the percentage of 1 or 2 gradings awarded on new tenant surveys carried out;
  - 11.1.9 performance against that of other similar service providers through participation in external benchmarking group;
  - 11.1.10 demand for and supply of housing stock by apartment size and location; and
  - 11.1.11 demand by ethnicity and disability.

### 12 **MONITORING AND REPORTING PERFORMANCE**

- 12.1 Performance will be monitored through bi-monthly meetings between the Assistant Customer Services Manager and individual Customer Services Officers, through quarterly team meetings and monthly progress meetings between the Chief Executive and the Customer Services Manager.
- 12.2 Quarterly reports outlining performance against the measures highlighted at Section 11.1 of this document and performance against delivery plan targets will be referred to the Board of PHL.
- 12.3 Quarterly exception reports outlining performance against the measures highlighted at Section 11.1 of this document and performance against delivery plan targets will be referred to the Management Committee of PHA.

## **13 MANAGEMENT COMMITTEE AND BOARD RESPONSIBILITY AND ACCOUNTABILITY**

- 13.1 The Board of Partick Homes Limited is responsible for the adoption of this policy, for ensuring it complies with relevant legislation and good practice requirements and for ensuring staff comply with its content.
- 13.2 Partick Homes staff has responsibility for the delivery and management of the service.
- 13.3 Individuals represented on the Management Committee of PHA and/or Board of Directors of PHL have a duty under Schedule 7 of the Housing (Scotland) Act 2001 to declare any interest or conflict they may have in delivering or managing this service. Procedures are in place to allow members to declare such an interest.

## **14 APPEALS AND COMPLAINTS**

- 14.1 Anyone can appeal to PHL to have their application reviewed if they are of the opinion that their application for housing;
- 14.1.1 has not been properly pointed;
  - 14.1.2 is subject to an enforced suspension;
  - 14.1.3 has been suspended as a result of their failure to respond to correspondence and/or;
  - 14.1.4 the removal of 'Subject to Harassment' status.
- 14.2 Anyone can complain if they feel that Partick Homes has not complied with this policy and supporting procedures. The complaints process is outlined in the PHA publication "How to Comment, Compliment or Complain" which is available from our offices or which can be downloaded from our website at [www.pha.co.uk](http://www.pha.co.uk).

## **15 EQUAL OPPORTUNITIES**

- 15.1 The Partick Group is opposed to discrimination in any form and at all levels and it is committed to taking all steps within its power as a service provider to counteract it. Through the operation of this policy and supporting procedures PHL will seek to ensure that no one receives less favourable treatment or is disadvantaged by conditions or requirements which cannot be shown to be justified.
- 15.2 PHL will seek to ensure it provides those affected by this policy full, clear and accurate information which allows them to make properly informed decisions. Information can be provided in a format which meets various needs. For example, key languages, Braille and audio tape.
- 15.3 PHL will strive to ensure that it complies with its equal opportunities policy and provide equality of access to its services for all.

## **16 CUSTOMER PARTICIPATION**

- 16.1 During the development period of this policy PHL consulted its Registered Tenant Organisations, Association tenants and owner occupiers, housing list applicants, the Glasgow City Council and the Glasgow Centre for Inclusive Living, Positive Action in Housing and Shelter on its proposals.
- 16.2 The views represented by the above groups, in relation to the level of priority afforded to applicants, were given due consideration and influenced the planning targets outlined at section 2.4 and the points values identified in section 4 of this document.

**17 POLICY AND PROCEDURE REVIEW**

17.1 This policy and supporting procedures will be subject to a full-scale review on a five yearly basis. It will however be amended if it is deemed necessary to improve service delivery or to reflect any revised legislation, guidance and/or recognised good practice which is published in the interim period.