



# Housing Allocation Policy

Policy Ref: HMP07

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| <b>Prepared By</b>            | Operations Director                    |
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## **PART 1 – GENERAL**

### **1.1 Statement of objectives**

Our Housing Allocation Policy aims to promote balanced and sustainable communities, and to ensure that we treat everyone who applies to us for housing in a fair, consistent and professional manner.

It is intended to be clear, comprehensive, non-discriminatory and to provide equal access for all. The rules contained within this policy apply to how we record, assess and review every application for our social rented properties as well as how we select applicants and allocate our vacant houses.

Our objectives include:

- providing a customer-focused allocations service that is transparent, consistent, accountable and fair;
- utilising allocations processes that are efficient, effective and economic to administer;
- ensuring that there is open access to our housing list and that our housing can be accessed by all those aged 16 years and over who need it, regardless of their race, colour, nationality or ethnic origin, faith, religion, gender, sexual orientation, marital status, responsibility of dependents, HIV status, mental or physical health or disability;
- providing appropriate advice and assistance to customers on their housing prospects so that they can make informed choices in relation to requesting specific allocation areas, house types, etc ;
- allocating our houses principally on the basis of need, giving those in greatest need the highest priority for housing;
- making the best use of our housing stock, including seeking to match applicants with particular needs to vacant houses that are designed or have been adapted and specifically meet their needs;
- minimising the time taken to allocate empty properties and thereby minimising void rent loss; and
- monitoring and reviewing housing needs data, including developing appropriate strategies for tackling proactively any concentrations of emerging low demand or unsustainable housing stock.

### **1.2 Compliance with regulatory standards**

In terms of the Scottish Social Housing Charter (SSHC), the Scottish Housing Regulator (SHR) has identified a number of key indicators relevant to access housing and support by which it will measure landlord performance, including the following.

- Housing options – social landlords work together to ensure that people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them; social landlords work together to ensure that tenants and people on housing lists can review their housing options; and social landlords ensure that people at risk of losing their homes get advice on preventing homelessness.
- Access to social housing – social landlords ensure that 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 housed.
- Tenancy sustainment – social landlords ensure that tenants get the information they need to obtain support to remain in their home; and ensure suitable support is available including services provided directly by the landlord and by other organisations.
- Homeless people – local councils perform their duties on homelessness so that 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.

### **1.3 Expected outcomes**

Through our Group Corporate Plan, we seek to support our customers to help make the right decision about where they live; maximise the range of housing options available to people who choose to live in the area and help our customers to understand and get access to the services we deliver and support them to get access to services provided by other agencies.

Through partnership working with the local authority and others we will actively seek to encourage the development of stable and sustainable communities. To assist in this we will collect and monitor the number of:

- vacant houses, the turnover, the number of refusals, the reasons for the refusals, the reasons for terminating tenancies, the household type being allocated houses and the cost of re-letting houses;
- transfer list applicants we have rehoused;
- waiting list applicants we have housed; and
- homeless applicants we have housed.

We will use this information to:

- assist the local authority in the development of the Local Housing Strategy which informs priorities for housing and other initiatives;

- identify and justify courses of action, such as local lettings initiatives, intensive estate management and prioritising work within our investment programme to deal with issues that are identified;
- help provide a better understanding of the challenges and opportunities within our communities and thereby initiate appropriate support and assistance from the wider community and other agencies to target resources where they are most needed and make the area a good place to live; and
- measure our performance in achieving and maintaining stable and sustainable communities by setting targets for the recovery of an area, e.g. we will set targets to reduce the property turnover, improvement in customer satisfaction, etc.

## **1.4 Legislation and corporate fit**

### **1.4.1 Legislation**

We will comply with all relevant legislation, standards and targets set down by the Scottish Housing Regulator in terms of allocations.

Our Housing Allocation Policy complies with legislation, guidance and good practice including:

- The Housing (Scotland) Act 1987, 2001, 2010, 2014 & 2025;
- The Homelessness etc. (Scotland) Act 2003;
- The Equality Act 2010;
- The Matrimonial Homes (Family Protection) (Scotland) Act 1981;
- The Civil Partnerships Act 2005;
- The Data Protection Act 2018 and General Data Protection Regulation (GDPR);
- The Access to Personal Information (Housing) (Scotland) Regulations 1993;
- The Human Rights Act 1998;
- Management of Offenders etc (Scotland) Act 2005 (Multi Agency Public Protection Arrangements – MAPPA);
- Model Scottish Secure Tenancy Agreement (Scottish Government, 2019);
- Social Housing Allocations in Scotland: Practice Guide (Scottish Government, 2019);
- Domestic Abuse (Protection) (Scotland) Act 2021; and
- United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024.

Specifically, the Housing (Scotland) Act 2001 and the Housing (Scotland) Act 1987 lay down the legal requirements that Partick Housing Association (PHA) and all other social landlords must comply with in terms of:

- setting out policy for admission onto the housing list;
- priority of allocation of social rented houses;
- transfer of tenants to other landlords;
- mutual exchange of houses; and
- assistance to homeless persons.

We let houses in a way that gives those in the greatest housing need the best opportunity to access our homes; makes best use of available stock; maximises choice and helps sustain communities.

Throughout the Housing Allocation Policy we have used certain words and unless stated otherwise, the definition given is applicable throughout the policy. To avoid any doubt, the Interpretation Act 1978 applies to this policy. This means, for example, that any reference to a male also includes reference to a female and any reference to the singular also includes any reference to the plural.

Our Housing Allocation Policy complies with the Association's Equality Policy. Partick Housing Association is committed to the elimination of all forms of unlawful or unfair discrimination and to promoting equality in all our functions. The Association is committed to equality for all people irrespective of their gender, marital status, family circumstances, disability, race, ethnic or national origins, age, religion or belief, political or sexual orientation. However we may look at individual cases where it may be prudent to exercise positive action to ensure that certain groups are allocated appropriate accommodation (e.g. applicants with appropriate medical needs). To enable us to fulfil our commitment to equality, we will record and monitor the ethnicity, gender and disability of all applicants and review our performance and policy accordingly.

Our Housing Allocation Policy is consistent with our:

- Group Corporate Plan;
- Business Plan;
- Arrears Management Policy;
- Void Management Policy;
- Domestic Abuse Policy;
- Decant Policy;
- Entitlements, Payments, Expenses & Benefits Policy;
- Comments, Compliments & Complaints Policy;
- Health & Safety Policy;
- Risk Management Strategy; and
- Group Standing Orders.

#### **1.4.2 Equalities**

Our Housing Allocation Policy complies with our Equality Policy.

#### **1.4.3 Confidentiality**

We recognise that confidentiality is important to applicants and will treat information that we receive in the strictest confidence under the Data Protection Act 1998, General Data Protection Regulation (GDPR) and in line with our Data Protection Policy.

We will not pass on or discuss with any third party any information provided by any applicant without the applicant's written permission. If there is personal information about someone other than the applicant on the application, we will not release that information unless we receive written permission from that other person.

To ensure an applicant's own confidentiality within their household, we can if instructed, contact the applicant at an alternative address, provided that we receive full details and the instruction in writing with the application, or at a later date.

All applicants who would like to check the details that we hold in terms of their application can contact us at any time. Except as may otherwise be required by law, we will allow only the applicant access to their file, unless we have a signed mandate from the applicant authorising us to allow another named person access to the file and we are able to satisfy ourselves as to the identity of that other named person.

#### **1.4.4 Business Plan and risk management**

Our Business Plan depends upon generating revenue from the properties that we rent. We therefore seek to promote best use of our housing stock and mitigate against business risk through minimising our void rent loss. Allocating properties in an efficient, effective and economic manner should minimise our void rent loss.

#### **1.4.5 The Board**

The Board will monitor the implementation of this policy to ensure that it is properly operated, that there is appropriate officer involvement in the allocations system and that there is effective scrutiny of the Housing Allocation Policy.

The Operations Director, or other Leadership Team member in their absence, has responsibility for overseeing the implementation of the Housing Allocation Policy and our Housing Services Manager, or Operations Director in their absence, is responsible for key aspects of the day to day service delivery with delegation of specific tasks to appropriate staff.

The Board will ensure that the Housing Allocation Policy is meeting its intended objectives and that monitoring and reporting of activities takes place in accordance with the Performance Standards and monitoring as detailed at Annex A.

The Board will also carry out annual reviews of the points scheme and letting targets set out in the Housing Allocation Policy to ensure that they remain appropriate in relation to changing housing needs or statutory requirements.

In implementing the Association's Housing Allocation Policy certain functions are the responsibility of the Board, although staff have delegated authority to undertake many tasks. Examples of key functions / tasks are summarised below.

| <b>Function / task</b>                                                                                                        | <b>Responsibility</b>                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Housing Allocation Policy – review, amendment and approval (including establishment of local letting initiatives)             | PHA Board                                                                                                                                           |
| Assessment of applications, annual review of active applications and removal of cancelled applications from our housing lists | Operations staff                                                                                                                                    |
| Authorisation of allocation of available property                                                                             | Operations Director and Housing Services Manager (except Entitlements, Payments, Expenses & Benefits Policy cases which require PHA Board approval) |
| Monitoring of lets and housing lists                                                                                          | Operations Director and Housing Services Manager reporting to the Board                                                                             |
| Appeals relating to assessment of applications or offers of accommodation                                                     | Housing Services Manager, escalating to Operations Director, if applicable                                                                          |
| Periods of suspension in relation to ASBOs                                                                                    | Operations Director recommendation to PHA Board to determine reasonable period of suspension (on a case by case basis)                              |

## **1.5 Notification**

We will write to applicants to notify them of their acceptance onto our Waiting List. At that time we will advise the applicant of any points entitlement and their application number.

If we have suspended an application, we will write to the applicant and advise them of our decision and give the reasons for our decision. We will offer our help and support so that the applicant may make informed choices about having their housing options.

## **1.6 Decision making**

We will make sure that our decision-making is transparent and will:

- make applicants aware of our reasons for any decision on their application;
- base all of our decisions on objective criteria which applicants are aware of;
- make our policy readily available;
- have a clear appeals procedure in place; and
- continually monitor the allocation process.

## **PART 2 – ACCESS TO HOUSING**

### **2.1 Applying for housing**

Anyone can apply for housing with us if:

- they are aged 16 years and over.

We will welcome applications from all regardless of colour, gender or sexual orientation, faith or religion, race, ethnic or national origin, mental or physical health, disability, marital status, language or social origin.

An applicant may be, but does not have to be:

- one of our tenants;
- the tenant of another housing association or co-operative;
- the tenant of a local authority;
- the tenant of a private residential landlord;
- a homeowner; or
- someone who does not have a permanent home of their own (e.g. a person who lives with relatives or friends, in a caravan, in residential accommodation, etc).

Applicants must be honest, provide us with all of the information and any supporting evidence that we need to assess their housing application. It is also critical that applicants provide accurate information and advise us of all changes of circumstances that may affect their housing application.

We will carry out a rolling review of our housing list so that applicants have their circumstances checked and updated routinely. Every 12 months we will issue a review letter/ email to applicants, requesting confirmation of circumstances. If the applicant does not respond by the set date, a reminder letter/ email will be issued. If we fail to receive a response to this reminder letter/ email we will remove the application from the housing list. If an applicant who has been removed from the list and contacts us at a future date, they can reapply to join our housing list.

### **2.2 Common Housing Register**

The Association is not currently a member of a Common Housing Register (CHR), but if there was an operational scheme covering our area this could allow housing applicants an easy way to apply to more than one social landlord.

### **2.3 Homeless households and homeless referrals**

If someone presents themselves to the local authority as homeless, the Council will assess their needs using homelessness assessment procedures. If the local authority considers that a homeless household is unintentionally homeless, they will issue a determination letter.

Partick Housing Association will consider offering housing to statutory homeless households when a suitable property becomes available for let. In these circumstances, the allocation would be considered as a referral from the Council in terms of Section 5 of the Housing (Scotland) Act 2001 and not through the Association's Housing Allocation Policy.

We are committed to playing our part in helping to address the housing needs of homeless households through working in partnership with the local authority. We have a protocol in place with the Council that sets out roles and responsibilities of both organisations. Section 5 of the 2001 Act places emphasis on such joint working and places a duty on all registered social landlords to house homeless households referred to them by the local authority, unless it has good reason not to.

Where we receive Section 5 referrals from the Council, we will review the accompanying resettlement plan and relevant documentation. This should include details of any particular household circumstances, support or care that will be provided to ensure tenancy sustainment and prevent repeat homelessness occurring.

We allocate a number of our vacant properties to Section 5 homeless referrals identified by the Council. Typically where we are reletting vacant properties or involved in a new development, the local authority will be offered up to 50% referrals. However there may be developments where different targets are agreed for first lets, such as where existing tenants require to be rehoused as part of the development programme (please see Annex C Partick Local Letting Initiatives).

Homeless referrals from the Council will be managed, recorded and monitored. Outcomes will be reviewed annually and future targets for statutory homeless referrals may be adjusted as appropriate by agreement of the Association's Board.

## **2.4 Letting targets**

In order to achieve balanced and sustainable communities we seek to use a letting target system to maintain a balance when we are allocating properties. Annex B summarises our current Letting Targets.

We will make selections throughout the year by rotation, seeking to ensure that target percentages are broadly achieved on an ongoing basis. However targets achieved may vary depending upon a variety of circumstances such as turnover, availability of homeless referrals from the Council, local letting initiatives, etc.

Typically where we are reletting vacant properties or involved in allocating new lets, the local authority will be offered referrals for up to 50% of the properties. However there may be new build developments where different targets are agreed for first lets, such as where existing tenants are to be rehoused as part of the new development programme.

Homeless referrals from the Council will be managed and recorded. Outcomes will be reviewed annually and future targets adjusted as appropriate by agreement of the Association's Board.

To ensure flexibility in meeting the changing needs of our local housing markets, we aim to review local letting targets annually in partnership with the Council and report to our Board.

Targets can be adjusted to meet the changing needs of local housing markets and in certain circumstance local letting initiatives will be applied. Annex C sets out details of our Local Letting Initiatives for New Build Developments. Annex D sets out details of our Local Letting Initiatives for Strategic Acquisitions.

## **2.5 Joint applications**

We will consider an application from more than one person, where the applicants wish to live together as joint tenants. We will consult all applicants, who have requested a joint application, or the number of people who apply to be housed together as joint tenants. When doing so we will take account of all relevant legislation at that time. We will grant joint applications unless we have reasonable grounds to refuse the request. When we make an offer of housing to joint applicants, we will generally create a joint tenancy in respect of each of the applicants.

## **2.6 Assessing applications**

In assessing applications and allocating properties we will take **no** account of:

- the age of an applicant, other than to verify that the applicant is aged 16 years and over;
- the length of time the applicant has lived in the area;
- any money due for a house that the applicant was not the tenant of;
- rent arrears or housing debt, such as rechargeable repairs, which have been paid off or amount to less than one month's rent;
- rent arrears or housing debt, such as rechargeable repairs, which amount to more than one month's rent where the applicant has an agreed repayment arrangement and has maintained the arrangement for at least three continuous months;
- any debts which do not relate to the tenancy of a house;
- any Council Tax arrears;
- the applicant's own income or the income of the household; and
- whether the applicant or any member of the household now own or have ever owned a house.

We will seek to assess all housing applications within 10 working days from date of receipt. We will provide applicants with a unique application reference number and advise of any points awarded.

## 2.7 Applications that may be removed or suspended

We aim to operate a housing list that is open and can be accessed by people in a variety of housing circumstances. However although we may accept an application, there are circumstances where we may remove or suspend an application and therefore not make an offer of housing.

We will **remove** an application from our housing list if:

- the applicant has died;
- the applicant has asked in writing to be removed from the list; or
- the applicant has failed to respond to a periodic review of the housing list.

In certain circumstances, it may be appropriate to suspend an application for housing for a period of time. Where an application has been suspended, the applicant will not be considered for or receive an offer of housing during the period of the suspension. A suspension will not affect the applicant's points level.

The table below sets out the reasons and circumstances that will result in an application for housing being suspended and provides details of the timescale for which the suspension is likely to apply.

|   | Reasons for suspension                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Rules and timescales                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p><b>Anti-social behaviour</b><br/>by an applicant or a member of their household.</p> <p>The list below provides examples of the types of behaviour that we consider to be anti-social (this list is not exhaustive):</p> <ul style="list-style-type: none"><li>• annoyance, harassment, violent or intimidating behaviour towards staff members or neighbours;</li><li>• criminal convictions <b>related to a tenancy</b> (e.g. drug dealing, prostitution, fire raising, etc.);</li><li>• extensive damage caused to a landlord's property;</li><li>• Anti-Social Behaviour Order (ASBO) granted;</li><li>• eviction decree granted;</li><li>• established and sustained pattern of conduct considered anti-social; or</li><li>• any other behaviour that we consider to be anti-social.</li></ul> | <p>Where the applicant has an existing application for housing, the application will be suspended pending the outcome of investigations.</p> <p>Where an offer of housing has been made to the applicant, the offer will be held pending the outcome of the investigation.</p> <p>Where anti-social behaviour has been established, the application will be suspended and the offer of housing withdrawn (where relevant).</p> <p><b>Suspension period is 3 months.</b></p> <p>The case will be reviewed by the Housing Services</p> |

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Manager to determine whether:</p> <ul style="list-style-type: none"> <li>- the applicant can demonstrate their ability to behave in such a way as not to cause harassment, nuisance or annoyance to others; and</li> <li>- the household will be able to maintain a future tenancy in an acceptable manner.</li> </ul> <p>Thereafter the application will either be reinstated or the suspension extended for a further <b>3 months</b> (depending upon the outcome of the review).</p> |
| <b>2</b> | <p><b>Tenancy related debt</b><br/>attributed to the applicant as a tenant within the previous five years</p> <p>Suspension will be applied where the applicant has rent arrears or any other tenancy related debt (e.g. rechargeable repairs, service charges, etc). Exceptions to this would be where:</p> <ul style="list-style-type: none"> <li>• the debt has been paid off in full;</li> <li>• the level of debt is equivalent to or less than a month's rent;</li> <li>• an agreement has been made to pay the debt off and this has been maintained for at least three months and is continuing to be maintained; and</li> <li>• the debt is not the responsibility of the applicant as a tenant.</li> </ul> | <p><b>Suspension period is 3 months.</b></p> <p>The suspension will be lifted in the following circumstances:</p> <ul style="list-style-type: none"> <li>• immediately following full payment of the debt; or</li> <li>• where an arrangement to pay off the debt has been maintained for 3 months; or</li> <li>• where the debt has been reduced to less than a month's rent.</li> </ul>                                                                                                  |
| <b>3</b> | <p><b>Breach of tenancy condition/s</b></p> <p>Suspension will be applied where the applicant is a current tenant of a social landlord and has breached their tenancy conditions. For example:</p> <ul style="list-style-type: none"> <li>• unsatisfactory condition of property, garden, common areas, disposal of</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                       | <p><b>Suspension period is 3 months.</b></p> <p>Suspension should be lifted as soon as the social landlord is satisfied that the condition of the property has improved to a satisfactory level.</p>                                                                                                                                                                                                                                                                                       |

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                      |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>rubbish, wilful damage, vandalism, control of pets, etc; and</p> <ul style="list-style-type: none"> <li>• where alterations or improvements have been carried out on a property without the approval of the landlord.</li> </ul> <p>Suspension may also be applied where the applicant is a current PHA tenant and has breached their tenancy conditions, by for example failing to provide us with access to carry out essential repairs / maintenance works.</p> | <p>However where there has been a persistent breach of tenancy conditions, the case will be reviewed by the Housing Services Manager after 3 months and the application either reinstated or suspended for a further <b>3 months</b> (depending upon the outcome of the review).</p> |
| <b>4</b> | <p><b>Refusal of a second offer of housing</b></p> <p>Suspension will be applied where the applicant has refused a second reasonable offer of housing within the last 3 years (made in accordance with the applicant's preferences).</p>                                                                                                                                                                                                                              | <p><b>Suspension period is 3 months.</b></p> <p>During this period the applicant will be invited to meet with the Housing Services team to discuss their application and the reasons behind their refusal of the previous two offers.</p>                                            |
| <b>5</b> | <p><b>Fraud, false or misleading information</b></p> <p>Suspension will be applied where the applicant has deliberately misrepresented information in order to gain advantage over other applicants in housing need.</p>                                                                                                                                                                                                                                              | <p><b>Suspension period is 3 months.</b></p>                                                                                                                                                                                                                                         |

Where a decision has been taken to suspend a housing application, we will provide the applicant with the following information:

- the reasons for the suspension;
- the implications of the suspension;
- the period of the suspension;
- the process by which the applicant can appeal against the suspension;
- the steps that the applicant needs to take in order to have the suspension lifted; and
- the information, advice and support that we can provide to assist the applicant to have the suspension lifted.

The suspension timescales outlined above may be extended if we consider that the applicant has not taken the necessary steps required for the suspension to be lifted. Suspensions will only be extended at the discretion of the Housing Services Manager and will be based upon the individual circumstances of the case.

## **2.8 Tenancy references**

We will seek references from the appropriate landlord/s for any applicant who has been a tenant of:

- any local authority;
- any Registered Social Landlord; or
- any other landlord.

We must be satisfied that the information provided in the tenancy reference confirms that the applicant satisfies our eligibility criteria detailed above at 2.1 before we will consider an application for an offer of housing.

We will not activate and consider applications until we have received the tenancy references. We will ask all applicants, and anyone applying to be housed with them as a joint tenant, who has held a tenancy to sign a mandate confirming that they are happy for us to write to any current and all previous landlord/s within a **3-year period** prior to the date of the application for a tenancy reference. Without this authorisation we cannot contact landlord/s for a reference and we cannot process an application.

We will not make an offer of housing if we are not satisfied with any of the tenancy references that we receive. We will suspend the application and monitor the case for improvement, e.g. in terms of rent arrears, anti-social behaviour, tenancy breaches, etc. However if the tenancy reference is unacceptable because of rent arrears, which the applicant accrued as tenant of a house, it is the applicant's responsibility to advise us when the account is clear or that the applicant has kept to an agreed repayment plan in respect of the arrears for a continuous period of 3 months. If the tenancy reference is unacceptable because the applicant or a member of the applicant's household is subject to an Anti-Social Behaviour Order (ASBO) under relevant legislation, we may consider making an offer of housing with a Short Scottish Secure Tenancy (SSST).

Where we suspend an application because we are not satisfied with a tenancy reference the applicant can request to see the reference. We will deal with the request under the Data Protection legislation, the General Data Protection Regulation (GDPR) and our Data Protection Policy.

## **2.9 Changes of tenancy**

### **2.9.1 Successions**

If a tenant dies and a member of the household applies for the tenancy we will consider them for the tenancy under the provisions of the Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014 & 2025. Refer to Part 7 of the Model Scottish Secure Tenancy Agreement.

The law is very clear on who is eligible to be a 'qualified person' and can therefore succeed to a tenancy. It also specifies notification and residency requirements as well as the order in which each category is given priority.

Where there is a joint tenancy, the tenancy automatically remains with the other joint tenant/s. In all other circumstances the order is:

- a) the tenant's spouse or partner, providing that the house has been their only or principal home at the time of the tenant's death;
- b) if (a) does not apply, then the tenancy may be offered to a member of the tenant's family, providing that it was their only or principal home for at least 6 months, at the time of the tenant's death;
- c) if neither (a) nor (b) applies then the tenancy may be offered to the carer, providing that the carer gave up their only or principal home in order to move in with the tenant before their death.

We will provide an outcome to any application to succeed within one month of receiving the application.

The type of tenancy given after succession is a Scottish Secure Tenancy.

Where a house has been designed or substantially adapted for the use of someone with a disability or long-term health condition, the law clearly states that only spouses, partners, joint tenants or persons with similar special needs can succeed the tenancy. Others who would otherwise be eligible to succeed to the tenancy would therefore be asked to complete a housing application, have their housing needs assessed and offered reasonable alternative accommodation where appropriate.

### **2.9.2 Assignations**

If a tenant wants to move out of their home or is no longer able to live in their home permanently, we will consider assigning the tenancy to a member of the household under the provisions of the Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014. Refer to Part 4 of the Model Scottish Secure Tenancy Agreement.

The applicant (the assignee) must have had our permission to reside in the property and lived in the house as their only or principal home for at least 12 months prior to the date of the application seeking our consent to the assignation.

The applicant must apply to us in writing and meet **all** of the following conditions:

- the applicant will be homeless if we do not transfer the tenancy to them;
- the applicant has lived continuously with the tenant throughout the tenancy for at least 12 months prior to the date of the application;
- the applicant has given up a tenancy or sold their home to become the full time carer of the tenant;
- we are satisfied that the applicant will be a suitable tenant; and
- transferring the tenancy to the applicant makes best use of the house.

We will not unreasonably refuse permission to assign a tenancy. The Housing Services Manager will consider applications to assign tenancies, being mindful of the possible creation of contrived tenancies, and will advise the applicant in writing of their decision within one month of receiving the application.

If the Housing Services Manager decides that a tenancy should not be assigned, they may consider the applicant for a different property that is better suited to the applicant's needs. However the applicant must complete a housing application, have their housing needs assessed and would only be offered reasonable alternative accommodation if appropriate.

The assigned tenancy will be on the basis of a full Scottish Secure Tenancy.

### **2.9.3 Subletting**

The Association will only consider an application from a tenant to sublet a property in line with Part 2 of Schedule 5 of the Housing (Scotland) Act 2001 and where grounds set out in Subsection (3) of Part 2 of Schedule 5 do not apply. Refer to Part 4 of the Model Scottish Secure Tenancy Agreement.

The tenant must get our written permission to sublet their property. A tenant who has lived continually within their tenancy for at least 12 months who wishes to sublet their property on a temporary basis, for a maximum of one year, must:

- submit a written application; and
- provide details of the proposed transaction including any deposit or payment to be received by the tenant in relation to pursuing the transaction; and
- provide details of the proposed sub-tenant's name, date of birth and current address; the start and end date the tenant wants the subletting to take place; and the terms of the written agreement that the tenant proposes to enter into with the sub-tenant.

We will not unreasonably refuse permission to sublet. We will give our consent or reasons for refusal within one month of receiving the application.

At all times a sublet property will remain in the name of the tenant and the person subletting the property cannot succeed to the tenancy. The tenant will continue to be legally responsible for ensuring adherence to the conditions of tenancy, including payment of rent, not causing nuisance, etc. If there are any breaches of tenancy we will take legal advice and may take steps to remove the person subletting the property.

If a tenant sublets all or part of their property without our permission, they are in breach of their tenancy agreement. Illegally subletting our property is an offence and the Association will take the appropriate legal action and also recover the property.

#### **2.9.4 Lodgers**

The Association will only consider an application from a tenant to have a lodger move into a property in line with Part 2 of Schedule 5 of the Housing (Scotland) Act 2001 and where grounds set out in Subsection (3) of Part 2 of Schedule 5 do not apply. Refer to Part 4 of the Model Scottish Secure Tenancy Agreement.

The tenant must get our written permission to take in a lodger. To apply for our permission, the tenant must:

- submit a written application; and
- provide details of the proposed lodger's name, date of birth and current address; the start and end date the tenant wants the lodger to be living with the tenant; and the terms of the written agreement that the tenant proposes to enter into with the lodger; and
- provide details of the amount of rent and any other payments (including a deposit) that the tenant is proposing to charge (if any).

We will not unreasonably refuse permission to take in a lodger. We will give our consent or reasons for refusal within one month of receiving the application.

Lodgers have no rights of succession, nor can the tenant assign the tenancy to a lodger.

#### **2.10 False or misleading information**

We will take all reasonable steps to investigate any information we receive which affects an application.

It is important that applications are completed carefully and with as much detail and information as required. Information provided must be accurate and up to date. Applicants must notify us of any changes to the information as soon as the change is known.

Applicants must co-operate fully with any reasonable investigations needed to confirm the details of an application that we carry out or which is carried out on our behalf and must allow our staff access to their home to inspect it.

If we find out that any applicant has provided false, misleading or out of date information to apply for housing with us we may suspend the application. If we suspend the application we will not make an offer of housing. However we will advise the applicant in writing of our decision and the reason/s for our decision.

If we find that we have created a tenancy that has been the result of an applicant providing false or misleading information we may take appropriate legal action. This may result in us removing the tenant and anyone who lives with the tenant from the house. It may also result in us placing the tenant on a Short Scottish Secure Tenancy (SSST). We will advise the tenant in writing of the action we intend to take, although the results of all investigations will remain confidential.

The Housing Allocation Policy and this section in particular, applies to joint applicants jointly and severally. This means that even if only one applicant is in breach of any of the sections of this policy we can hold all applicants to be in breach of the policy.

## **2.11 Tenancy conditions**

Applicants should note that, if they accept any house offered to them, they will sign a Scottish Secure Tenancy (SST) agreement or in cases where there is evidence that a new tenant or a member of their household has been involved in antisocial behaviour in or near their home within the last three years, a Short Scottish Secure Tenancy (SSST) agreement may be offered. Both are legally binding contracts between them, and Partick Housing Association.

The agreement sets out the rights and responsibilities of the tenant as occupier of the house, and of Partick Housing Association as landlord.

When we make an offer of housing to joint applicants, we will generally create a joint tenancy in respect of each of the applicants. This will help protect the rights of each joint tenant, while making them jointly and severally responsible for maintaining their conditions of tenancy.

We will make all reasonable efforts to fulfil our part of the contract and we will expect the applicant to do the same. We may take action against any tenant who breaches any part of the tenancy agreement.

## **2.12 How to apply for housing**

Applicants who complete a housing application form will be considered for housing with Partick Housing Association. Application forms are available by contacting our office or visiting our website. Applicants may be invited to discuss their Housing Options prior to completing an application form.

We can only consider people for housing with us if they complete an application form fully and provide all of the information that we need.

Our staff will be pleased to help any applicant to fill in the application form, and to answer any questions that they may have on allocation areas, house sizes and types available, and indicative waiting times. We can provide the application form and this Policy in different formats such as Braille and in other languages if requested.

When we receive completed application forms we will send a letter/ email to the applicant confirming that we have received it. The letter/ email will also advise the applicant of their personal application number which should be quoted when making any enquiries about their application.

### **2.13 Allocation areas**

Partick Housing Association owns different property sizes and different property types in our area of operation within Glasgow's West End.

Details of stock numbers, locations and an indication of turnover are available to all applicants and this information is updated routinely.

Most of our properties are in high demand, which means that turnover can be very limited. We are happy to discuss with an applicant the areas that they wish to be considered for and advise on turnover. We can also advise on any local lettings initiatives. This will allow applicants to make informed and realistic decisions when choosing allocation areas that best meet their needs and expectations.

The housing application form allows applicants to choose as many or as few allocation areas as they want. If applicants wish to change their allocation areas, they can do this at any time by notifying us in writing.

### **2.14 Mutual exchanges**

We will consider mutual exchanges between tenants where both households would benefit from the exchange and be housed in appropriately sized accommodation.

Any of our tenants may request a mutual exchange with another Partick Housing Association tenant or with a tenant of another social landlord. Tenants must request the mutual exchange in writing and a form is available for this. We will not unreasonably refuse permission to a mutual exchange.

We will not permit mutual exchanges during the first 12 months of a tenancy, in line with the Housing (Scotland) Act 2014.

To qualify for a mutual exchange tenants must:

- obtain our written consent and the written consent of any other landlord involved in the exchange;
- have a clear rent account;

- have a Scottish Secure Tenancy, or an equivalent social housing tenancy in other parts of the UK;
- have an acceptable tenancy reference, which will include the condition of the house and garden;
- not have a current Anti-Social Behaviour Order against them or a member of their household;
- agree to reinstate any unauthorised alterations made to their property, prior to the exchange being approved; and
- the family composition of any incoming tenant must not result in overcrowding or under occupation of the tenant as detailed in Section 3 of this policy.

When considering which house the tenant would like to mutually exchange to, the tenant must make sure that they will not overcrowd the house. Similarly they must make sure that they will not under occupy the house. We will not approve a mutual exchange, if the move will cause overcrowding, under occupation or otherwise not make best use of housing stock.

If someone seeking a mutual exchange is on our housing list and in receipt of medical points, the proposed exchange will not be approved if the outcome would conflict with any recommendations for accessible housing (e.g. the need for ground floor accommodation only).

Any tenant who wishes to exchange with a tenant from another social landlord must advise the other tenant that they must also fill out an application form and must comply with all of the above criteria.

We will make our decision on the application within one month of the date from which we receive the application and all supporting information from all parties to the requested mutual exchange. If we do not receive all of the information required allowing us to make a decision within one month, we will refuse the application. However both applicants can re-apply.

If we decide that a mutual exchange application should be refused, being mindful of the possible creation of contrived tenancies, we will advise both applicants in writing and will encourage both applicants discuss their Housing Options.

If we approve the application, both applicants will require to sign new tenancy agreements for their new homes, regardless of who the landlord may be.

When we approve a mutual exchange and it takes place, we will automatically cancel any active housing applications on our list as the mutual exchange will have met the applicant's housing needs.

## **2.15 Local lettings initiatives** *(reviewed August 2026)*

In specific locations, such as where we have new build properties or are pursuing strategic acquisitions, we may introduce local letting initiatives to achieve best use of housing stock, balanced communities and sustainable tenancies.

Partick Housing Association's Board will authorise all local letting initiatives. When making their decision the Board will take account of the following:

- justification for the initiative;
- identification of the area to which the initiative will apply;
- confirmation of the time period during which the initiative will apply; and
- confirmation of arrangements for monitoring, reviewing and evaluating outcomes.

Our Board will monitor and review the implementation of local letting initiatives, considering recommendations as appropriate in relation to any suggested policy changes.

Local letting initiatives are consistent with Scottish Social Housing Charter objectives in relation to flexibility in allocations to reflect local housing market objectives and promoting tenancy sustainment.

Annex C sets out details of Partick Housing Association's Local Letting Initiatives for New Developments. Annex D sets out details of Partick Housing Association's Local Letting Initiatives for Strategic Acquisitions.

To ensure flexibility in meeting the changing needs of our local housing markets, we aim to review local letting initiatives annually and report to our Board. New initiatives can be added and existing initiatives can be extended, amended or withdrawn. We will annually review the overall housing need and demand for our properties via our waiting lists and this assessment will inform any subsequent lets in these properties and necessary adjustments made to lettings targets.

## **2.16 Granting of tenancies to relatives of staff and Board members**

To ensure that we comply with the regulatory requirements regarding granting of entitlements, payments, expenses or benefits to Partick Housing Association Board members and staff, or to their close relatives, we will ask all applicants to state whether or not to their knowledge, they are related to a Board or staff member.

Our Entitlements, Payments, Expenses & Benefits Policy sets out how we will deal with such applications. A member of PHA staff will be able to provide a copy of the guidance. Copies are also available on our website.

The Board will formally approve any allocation of a property to a staff or Board member or their close relative. The formal approval of the Board must be recorded in the minute of the Board meeting with the details of the allocation entered into the appropriate Register of Interest. When the allocation is concerning a Board member or a close relative of a Board member, the Board member must declare an interest and leave the meeting when the issue is being discussed.

## **2.17 What happens after an application is made?**

If interested parties are aged 16 years and over they can apply to us for housing. However we will not make any offers of housing until we have carried out certain checks, including checking any previous tenancies that applicants may have had, and we are satisfied with the application.

When we receive applications we will send a letter/ email to the applicant confirming that we have received it. It is important that the applicant keeps this safe, as it will show the application number, which is helpful for future enquiries.

We will process all applications within the timescales detailed in the table in the Performance Standards and Monitoring section in Annex A of this policy. The Association may request additional supporting information or undertake further investigations into circumstances if additional evidence is required to ensure accuracy in assessing applications and ranking priority. If the Association is not satisfied that sufficient evidence has been submitted then the application will be suspended until satisfactory confirmation is provided to substantiate circumstances.

When we have processed the application, we will write to the applicant, confirming the house size, house types and locations chosen and the number of points that we have awarded, if any, under our points scheme.

When a property of the chosen size and house type becomes available in a requested allocation area, we will offer it to the applicant with the highest number of points, provided that their circumstances have not changed. If there are two or more applicants with the same number of points who qualify for the same property, we will use the date of application to decide who will get the offer. This means that we will offer the house to the applicant with the earliest application date.

We will treat an application from two people or from multiple applicants, as a joint application. We also accept applications from people living in the same house who want to apply for separate housing (e.g. due to relationship breakdown). This includes any of our existing tenants.

If any of the circumstances detailed on an application change and any member of the household on an application no longer wishes to be housed with the applicant, we must be advised. The application will remain on our housing list and we will accept a new application from the person concerned or we will remove their name from our housing list, if they wish. If we remove or add anyone to an application this may affect their points entitlement, which may increase or decrease.

Applicants have the right of access to personal information held by us and the right to confidentiality under the Data Protection Act 1998 and General Data Protection Regulation (GDPR). Applicants who require access to personal information will need to submit their request in writing and provide proof of identity to allow access.

## **2.18 Victims of domestic abuse**

Domestic Abuse can be defined as ... *“any form of physical, sexual or emotional abuse which takes place within the context of a close relationship. In most cases, the relationship will be between partners (married, co-habiting or otherwise) or ex-partners.”*

We recognise that safety is paramount, confidentiality is crucial and believing the victim is important. If any applicant advises us that they are suffering domestic abuse, we will complete an application form with them. We can also refer the applicant to the local authority, if they wish, who will deal with the case under homelessness legislation and signpost them to other related services.

We will monitor, review and update our approach in line with any updated legislative or regulatory requirements.

## **2.19 Relationship breakdown**

If anyone has a breakdown in their marriage or in their relationship with their partner, they may qualify for housing (or rehousing) with us.

We will accept an application for housing even if the applicant has to stay on temporarily in the same house as their former spouse or partner.

In considering admission to the list we will **not** take account of:

- any outstanding liability (e.g. rent arrears ) in a property where the applicant was not the tenant when the liability accrued; or
- whether or not a divorce or judicial separation has been obtained.

We will award points to the applicant for all of their housing needs and we will always consider the nature of the relationship breakdown before we make any offer of housing.

We will give applicants who are experiencing a relationship breakdown and seeking accommodation general advice on occupancy rights. We may also refer applicants to relevant advice agencies and/or solicitor where appropriate.

Depending upon the circumstances, the local authority may also be able to help an applicant suffering from a relationship breakdown through their homelessness service. Such applicants should contact the Council directly for more details if the applicant is homeless or threatened with homelessness due to relationship breakdown. We can refer the applicant to the local authority if they wish.

## **2.20 Victims of harassment**

'Harassment' is defined in Section 8 of the Protection from Harassment Act 1997 (c40) as causing a person alarm or distress. We recognise that people have a right to a life free from violence and abuse as well as alarm and distress caused by harassment. We also recognise that fault in such circumstances rests with the perpetrators and not the victims.

We recognise that victims of harassment may wish to move from their home or from the area where they are experiencing the problems and will consider applications from them.

We acknowledge that harassment can take many forms including harassment, sexual harassment, and harassment against people who have mental health issues, learning difficulties, are HIV positive, are gay or lesbian, or victims of domestic abuse. Harassment can have a seriously detrimental effect on quality of life and at its most acute can be life-threatening.

Where a housing applicant alleges harassment and they appear to be at risk, we will in the first instance believe them and take prompt action to ensure their safety as far as possible.

We will take reasonable steps to obtain information to support the applicant's case. However if it proves impossible to obtain evidence of abuse or threat of violence, the applicant's expressed fears would be considered as sufficient evidence. A statement of circumstances will be requested from the applicant, allowing points to be awarded accordingly.

We recognise that confidentiality is crucial to ensure safety and will ensure that the applicant's wishes are respected with regard to contact points and people. We will also signpost applicants to appropriate agencies that may be able to give detailed or specialist advice and assistance.

## **2.21 Victims of racial harassment**

If an applicant is experiencing racial harassment, we will meet with them to discuss the problem. If they require an interpreter, we will arrange this as quickly as we reasonably can.

As with other types of harassment, we recognise that victims of racial harassment may wish to move from their home or from the area where they are experiencing the problems and will consider applications from them.

Where a housing applicant alleges racial harassment and they appear to be at risk, we will in the first instance believe them and take prompt action to ensure their safety as far as possible.

We will take reasonable steps to obtain information to support the applicant's case. However if it proves impossible to obtain evidence of racial harassment, the applicant's expressed fears would be considered as sufficient evidence. A statement of circumstances will be requested from the applicant, allowing points to be awarded accordingly.

We recognise that confidentiality is crucial to ensure safety and will ensure that the applicant's wishes are respected with regard to contact points and people. We will signpost applicants to appropriate agencies that may be able to give detailed or specialist advice and assistance.

## **2.22 Young people**

We recognise that young people may have a need for housing of their own. We can consider people for housing providing that the applicant is aged 16 years and over.

As well as providing housing ourselves, we can signpost young people to other agencies who can provide accommodation, specialist advice and information services.

Young people leaving care who may be potentially homeless should contact the Council in the first instance for advice and assistance (please refer to 2.8 above for further information).

## **2.23 Asylum seekers and refugees**

We will accept applications from asylum seekers and refugees and place their application on our housing list provided that they are aged 16 or over.

However if at the time of applying for housing, we are advised that the applicant is homeless and we are unable to offer housing at that time, either because there is no suitable housing available or their immigration status is unclear, we will refer them to the local authority who will assess the case under homelessness legislation (please refer to Section 2.3 above for further information).

In accordance with legislation we are unable to make an offer of housing to anyone who is subject to immigration control.

## **2.24 Health & Social Care needs**

We recognise the key role that housing plays in the planning and provision of health and social care we seek to address the housing situation of identified people with particular needs through this policy. Meeting their needs involves:

- a joint housing and care services approach;
- identifying the individual applicant's particular needs;
- sustaining people in their own homes, where possible; and
- making the best use of the housing stock.

We want to do what we reasonably can to work across different care groups to optimise the opportunities for people to live independent and fulfilling lives within the community.

We will work in partnership with the Health & Social Care Partnership and other partners to seek appropriate methods of assessing and addressing the housing needs of a range of people.

Applications will be assessed and prioritised using the Association's points scheme.

## **2.25 Wheelchair and adapted housing**

If an applicant requires to use a wheelchair or has a significant physical disability, it may be appropriate for them to complete a medical assessment form. We will request a detailed Occupational Therapist's assessment of the applicant's needs. This should identify any problems with the applicant's current accommodation, the suitability for the accommodation to be adapted and any additional needs the applicant may have.

When we receive the Occupational Therapist's assessment we will update our records. If an applicant requires adaptations then they will only be offered a house that either already contains the required adaptations or that can, subject to the availability of resources, be reasonably adapted to meet the applicant's needs.

Applications will be assessed and prioritised using the Association's points scheme.

To ensure that we make best use of wheelchair-adapted properties, when a wheelchair-adapted property becomes available, we will give priority to wheelchair applicants who meet the property attributes. Where there is more than one potential applicant, we will allocate the property in the normal way to the applicant with the most points.

When ground floor properties become available for relet, we will firstly check their potential suitability for wheelchair applicants or for those with a medical need for ground floor accommodation, subject to the availability of resources to adapt such a property.

We would consider the following:

- is the house suitable for a ramp?
- is the house located in a level area?
- is the house close to amenities?
- is the house adapted or could it be adapted for wheelchair use?
- is the bathroom large enough for a wheelchair user?
- are there resources available to make reasonable adaptations to the property?

## **2.26 What size of house are applicants entitled to?**

Anyone who applies for housing with us and is placed on our housing list will be considered for a size of property that we assess to meet their needs. Part 3 of the Housing Allocation Policy provides further information.

We will take into account the number of bedrooms and the ages of any children to be housed with the applicant when considering an offer of housing.

If an applicant has child access arrangements we will assess the appropriate size of accommodation for their household's needs.

## **2.27 Interviewing and advising applicants**

We recognise that there are advantages of direct contact with applicants at the point of their initial application for housing to consider their housing needs and expectations, to review their realistic prospects of being housed by PHA or advice on signposting to other appropriate housing providers. We may therefore carry out a Housing Options interview with applicants. In doing this, we will:

- assist applicants with the completion of our housing application form. This will provide us with detailed and relevant information which will save us time when processing the applications;
- check the applicant's needs and preferences and give appropriate advice on their prospects of housing in their areas of choice and property type. Applicants should only choose streets where they want to live in to keep refusals and void turnaround times to a minimum;
- ensure that applicants are aware that they can choose as many or as few as they wish which reasonably meets their needs and expectations;
- ensure that applicants are aware that they will only be considered for housing for the size they qualify for in line with our occupancy standards and for the property types they select on their application form;
- ensure that applicants understand the importance of informing Partick Housing Association of any change of circumstances (e.g. change of address, household formation, or any medical or social factors) which may affect their application;
- check that the applicant has their full entitlement of points;
- advise applicants of other housing providers in the area; and

- encourage applicants who have expressed an interest in sheltered housing to register with providers of specialist accommodation who may operate within the area.

## **2.28 Our lettable standard**

We will seek to allocate all of our houses in good order and in line with our lettable standard.

Our lettable standard is contained within our Void Management Policy and is available on our website and at our office.

We will provide a copy of our lettable standard when we make an offer of housing. This will allow the applicant to contact us if they have any queries about the standard of their new home.

If the applicant is a current Partick Housing Association tenant, we will expect them to have maintained their current house to a good standard. We will require any defects which are the tenant's responsibility, as laid out in the tenancy agreement, to be made good before we consider them for an offer of housing.

## **2.29 Decant accommodation**

There may be times when it will be necessary to move a tenant temporarily to another house to allow us to carry out work in our properties. This is known as 'decanting'. Tenants may be decanted for the following reasons:

- planned major works or improvements where the disruption would be too great if the tenant remained in the house;
- repair work due to fire, flood or storm damage; and/or
- work required for health and safety reasons.

If at any time we have to decant a tenant we will follow our Decant Policy and decanting procedures, and do our best to provide temporary accommodation that meets the tenant's needs. In certain circumstances this may take the form of bed and breakfast accommodation. We may also ask the tenant to consider living with a relative if the decant period is for a short time and we are unable to find temporary accommodation to suit the tenant's needs.

When we provide decant accommodation, it will be housing on a 'like-for-like' basis whenever possible, which means that we will endeavour to offer the same type of house that the tenant lives in at the time. Where there is no such housing available at the time we reserve the right to offer housing that is approximate to the tenant's needs.

When the work is completed in the tenant's home, the tenant must leave the decant accommodation and return to their home.

### **2.30 Keeping pets**

Anyone allocated a house who wants to keep a pet must get our written permission first.

To apply for our permission, the tenant must:

- submit a written application;
- provide details of the proposed pet; and
- acknowledge that they will be responsible for the actions of the pet.

We will not unreasonably refuse permission to keep a pet. Examples of reasonable grounds for refusing permission would depend upon your property, the type of pet and if the pet would cause a nuisance.

## **PART 3 – HOUSING LISTS AND PRIORITIES**

### **3.1 How applicants are queued for housing**

Our Housing Allocation Policy is based principally upon housing need and the greatest priority for housing is given to those in greatest need.

Applications will be assessed according to an individual's circumstances and applicants will be managed within one of the following lists:

- homeless referrals;
- transfer list; or
- waiting list.

Information is provided below on the qualifying criteria for each of the lists and the points categories which prioritise their application.

### **3.2 Homeless referrals**

The Local Authority has a legal duty to provide permanent accommodation under the Housing (Scotland) Act 1987, as amended by Housing (Scotland) Act 2001 and the Homelessness etc. (Scotland) Act 2003 to those who qualify.

If someone presents to the local authority as homeless, the Council will assess their needs using homelessness assessment procedures. If the Council determines that a homeless applicant is unintentionally homeless, they will issue a determination letter.

Partick Housing Association will offer a proportion of its empty properties that become available to statutory homeless households. The Council will refer such households to the Association in terms of Section 5 of the Housing (Scotland) Act 2001 (commonly known as a 'Section 5 referral').

The reasonable offer of housing made to an applicant as a homeless person will discharge the Council's legal duty under the relevant homelessness legislation.

Where a Section 5 referral is identified and that person has a current live housing application, that application would be suspended pending the outcome of their homeless status. If such a household is housed, their application on the Waiting List will be automatically cancelled.

The Association will set a target for the level of lets to statutory homeless households, subject to agreement and review by the Association's Board. The balance of lets will be allocated via the Association's general Housing Allocation Policy and points scheme, which in turn will also include an agreed target for transfer list and waiting list applicants.

### 3.3 Transfer List

Applicants will be queued on this list if they are:

- an existing tenant of Partick Housing Association.

To help us maintain a sufficient turnover of our properties in order that we can meet the needs of applicants on the housing list, applicants queued on this list will be sub divided and prioritised in one of the following ways.

#### 3.3.1 Transfer applicants with an assessed housing need

We will assess applications on the basis of the points categories outlined below within this section of the policy. Applicants will be queued on the transfer list in points order, prioritising applicants with the highest combined points total and most need.

Where more than one applicant has the same level of points, the date of application for housing will be used to determine their priority placing on the list.

#### 3.3.2 Transfer applicants with no assessed housing need

If an applicant has been assessed as having no housing need, they will be queued with other applicants on the transfer list solely by the date of their application.

### 3.4 Waiting list

Applicants will be queued on this list if they are **neither** statutorily homeless nor an existing tenant of Partick Housing Association.

Examples of applicants who can queue on this list include:

- tenants of local authorities or other registered social landlords;
- sublet tenants or lodgers;
- individuals living care of relatives or friends;
- owner occupiers;
- individuals living in houses of multiple occupation (e.g. hostels);
- tenants with tied accommodation ;
- members of H.M. Forces;
- individuals with a Short Assured Tenancy agreement renting within the private sector with a valid Notice to Quit served through no fault of their own actions; and
- individuals with a Private Residential Tenancy agreement, renting within the private sector with a valid Notice to Leave served through no fault of their own actions.

We will assess applicants on the basis of the points categories outlined below. They will be queued on the waiting list in order of the applicant with the highest combined points total (i.e. in greatest housing need).

Where more than one applicant has the same level of points, the date of application for housing will be used to determine their priority placing on the list.

### **3.5 Points categories**

We use a points system to prioritise transfer and waiting list applications. Set out below are the points categories available to transfer list and waiting list applicants.

#### **3.5.1 Medical priority**

Medical priority points are available to both transfer list and waiting list applicants. However having a medical condition will not in itself be grounds for an award of medical points.

Applicants need to complete a detailed Medical Priority Housing Needs Assessment Form as well as the Association's Housing Application Form to be considered for medical priority points. These forms are available from our office and to download from our website.

They should apply where they, or someone in their household, is experiencing difficulty accessing facilities within their current home. The assessment focuses on the person's ability, or inability, to perform essential day-to-day tasks within their home. It is not about a person's health condition or disability. It is about the way that the health condition or disability affects how a person manages their home.

We consider:

- mobility – how easy it is for someone to move around;
- access – getting in and out of the home and from room to room, as well as being able to reach necessary equipment and facilities inside the home;
- stairs;
- transfers – like getting in and out of bed;
- personal care – like washing and dressing;
- domestic tasks;
- lifestyle and social interaction; and
- how carers, or family, help to manage these tasks.

We may ask applicants to provide evidence from medical professionals about someone's health condition and the impact it has on their ability to carry out the tasks above. Only if the above can be improved by moving to a new home will we consider awarding 'medical priority' points.

#### **Mental health conditions**

If someone needs to move because of a mental health condition, the person or member of their household, must be part of the current caseload of a consultant psychiatrist or community psychiatric nurse.

A member of the mental health team should also confirm that:

- moving home is likely to help the household significantly; and
- the person's symptoms are not expected to improve using other treatments alone.

The assessment will consider the support and treatment previously offered and the outcomes. We consider applicants with severe and enduring mental health problems on a case by case basis. An enduring mental health condition is one which cannot be completely cured, but can be controlled in some cases.

### **Where more than one person in the household is applying for medical priority**

Each person in the household should apply separately. If more than one person in the household qualifies for medical priority points, we will only award points for the person with the highest need.

### **Choice restrictions**

The award of medical priority points is usually conditional, so would include a restriction on the floor level (e.g. ground floor only) or property type (e.g. property with no internal stairs) that the applicant would be considered for. If the applicant wants to be considered for properties outwith any such restrictions, then medical priority points would be removed from their application.

### **Aids & adaptations in current home**

Medical priority points will only be awarded where the current accommodation **cannot** be adapted to meet the person's needs. We will discuss with applicants whether installing equipment or carrying out adaptations would make their home suitable to their needs. We can refer our tenants to the Council for an Occupational Therapist assessment.

### **In hospital or a care establishment**

We cannot carry out a Medical Priority Housing Needs Assessment if someone is in hospital, so will contact them to confirm that their application will be put on hold. The applicant, or their representative, should contact us when they return home. However if someone is unable to return home due to their current home being unsuitable, they should contact us to discuss.

### **Factors not considered as part of our medical assessment**

- anti-social behaviour, being harassed or having problems with neighbours;
- difficulty looking after a garden;
- visitors having difficulty getting into the property;
- pregnancy or having young children;
- having an illness the person is expected to recover from; or
- having a health condition that does not affect the person's ability to carry out daily living activities in their current home.

**Matters not considered in our medical assessment, but referred to elsewhere within this policy**

- overcrowding;
- sharing with friends or relatives;
- underoccupying; and
- disrepair.

**3.5.1.1 Category A: medical need**

Category A medical need points may be awarded if the person is:

- at significant risk by living in their own home and cannot access essential facilities; and
- the person's current home cannot be adapted to meet their needs.

If applicants are to be awarded Category A medical points, this will most likely have their floor level restricted to ground floor or lift access only.

Applicants requiring a wheelchair accessible property may be awarded Category A medical need points if they are not already living in a suitably adapted property and have an Occupational Therapist assessment which specifies that they require such a property.

The Association has a very limited supply of ground floor or wheelchair accessible properties, so housing applicants in these circumstances should look to maximise their opportunities by considering suitable accommodation in all streets where we may have housing stock.

Only two reasonable offers of housing will be made to an applicant with Category A medical need points. Part 4 of the Housing Allocation Policy provides further information on offers and refusals.

**Points Awarded: 60 points**

**3.5.1.2 Category B: medical need**

Category B medical need points may be awarded when:

- the person's quality of life is significantly reduced by their current housing;
- the person's current housing is aggravating a medical condition or disability;
- moving to a new home would reduce risk and allow them to live more independently within their home; or
- the person's current home cannot be adapted to meet their needs.

**Points Awarded: 40 points**

### **3.5.2 Insecurity of tenure (only available to waiting list applicants)**

Insecurity of tenure points will only be awarded if an applicant **does not** have a secure tenancy.

These points will only be awarded if and when an applicant has a:

- Short Assured Tenancy (SAT) agreement with a valid written eviction notice and notice to quit eviction order; or
- Private Residential Tenancy (PRT) agreement with a valid written eviction notice and notice to leave eviction order.

The landlord must:

- be on the Landlord Register; and
- not a close family member (e.g. mother, father, son, daughter, brother, sister, aunt, uncle, niece, nephew – this includes ‘step’, ‘half’ or ‘in-law’ relationships).

#### **Points Available: 30 points**

If a housing applicant receives a written eviction notice or eviction order and will be potentially homeless, they should seek advice and assistance from the Council; Shelter Scotland; local Citizen’s Advice Bureau; or a solicitor. Please refer to Sections 2.3 and 3.2 of this policy.

### **3.5.3 Members of H.M. Forces (points are only available to waiting list applicants)**

H.M. Forces points will only be awarded if an applicant meets the following criteria:

- they have completed a minimum of three years’ service or have been injured in action or have been discharged on medical grounds; and
- they have lived in Partick immediately prior to commencing their service; or
- their partner is permanently resident within the Glasgow City Council area or previously lived in the Glasgow City Council area immediately prior to commencement of service or marriage/relationship; or
- their parents are permanently resident within the Glasgow City Council area; or
- they have an offer of full-time employment within the Glasgow City Council area.

We will award points under this category up to six months prior to and up to six weeks following the date of discharge from the service. The applicant will be required to provide confirmation of their date of discharge and the period of their service either in the form of a letter/ email from a senior officer or by providing a copy of their certificate of discharge.

If an applicant receives H.M. Forces points they cannot be unreasonably restrictive in terms of their area or property choices. Where they are unreasonably restrictive and we are unable to meet their needs within a reasonable timescale, we will make them an offer of housing which is considered to be reasonable in light of their assessed needs. If they refuse a reasonable offer, points under this category will be removed and their application re-pointed in accordance with their circumstances.

If an applicant is awarded H.M. Forces points they will not qualify for points under any of the other categories.

### **Points Available: 30 points**

If a housing applicant receives a written eviction notice or eviction order and will be potentially homeless, they should seek advice and assistance from the Council; Shelter Scotland; local Citizen's Advice Bureau; or a solicitor. Please refer to Sections 2.3 and 3.2 of this policy.

#### **3.5.4 Tied tenant**

Tied tenant points will only be awarded if an applicant is required to leave tied accommodation as a result of one of the following reasons:

- redundancy; or
- retirement; or
- ill health; or
- death of a spouse.

Applicants will **not** be awarded points if they:

- voluntarily gave up their employment;
- have been dismissed as a result of their own actions; or
- have other accommodation that they can reasonably be expected to occupy (e.g. the person owns a property elsewhere that they are letting out to a tenant).

Applicants must be able to demonstrate that they are required to live in the tied accommodation in order to carry out their job and occupancy of the house is a specific condition of their employment.

Points will not be awarded where they are merely allowed (rather than required) to live in accommodation because of the job they are doing.

Applicants will be required to provide written confirmation from their employer of:

- their length of service;
- their employment being terminated;
- that they are required to leave the tied tenancy;
- the reason for termination of employment; and
- the date they are required to vacate the property.

Applicants will only be awarded points under this category if the:

- employment and accommodation are within the Glasgow City Council area; and
- length of service is in excess of two years.

We will award points under this category up to six months prior to and up to six weeks following the tenancy termination date.

If, prior to the allocation of a house, an applicant obtains permanent accommodation then points under this category will be removed, for example where:

- they have a Scottish Secure Tenancy from a local authority or another registered social landlord; or
- they have a Short Assured Tenancy or Private Residential Tenancy from a private landlord; or
- they have purchased a property.

If an applicant receives Tied Tenant points they cannot be unreasonably restrictive in terms of their area or property choices. Where they are unreasonably restrictive and we are unable to meet their needs within a reasonable timescale, we will make them an offer of housing which is considered to be reasonable in light of their assessed needs. If they refuse a reasonable offer, points under this category will be removed and their application re-pointed in accordance with their circumstances.

If an applicant is awarded Tied Tenant points they will not qualify for points under any of the other categories.

### **Points Available: 30 points**

If a housing applicant receives a written eviction notice or eviction order and will be potentially homeless, they should seek advice and assistance from the Council; Shelter Scotland; local Citizen's Advice Bureau; or a solicitor. Please refer to Sections 2.3 and 3.2 of this policy.

### **3.5.5 Overcrowding and Underoccupying**

Overcrowding points will be awarded if an applicant currently occupying a property which is too small for their households needs and under occupying points will be awarded if an applicant is currently occupying a property which is too big for their household needs.

The 'occupancy standard' set out below is used to determine the number of bed spaces that applicants and their household require.

In making allocation decisions the following minimum standards will be applied:

- Single people aged 16 years and above qualify for a house with a living space, kitchen area, bath or shower room and one bed space (i.e. one single bedroom or a bedsit);

- Married or co-habiting couples qualify for a house with a living space, kitchen area, bath or shower room and a one bedroom property which has two bed spaces (i.e. a double bedroom);
- Families with children qualify for a house with a living space, kitchen area, bath or shower room and will be allocated bed spaces dependent upon the number of children, their age and sex. For example, the parent or guardian will qualify for one bed space (i.e. one single bedroom). If there are two parents or guardians within the family composition, they will qualify for two bed spaces (i.e. a double bedroom). Two children of the same sex aged fifteen years and under will require two bed spaces (i.e. may share a double bedroom); children of different sex will require two bed spaces and qualify for a separate bedroom once the eldest child reaches ten years of age.

Other criteria:

- Each applicant should have access to one living and bed space;
- All other occupants over the age of 16 forming part of the family will qualify for one private bed space;
- Unborn children will be considered as part of the family complement when the mother is 20 weeks into her confinement;
- Where an applicant or member of their household has a disability or long-term medical condition they may qualify for one private bed space. This will be decided on a case by case basis.
- In calculating the occupancy standard, no more than two people, regardless of age, are expected to share a bedroom.
- If an applicant and a former partner have a shared responsibility for children, they will be considered for accommodation as outlined below.
- Where children are mainly resident with the applicant, (i.e. for four or more nights a week) or if block contact arrangements are in place for more than six months of the year, the number of rooms the applicant requires will be determined by the total number of people within the household. Similarly, if an applicant and their former partner have equal residence rights, they will both qualify for property on the basis that the children are resident on a full-time basis. Applicants will be required to provide confirmation and evidence of access arrangements.
- Where the residence and contact arrangements have been made formally through the court or a lawyer, copies of the court agreement or a lawyer's letter should accompany the application.

In addition to the above, there may be special circumstances in which the occupancy standard would be varied to allow an applicant to request a property with an additional bedroom. For instance, where they or someone in their household, requires an additional room to receive medical treatment from home, or where a child has significant health issues that unfavourably impact upon another child who shares a bedroom.

Their application will be pointed on the basis of the number of bedrooms that their household requires in order to meet the occupancy standard, regardless of the property size for which they are queued.

Points will be awarded as follows.

| <b>Overcrowding and Under occupying</b>                                                                                                                                                                                                                                                    | <b>Points available</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <b>Overcrowding Points</b><br>Each bed space short of applicant's requirements                                                                                                                                                                                                             | <b>25 points</b>        |
| <b>Underoccupying Points</b><br>Each bed space in excess of the applicant's requirements, with the following exceptions: <ul style="list-style-type: none"><li>• capped at a maximum award of 50 points for waiting list applicants</li></ul> no award to property owners/ owner-occupiers | <b>25 points</b>        |

### **3.5.6 Care and support**

Care and support points will be awarded to any applicant who has to move into Glasgow City Council Ward areas 10 (Anderston/ City/ Yorkhill), 12 (Victoria Park), 14 (Drumchapel/ Anniesland) or 23 (Partick East & Kelvindale) to provide or receive a high level of support from a dependent person.

Applicants will only receive points under this category if they can demonstrate that:

- the care and support is essential to significantly enhance their ability to remain in their own home or to live independently; or
- it is not reasonable for the carer to provide the care/support from where they currently live; or
- the person who requires the support is in receipt of Attendance Allowance (AA), the care component of Disability Living Allowance (DLA), or the daily living component of Personal Independence Payment (PIP); or
- the result of the carer ceasing to provide the care/support will place a significant demand on care services.

Where the individual requiring the support has a clear medical need, they will be advised to complete a separate medical application form for rehousing on medical grounds.

**Points Available: 20 points**

### **3.5.7 House Condition**

Points will be awarded to reflect the condition of and amenities in the house. Applicants must be able to provide evidence to support their application for Below the Tolerable Standard (BTS) points.

The 'Tolerable Standard' is defined in sections 85-87 of the Housing (Scotland) Act 1987, the 2001 Act and the 2006 Act. The Tolerable Standard consists of a set of criteria covering the elements of a house which are fundamental to its functioning as a home and addresses the issues of public health, comfort and safety. It focuses only on the building itself.

**Points Available: 20 points**

### **3.5.8 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 in total.

**Points Available: 20 points**

## **PART 4 – OFFERS AND REFUSALS**

### **4.1 Number of Offers**

We will make a maximum of two offers to applicants. This means that applicants who refuse their first offer will be made a second offer as availability of vacancies permits. We are keen to avoid wasting an applicant's time and the Association's time by making multiple offers to an applicant. We will therefore have a discussion with any applicant who refuses an offer to ensure any future offer best meets the applicant's needs and expectations.

We are happy to discuss with an applicant the house types and allocation areas that they wish to be considered for and to advise on turnover. We can also advise on mutual exchanges and any local lettings initiatives. This will allow applicants to make informed and realistic decisions on choosing house types and allocation areas that best meet their requirements and hopefully avoid us making unsuitable offers.

The housing application form allows applicants to choose as many or as few house types and allocation areas as they want, and applicants can change these at any time. However applicants should only select house types and allocation areas that they reasonably believe meet their needs and expectations.

### **4.2 Making an offer**

When an applicant has met the criteria for a forthcoming vacant house and we match the house to the applicant, we will then consider the applicant for the provisional offer usually in advance of keys being available.

The identification and selection of potential applicants to be offered accommodation is delegated to specific staff who have a detailed knowledge and understanding of the Housing Allocation Policy and associated procedures. However **all** provisional offers must be checked and authorised by the Housing Service Manager before they are made.

#### **4.2.1 Applicant lives in a Partick Housing Association property**

If the applicant lives within a Partick Housing Association property, we will contact the applicant to arrange a suitable date and time to visit their home. If we are unable to contact the applicant, we will write to or email them advising that we need to carry out a home visit to discuss their application and will request that the applicant contact us.

We will carry out this visit before we make any offer of housing. During this visit we will conduct a house inspection and also check that there has been no material changes in the circumstances of the application which could affect the applicant's entitlement to points. We will ask for proof of residence for all members of the household who may be moving.

Where possible, we will usually carry out a house inspection where the applicant resides in a Partick Housing Association tenancy. The applicant's current property must be in a lettable condition. If there are any property defects that have been caused by neglect or wilful damage, these must be rectified by the tenant prior to an offer being made.

If we are satisfied that all of the details are correct, there have been no breaches of tenancy and the house inspection is satisfactory, we will make a provisional offer of housing. This provisional offer will be made in writing, stating the address, size and rent of the property offered. The officer may arrange a date with the applicant for an accompanied viewing of the house.

If the details have changed and the applicant no longer qualifies for the offer, or the applicant's accommodation is in unreasonable condition, we will not make the offer. However if some details have changed but these are not material and the applicant still qualifies for the offer, we will make the provisional offer as detailed above.

Where an offer of accommodation is made, the applicant will have a maximum of **3 working days** to contact us to register an interest. Applicants will have a maximum of **1 working day** to accept or reject an offer after the accommodation has been viewed.

New tenants will normally be offered a Scottish Secure Tenancy but in certain circumstances it may be necessary to offer a Short Scottish Secure Tenancy (SSST). When we make an offer of housing to joint applicants, we will generally create a joint tenancy in respect of each of the applicants. This will help protect the rights of each joint tenant, while making them jointly and severally responsible for maintaining their conditions of tenancy.

#### **4.2.2 Applicant does not live in a Partick Housing Association property**

If the applicant does not live in a Partick Housing Association property, we will pursue a tenancy reference where appropriate and at a point where an applicant is likely to receive an offer of housing. We will contact the applicant to arrange a suitable date and time to visit their home where it is reasonably practical for us to do so. If we are unable to contact the applicant by telephone, we will write to or email them requesting that they contact us so that we can carry out a home visit or otherwise arrange to discuss their application and current housing circumstances.

Where it is reasonably practical to do so, we may carry out a home visit before we make any provisional offer of housing. On some occasions, where the distance to the applicant's home is deemed to be unreasonable for us to visit, we may ask another social landlord to carry out this visit on our behalf.

During this visit, or through interviewing the applicant where it is not possible for us to visit, we will check that there has been no material change in the circumstances of the application which could affect the applicant's points entitlement. We will ask for proof of residence for all members of the household who may be moving.

If the visiting / assessing officer is satisfied that all of the details are correct, and that any house inspection is satisfactory, the officer will make a provisional offer of housing. This provisional offer will be made in writing, stating the address, size and rent of the property offered. We may arrange a date with the applicant for an accompanied viewing of the house.

If the details have changed and the applicant no longer qualifies for the offer, we will not make the offer. However if some details have changed but these are not material and the applicant still qualifies for the offer, we will make the provisional offer as detailed above.

Where an offer of accommodation is made, the applicant will have a maximum of **3 working days** to contact us to register an interest. Applicants will have a maximum of **1 working day** to accept or reject an offer after the accommodation has been viewed.

New tenants will normally be offered a Scottish Secure Tenancy but in certain circumstances it may be necessary to offer a Short Scottish Secure Tenancy (SSST).

When we make an offer of housing to joint applicants, we will generally create a joint tenancy in respect of each of the applicants. This will help protect the rights of each joint tenant, while making them jointly and severally responsible for maintaining their conditions of tenancy.

## **4.3 Not making an offer**

### **4.3.1 Applicant lives in a Partick Housing Association property**

If we are not satisfied with the house inspection or find that there is a material change in the circumstances, which affects the points entitlement, we will advise the applicant of the issues identified and confirm them in writing. We will not make the offer of housing under these circumstances.

If the house inspection has failed due to condition or damage to the property which is the applicant's responsibility, we will advise the applicant in writing of the timescale that they have to bring the house up to standard. If the house is not brought up to an acceptable standard within the timescale we set, we will not make the offer and the application will be suspended. The suspension will continue until the house has been brought up to an acceptable standard. If the house is brought up to an acceptable standard within the timescale, we will make the offer.

If we determine that the details on the application have changed and that the applicant no longer qualifies for the offer, we will not make the offer. However if the details have changed but the changes are not material and the applicant still qualifies, we will make the offer.

#### **4.3.2 Applicant does not live in a Partick Housing Association property**

If the applicant does not reside in a Partick Housing Association property and they advise us that the details on their application have changed we will re-assess their application using the amended details. If the assessment confirms that the applicant no longer qualifies for the offer, we will withdraw the offer. However if the assessment confirms that the changes are not material and the applicant still qualifies, we will make the offer as detailed above.

### **4.4 Refusing offers**

We will suspend applications in line with our suspension reasons at Section 2.7 above for refusal of offers of housing, to discourage applicants from refusing any reasonable offer. We define a 'reasonable offer' as one that meets the needs and reflects the choices of the applicant.

#### **4.4.1 Refusing first offer**

If we offer a house to an applicant that meets the applicant's needs and reflects the applicant's choices, but the applicant refuses it, we will record this on our records and the application will remain active on the waiting list. We will make a second offer when availability of suitable vacancies permits.

#### **4.4.2 Refusing second offer**

If we make a second offer of housing that meets the applicant's needs and reflects the applicant's choices, but the applicant refuses it, this will be recorded and the application will be suspended in line with Section 2.7 above. The applicant will be expected to attend a meeting with the Housing Services team to discuss their application and to identify the reasons behind the previous two refusals.

#### **4.4.3 Refusals in writing**

The applicant must refuse the offer in writing and clearly state their reason for refusal. We will update our records with the details of all refusals.

We seek to allocate all of our houses in good order and in line with our lettable standard, although some minor repairs may be carried out or items may be upgraded through our investment programme after a new tenant moves into a vacant property. If an applicant has concerns about the condition of the property, outstanding repairs or programmed works, they should discuss this with us before refusing the offer.

If through refusing an offer an applicant wishes to change the housing types or allocation areas that they are interested in, we are happy to discuss the availability of alternative house types and allocation areas. Applicants may be advised to amend their application form so that any future offers better meet their needs and expectations.

When a Section 5 homeless referral refuses an offer of accommodation, we will advise the local authority's Homelessness Service. Section 5 homeless referrals may appeal to the Council that the offer of accommodation was unreasonable, in which circumstances the local authority's homeless appeals procedures will apply and determine whether or not an alternative offer of accommodation should be made.

If an applicant is refusing an offer because the applicant believes that we have not followed our policy, the applicant can complain to us using our Comments, Compliments & Complaints Policy (see Part 5 – Appeals).

#### **4.5 Failure to contact regarding an offer**

If we have written to an applicant regarding their application and an offer of housing and the applicant has failed to contact us to arrange a suitable date and time by our specified deadline, we will suspend the application. We will write to the applicant advising of this, stating our reason for doing so. If we receive no further contact we may remove the application from our list, although the applicant will be able to reapply for housing at a future date.

## **PART 5 – APPEALS**

### **5.1 Appealing against a decision made**

If an applicant is unhappy with a decision or with an offer, the applicant may appeal to the Housing Services Manager in the first instance who will deal with the appeal and advise the applicant of the decision taken. If the applicant is still unhappy with the decision made by the Housing Services Manager, the applicant can appeal to the Operations Director. All appeals must be made in writing, setting out clear and reasonable grounds for appealing. We can advise applicants with this if they require and request assistance.

### **5.2 Complaining about the way we have handled an application**

If, at any time, anyone feels that we have not dealt with their application in a fair and consistent manner and in accordance with the written policy or that our staff have not treated them reasonably, they may register a complaint through our Compliments, Comments and Complaints Policy. A copy of this is available at our offices or on our website.

### **5.3 Complaining to the Scottish Public Services Ombudsman (SPSO)**

The Ombudsman will deal with complaints of maladministration. If, having followed our complaints procedure, an applicant does not consider that we have dealt with the matter to their satisfaction they have the right of appeal to the Ombudsman.

The address is:

*Scottish Public Services Ombudsman  
Freepost SPSO  
99 McDonald Road  
Edinburgh  
EH7 4NS*

*Freephone: 0800 377 7330*

*Email: [Ask@spso.gov.scot](mailto:Ask@spso.gov.scot)*

The Ombudsman will not normally deal with complaints regarding our policies unless it is considered that the policy operates unfairly and the applicant has followed our Complaints Policy.

### **5.4 Recourse through the legal/judicial system**

If at any time an applicant feels that we have taken a decision that is in breach of relevant legislation, the applicant can seek independent legal advice and pursue the matter through the appropriate legal channels.

|                                                                |
|----------------------------------------------------------------|
| <b>PART 6 – INVOLVING AND INFORMING TENANTS AND APPLICANTS</b> |
|----------------------------------------------------------------|

### **6.1 How we will involve and inform tenants and applicants**

We have consulted key stakeholders, such as the Customer Advisory Panel, in developing and reviewing our Housing Allocation Policy and sought to reflect current legislation and good practice.

We promote our Housing Allocation Policy through our newsletter and website. A copy of our Housing Allocation Policy is also available on request at our office.

If any applicant needs assistance in filling out our forms, they can contact us or call into our office and our staff can advise. We may also be able to arrange for one of our staff to call at an applicant's home to help with the form.

We seek to provide information in a format that is clear, concise and in plain language. On request, we will provide translations of all our documents, in various languages and other formats such as large print Braille etc. This can be arranged by contacting the Association's office during working hours.

## **PART 7 – PERFORMANCE STANDARDS AND MONITORING**

### **7.1 Monitoring our policy**

We monitor how our Housing Allocation Policy is working in practice in terms of delivering our policy objectives. We update the Board as appropriate, but at least once a year through our Annual Return on the Charter (ARC), and use this information to highlight issues and trends that help us to inform recommendations for any future amendments to our Housing Allocation Policy.

### **7.2 Reviewing our policy**

The Housing Allocation Policy will be reviewed every three years or earlier if circumstances require it.

We will review the points scheme and letting targets annually, reporting the outcome to the Board and if appropriate making recommendations for revisions to our policy. We will also specifically review the operation of Section 5 homeless referrals, and if appropriate, propose revisions to our policy or procedures.

### **7.3 What we will monitor our targets**

Annex A details our Allocation Performance Indicators, which we use to measure key outcomes.

Annex B summarises our current Partick Letting Targets. To ensure flexibility in meeting the changing needs of our local housing markets, we aim to review local letting targets annually in partnership with the Council and report to the Board. Targets can be adjusted to meet the changing needs of local housing markets.

Annex C sets out details of current Local Letting Initiatives for New Build Developments. Annex D sets out details of Partick Housing Association's Local Letting Initiatives for Strategic Acquisitions. To ensure flexibility in meeting the changing needs of our local housing markets, we aim to review local letting initiatives annually and report to the Board. New initiatives can be added and existing initiatives can be extended, amended or withdrawn. The overall housing need and demand for our properties via our waiting lists will be reviewed annually, and this assessment will inform any subsequent lets in these properties and necessary adjustments made to lettings targets.

## Annex A: Allocation Performance Indicators

| Service Standard                                                | Target                                                                                                                                                                                                                                                                                               | Indicator                                                                                                                          |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <b>Processing and amending housing applications efficiently</b> | Acknowledge receipt of at least 95% of <b>new applications</b> within 1 working day and the remaining 5% within 2 working days.                                                                                                                                                                      | % of new applications acknowledged within 1 working day.                                                                           |
|                                                                 | Notify in writing at least 95% of <b>new applicants</b> accepted on to the housing list within 10 working days of receipt of their completed application.                                                                                                                                            | % of applications processed within 10 working days.                                                                                |
|                                                                 | Notify in writing at least 95% of appeals from <b>new applicants</b> within 20 working days of receipt of their formal written appeal, which includes their specific grounds for appeal.<br>Process at least 95% of <b>application amendments</b> within 5 working days of receipt of the amendment. | % of appeals processed within 20 working days.<br><br>% of amendments processed within 5 working days of receipt of the amendment. |
|                                                                 | Notify at least 95% of <b>medical priority applicants</b> of the results of medical priority decisions within 20 working days of the medical priority application being received.                                                                                                                    | % of applicants notified of the medical priority decision within 20 working days.                                                  |

|                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Making effective use of the housing stock</b></p>                                                                            | <p><b>Rolling review</b> of 100% of applicants on the list, at least every 12 months.</p> <p>Carry out <b>pre-termination visits</b> on all tenancies where appropriate notice is given.</p> <p>Monitor monthly <b>allocation targets</b> achieved.</p>                                                                                                                                                                                                                                                                           | <p>% of applicants reviewed every 12 months.</p> <p>% of visits made as a proportion of terminations where notice is given.</p> <p>Quarterly report to Board including allocation targets achieved and annually through the ARC.</p>                   |
| <p><b>Ensuring that allocations are made fairly and promote equality, as well as create stable and sustainable communities</b></p> | <p>Monitor as required all allocations made in terms of Partick Housing Association's Entitlements, Payments, Expenses &amp; Benefits Policy.</p> <p>Monitor monthly the number of void houses, turnover, number of refusals, reasons for refusals and reasons for terminating tenancies, household types being housed and void spend.</p> <p>Monitor annually all allocations made and terminated within a 12-month period.</p> <p>Monitor all allocations made against our agreed letting targets within a 12-month period.</p> | <p>Full compliance with Partick Housing Association's Entitlement, Payments, Expenses &amp; Benefits Policy where this applies to allocations.</p> <p>Quarterly report to Board.</p> <p>Annually report to Board.</p> <p>Annually report to Board.</p> |

## **Annex B: Partick Letting Targets**

In order to achieve stable and sustainable communities, we seek to use a target system to maintain a balance when we are allocating properties.

We will make selections throughout the year by rotation, seeking to ensure that target percentages are broadly achieved on an ongoing basis. However targets achieved may vary depending upon a variety of circumstances such as turnover, availability of Section 5 Statutory Homeless Referrals from Council, local letting initiatives, etc.

| <b>Category</b>                                     | <b>Target %</b> |
|-----------------------------------------------------|-----------------|
| Section 5 Statutory Homeless Referrals from Council | Maximum 50%     |
| PHA Transfer List Applicants                        | Minimum 25%     |
| PHA Waiting List Applicants                         | Minimum 25%     |

Typically, where we are allocating properties, the local authority will be offered up to 50% of Section 5 Statutory Homeless referrals. However there may be new build developments where different targets are agreed for first lets, such as where existing tenants require to be rehoused as part of the development programme (please see 2.15 above and Annexes C & D on local letting initiatives).

Section 5 Statutory Homeless referrals will be managed, recorded and monitored. Outcomes will be reviewed annually and future targets adjusted as appropriate by agreement of the Association's Board.

To ensure flexibility in meeting the changing needs of our local housing markets, we aim to review local letting targets annually and report outcomes to the Board.

## **Annex C: Partick Local Letting Initiatives for New Build Developments**

### **New build development letting plans**

- Aim / justification – to make best use of housing stock and to create a balanced community and sustainable tenancies
- Outcome – best use of housing stock, balanced community and sustainable tenancies
- Review period – annually and/or when Housing Allocation Policy is reviewed

We will develop local letting plans for all of our new build stock at the point when the housing mix is finalised. These local letting plans will clearly explain the allocation targets that we will use. An example of typical letting targets for a new build letting plan is summarised below.

| <b>Category</b>                                     | <b>Target %</b> |
|-----------------------------------------------------|-----------------|
| PHA Transfer List Applicants                        | 50%             |
| Section 5 Statutory Homeless Referrals from Council | 25%             |
| PHA Waiting List Applicants                         | 25%             |

*(reviewed August 2026)*

## **Annex D: Partick Local Letting Initiatives for Strategic Acquisitions**

### **Strategic acquisition letting plans**

- Aim / justification – to make best use of housing stock and to create a balanced community and sustainable tenancies
- Outcome – best use of housing stock, balanced community and sustainable tenancies
- Review period – annually and/or when Housing Allocation Policy is reviewed

We will develop local letting plans to support the strategic acquisition of properties within our core area of operation, specifically targeted at (1) shared owners within PHA blocks factored by PWL; and (2) PWL factored homeowners within Fortrose House.

#### **1. Shared owners**

There are a small number of historic shared owners within the following flatted blocks where PHA has a strategic interest:

- 15 Anderson Street;
- 114, 116 & 118 Beith Street;
- 1 Kennoway Drive; and
- 39 & 43 Peel Street.

Under the terms of the shared ownership scheme, one option available to shared owners is to sell their share to PHA. In such circumstances, we would expect to acquire the property with vacant possession but by exception they may sell subject to PHA granting a tenancy where this is appropriate and agreed by both parties.

If PHA agreed to acquire full ownership of a flat, the selling homeowner would enter into a Scottish Secure Tenancy Agreement to rent the property from PHA.

In the first instance, we would seek to allocate the existing property to the homeowner where this met their housing needs. However if this property was not suitable to meet their housing needs, we would seek to offer accommodation on a 'like-for-like' basis whenever possible. This means that we would endeavour to offer the same type of property that the homeowner lives in. Where there is no such housing available at the time, we would reserve the right to offer housing that in our opinion is approximate to their needs.

#### **2. Fortrose House homeowners**

We have historically acquired a number of former Right to Buy properties from homeowners within the Fortrose House high-rise block, which PHA acquired from Scottish Homes as part of a stock transfer and is factored by Partick Works Limited (PWL).

There are a small number of privately owned flats remaining within this block, but increasing PHA's ownership stake within Fortrose House is of strategic significance in terms of addressing any common repairs as well as increasing our housing supply.

One option available to homeowners within Fortrose House is to sell their flat to PHA. In such circumstances, we would expect to acquire the property with vacant possession, but by exception they may sell subject to PHA granting a tenancy where this is appropriate and on appropriate terms agreed by both parties.

If PHA agreed to acquire full ownership of a flat, the selling homeowner would enter into a Scottish Secured Tenancy Agreement to rent the property from PHA.

In the first instance, we would seek to allocate the existing property to the homeowner where this met their housing needs. However if this property was not suitable to meet their housing needs, we would seek to offer alternative accommodation on a 'like-for-like' basis whenever possible. This means that we would endeavour to offer a similar type of property that the homeowner lives in. Where there is no such housing available at the time, we would reserve the right to offer housing that in our opinion is approximate to their needs.

*(reviewed August 2026)*