



people · places · opportunities

partick homes

Summary

Allocations Policy

Partick Homes Limited is responsible for allocating all the houses owned by Partick Housing Association Limited. Anyone over 16 years of age can apply to us. To apply complete an application form and return it to our Mansfield Street office. We want to make it as easy as possible for you to make an application so, if you need any help please ask our staff, they will be happy to help you complete the form or contact an interpreter on your behalf.

Who Can Apply?

If you are over 16 years old you can complete an application and your details will be placed on the housing list for a house that meets your needs. This does not mean that you will be made an offer of a house. We give priority for an offer to the applicant who has the most points for the type of house that is available, generally you will need to have a high number of points before you will receive an offer and some people may never get an offer from us. Even if you have a lot of points we may suspend your application because you have had, or are currently having problems in managing your house. For example, if you have been evicted from your house recently or you have serious rent arrears or a history of anti-social behaviour you may not be considered for a house until you have sorted the problem out with your landlord. If you have had any difficulty with a landlord please talk to us about it as we can often help you to sort out the problem and get you onto our housing list and consider you for a house.

The Association has a few houses where access is limited to particular households. Some of our houses are 'group houses' for people who need support to manage their tenancy, these houses will be allocated by the Company responsible for the care and well being of the tenants. We have a block of flats in Fortrose House in Partick which is covered by contract and can only be allocated to people over 50 years of age who do not have children under 10 years old. We also aim to allocate our ground and first floor houses to people who have qualified for medical points and have difficulty in climbing stairs. Otherwise, you can apply for any of the houses we have for rent.

How do I Apply?

Complete the application form for housing answering as many as the questions as possible. If you find any of the questions difficult to answer please talk to our staff or call us on **0141 357 3773** and we will help you.

When we receive your form we will award you points based on the information you have provided. We may call you if we need more information. Once we have all the information we need we will write to you confirming the number of points you have, the type of house you have applied for and whether we feel we will be able to help you. If the information is wrong please let us know so we can change it.

If we think we may be able to help you within the next 12 to 18 months we will also contact your landlord, if you have one, and find out if you are up to date with your rent and if you have managed your tenancy well. If your landlord says anything that will affect your application we will contact you to discuss it. Your application will remain on our list until we make you an offer which you accept or your circumstances change and you ask for it to be removed or suspended.

Other Ways to Apply

We work very closely with Glasgow City Council to help reduce homelessness in the City. If you are Homeless or about to become homeless you should also contact the City Council and ask if you can be referred to us through the Homeless Protocol. City Council staff will interview you and make the decision whether you qualify or not. In general terms if you fall into any of the categories below you may be considered for referral to us. If you are:

- living in supported accommodation and you are now ready to live on your own with limited help and support;
- fleeing violence or harassment;
- separating from your partner;
- an asylum seeker;
- living in a hostel or temporary accommodation.

There may be other circumstances which would allow you to qualify for referral through the Homeless Protocol, we can discuss this with you but you should also talk to City Council staff. Council staff are fully trained in Homeless law and will be able to assist you.

If you are a single person you should contact the **Hamish Allan Centre 180 Centre Street, Glasgow G5 8EE Tel: 0141 287 1832**. Couple and families should contact the **West Community Casework Team, Social Work Services, 20 Dunkenny Square , Glasgow G15 8ND Tel: 0141 287 3150**

What type of house could I get?

We manage almost 1700 flats and 25 houses. It is highly unlikely that any of our houses will become available to rent but each year we hope rent out between 100 and 150 flats. We allocate 25% of the flats to our own tenants who need a transfer with the remainder being split between Homeless applicants and the people on our housing list.

We match people to our houses based on the size of their family and any physical disabilities they have.

Single people can apply for a bedsit or a one bedroom flat which has either a double or a single bedroom. Co-habiting couples qualify for a one bedroom flat with a double bedroom.

Families with one child qualify for a two bedroom flat which either has one double and one single bedroom or two double bedrooms.

If you have more than one child the size of house we offer you will depend on the age and sex of your children. If the children are of the same sex and are 15 years old or younger they can share a double bedroom. If you have a boy and a girl and one of them is at least 10 years old they will qualify for separate bedrooms. Any other adult aged 16 years or older will qualify for their own bedroom.

Unborn children will be considered as part of the family when the mother is at least 20 weeks pregnant.

If you have a child with a severe disability we will offer you a house big enough to give the child his or her own bedroom.

How Many Points will I Get?

We allocate points to reflect each applicant's individual needs. Points can be awarded based on:

- the type of tenancy you have, or if you are living 'care of' another family;
- if your house is too big or too small for you;
- if it is in very poor condition or you do not have some basic amenities;
- if you suffer from a physical disability or your mental health is being affected by your living conditions;
- if you need to receive or provide support to your family;
- if you are sharing amenities with other people; and/or
- if you are suffering harassment in your home.

Tenancy Points

If you staying 'care of' your family or friends and you do not have a tenancy agreement or pay rent you may qualify for 40 points.

If you have a short term tenancy, probably six months or less, and your landlord has asked you to leave you may qualify for 5 points. You will need to provide us with a copy of your tenancy agreement and the notice your landlord served on you confirming the date you have to leave your house by.

You will not qualify for any points if you have a tenancy agreement that allows you to live in your house indefinitely.

Overcrowding and Under-occupation

We believe that you and your family are entitled to a house with the number of bedrooms highlighted in the section above showing the type of house you would qualify for. You will therefore qualify for 40 points for every bedspace you need over and above the space you have at present. A single bedroom is one bedspace a double bedroom is two bedspaces.

For example, if you are a single person staying 'care off' your family and you share a bedroom with a brother or sister we feel you need a separate single bedspace and you will qualify for 40 points. If you and your child are staying 'care off' family and friends and you do not have a bedroom we feel you need 2 separate bedspaces and may qualify for 80 points. If you are a couple in the same circumstances you will need 3 bedspaces and qualify for 120 points.

For every bedspace you have more that you need you will be awarded 10 points.

House Condition

If the City Council has decided your house lacks basic amenities and/or is in such poor

condition that it is unsafe it will serve a 'Repairs Notice' on you or your landlord. In these circumstances we will award you 50 Points.

If your kitchen and living room are located in one room and it was not designed to be 'open plan' you will qualify for either 10 points or 15 points. If the kitchen is in a recessed area you will be awarded 10 points, if it is not separated from your living space in anyway you will be awarded 15 points.

If your house is so small that you cannot fit a bath into the bathroom and you only have access to a shower you will be awarded 10 points. You will not qualify for points if your bathroom has been adapted to meet your or a member of your families medical needs.

Medical Condition

If you have a medical condition which makes it difficult to get in and out of your house you may qualify for a medical award. You should provide brief details of your condition on the application form and also complete an application for medical priority. All your details will them be passed to our independent medical specialist who will decide how many points you are entitled to. We try to allocate all our ground and first floor houses to people who have difficulty climbing stairs. If you qualify for medical priority we will **not** consider you for any houses which are above first floor level. If you have a mental health issue that will be helped by moving house **and** you are currently receiving psychiatric care or treatment for your condition you may be considered for an award.

In all cases the independent medical specialist will require proof of your illness before making an award. Awards range from:

- Medical 1 60 Points
- Medical 2 45 Points
- Medical 3 30 Points
- Medical 4 20 Points
- Medical 5 10 Points
- Medical 6 5 Points
- Mental Health 7 10 Points
- Mental Health 8 5 Points

Awards 1 and 2 are given to applicants who have very serious conditions and are likely to be house bound. Awards 3 and 4 are given to applicants who have serious conditions such as arthritic conditions which make it difficult to get into or about your house. People with mild respiratory conditions generally qualify for awards 5 and 6.

Support Requirements

If you have to move into Wards 12 or 15 (Partick, Broomhill, Meadowside) to provide or receive a high level of support and you are in receipt of a medical/care related benefit you may qualify for 5 Points.

Sharing Amenities

If you share the kitchen, bathroom, shower room and/or toilet with people who will not be moving with you, you may qualify for the following points:

- the kitchen 7 Points
- the Bath/shower room 10 Points
- the toilet 15 Points

Harassment

Harassment points will only be awarded by us if you are a tenant of Partick Housing Association. Where we are of the opinion that you are in serious risk we will do everything we can to help you get a house out with the area. We will also take action against the person causing the harassment and take whatever legal steps we can to evict them from our property. People suffering harassment should also refer themselves to the City Council and ask to be referred to another landlord under the Homeless Protocol.

If you are not a tenant of Partick Housing Association you should discuss your situation with your landlord and refer yourself to the City Council where your application will be assessed and you may be referred to us under the Homeless Protocol.

What Happens Next?

If you have enough points to be close to the top of the housing list we will visit you in your house. During the visit you will get a chance to discuss any concerns you might have about taking a house from us and to let us know any specific requirements you have. We will also ask you to provide us with proof of residency for you and everyone living with you. This can be a benefit book, bank statement or any current bills you have.

If we make you an offer and you refuse it we will discuss the reasons with you. If you have good reason for refusing you will receive a second offer. If however, this is refused we will invite you to an interview to discuss other housing options open to you. At this point you may wish to withdraw your application and apply to other landlords who have houses you would be interested in.

General Rules

You will have 4 days from the date we make you an offer to view the house and accept it. Your tenancy agreement would be signed on the 5th day and you will become liable for the rent on that day.

People applying as co-habiting couples are expected to take a joint tenancy. This will ensure that you each have equal rights and responsibilities for your tenancy.

If we write to you requesting information about your application and you do not respond we may suspend your application.

Appeals and Complaints

You have the right to complain about or appeal decisions we make about the points you are awarded or if we suspend your application. If you wish to do so ask for our 'How to Comment, Compliment or Complain' leaflet which will guide you or alternatively you can download it from our website. A full copy of this policy is also available on our website.