



## **ALLOCATION POLICY 2013**

### **1.0 INTRODUCTION**

- 1.1** Ochil View Housing Association is a Housing Association registered with the Scottish Housing Regulator and with Charitable Status. We provide quality, affordable and sustainable housing and associated services for people in housing need in Clackmannanshire and West Fife.
- 1.2** Many of our properties are allocated through Homehunt, our Choice based lettings system. Some are not, and this includes;
- Housing for sale, whether outright sale, shared ownership or shared equity sales
  - Properties let at market or intermediate market rents.
  - Properties where allocations have been delegated under a lease or other agreement
  - Properties offered to local authority partners for Nomination
  - Any other properties that the Association decides should be the subject of special allocation arrangements.

### **2.0 OBJECTIVES**

- 2.1** The objectives of the Allocation Policy are to:
- Allow simple, fair and open access to our affordable housing for rent
  - Make the best use of our housing stock
  - Meet the requirement that we must give reasonable preference to certain types of applicant.
  - Maximise the choice available to housing applicants
  - Be accountable to our tenants and the communities we serve in the development of our Allocations Policy
  - Allocate properties in a fair and consistent manner that does not discriminate or unfairly exclude applicants
  - Maximise commonality and co-operation with other local landlords
  - Develop and maintain sustainable communities
- 2.2** The Allocations Policy also aims to support the achievement of Departmental Objectives set out in the Housing Services Departmental Plan, as follows:
- To provide a quality management service to tenants and customers
  - To ensure the tenant participation and communication elements of the Housing (Scotland) Act 2001 are maintained
  - To participate positively to the creation and maintenance of balanced, sustainable communities;

- To achieve consistently high levels of customer satisfaction from the delivery of housing services
- To assist local authorities meet the needs of homeless applicants.

**2.3** The Allocation Policy will achieve these Departmental objectives by:

#### **Allowing fair and open access to our housing register**

We recognise the criteria for admission to housing lists as set out in the Housing (Scotland) Act 2001 and Guidance on Housing Lists and Allocations (SEDD Circular 1/2002). We admit all applicants aged 16 years and older to our housing register

#### **Providing information to people in housing need**

We recognise that people cannot apply unless they are aware of our housing services and their eligibility to apply. Hence we will publicise our operations and service by a range of methods, including the following:

- Distributing publicity and promotional material in places where people in housing need are likely to find it
- Our website
- Training and information sessions provided to staff of agencies working with people in housing need.

#### **Taking a “transfer led” approach to allocations**

We aim to make best use of our existing housing stock. We will give preference in the allocation of the first available property in a chain of vacancies:

Firstly to an applicant who is an Ochil View tenant and who is subject (or may be subject in the future) to a 25% Housing Costs under occupation penalty. If no such applicants express interest in an available property then to an applicant who is an Ochil View tenant and who is subject (or may be subject in the future) to a 14 % housing costs penalty.

If no such applicants express interest in an available property, then to applicants who are current tenants of a registered social landlord where such applicants have housing need, as evidenced by a priority pass.

When we let the second and any subsequent lets in any chain of vacancies we will give preference to applicants who are not currently tenants of a registered social landlord and are in one of the “reasonable preference” groups, specifically those who are :

- Homeless or threatened with homelessness
- Occupying houses that do not meet the tolerable standard
- Are overcrowded
- Have large families
- Are living in unsatisfactory housing conditions

#### **Making the best use of our housing stock**

We make best use of our housing stock by;

- Allocating homes to people in housing need
- Matching applicants with properties to utilise features and amenities
- Maximising occupancy levels

### **Maximising choice available to applicants**

We maximise the opportunities for greater access to housing and the ability of applicants to make informed choices through

- the provision of good information and advice,
- Reducing complexity in our allocations systems and eliminating bureaucracy wherever possible.

We operate Homehunt, a form of Choice Based Lettings where vacant properties are advertised and applicants apply for the ones they want. We aim to keep the system as straightforward and easy to understand as possible and to provide good information and advice so that applicants can make informed choices.

### **Being accountable to our customers**

We will achieve this by involving tenants and the wider community in the development of the policy and by making available information about our targets and performance in providing an allocations service.

We will achieve good communication with applicants at all stages of the allocations process from the initial enquiry onwards. This will include observation of confidentiality and Data Protection. We will treat all personal information as confidential and use it only for the purpose of operating our allocations policy.

### **Helping to develop sustainable communities**

The Allocations Policy aims to assist in the creation and maintenance of stable and sustainable communities that are places where people want to live and remain. To achieve this aim we will avoid over concentrating any particular group. Wherever possible, we will identify an imbalance, and the action required to address it, before the property is advertised, and we will include information about any criteria to be applied in the property advert.

Where an applicant is by-passed in the interests of maintaining a sustainable community we will always try to balance the interests of the individual with the interests of the community and will bear in mind the requirement to give reasonable preference to certain categories of applicant. We will record the reasons for the decision and report such allocations to our Customer Services Committee (or its successor Committee, if one is appointed).

### **Promoting partnership**

We will work in partnership with other bodies and organisations where possible. We will consider opportunities that may exist for joint work with local authorities or other housing associations and voluntary organisations working together to identify and alleviate housing or support needs.

### **Promoting Equality of Opportunity**

We will not discriminate against any individual, household or group on the grounds of any protected characteristic as set out in the Equality Act 2010. We will make information available in different formats as required and will provide

translation services free of charge. We will monitor our allocations to ensure that nothing in this policy leads to discrimination.

## **2.4 The Role of Governing Body Members**

Committee members will;

- initially agree and review the policy
- consider appeals, special cases and allocations made where Schedule 7 of the Housing (Scotland) Act 2001 applies (or equivalent).
- Monitor the outcomes of the policy through the Association's established Performance Monitoring and Risk Management framework

## **3.0 LEGISLATIVE AND REGULATORY FRAMEWORK**

**3.1** Ochil View Housing Association will comply with the requirements of relevant legislation, regulatory requirements and the Social Housing Charter Outcomes relating to Allocations. Relevant and applicable legislation includes:

### **Section 19(2) of the 1987 Housing (Scotland) Act**

Which defines a housing list as a list of applicants for housing which is either kept by social landlords individually, jointly, or by a third party.

### **Section 20(1) of the 1987 Act (as amended)**

Requires that in selecting tenants for their houses we must give reasonable preference to persons who;

- (i) are occupying houses which do not meet the tolerable standard; or
- (ii) are occupying overcrowded houses; or
- (iii) have large families; or
- (iv) are living under unsatisfactory housing conditions;

And to homeless persons and persons threatened with homelessness (within the meaning of Part II of the Housing (Scotland) Act 1987 (as amended))

### **Section 20 (2) of the 1987 Act (as amended by section 10 (3) of the 2001 Act)**

This sets out factors which Registered Social Landlords must not take into account including:

- (a) Residency
- (b) Outstanding liabilities
- (c) Age
- (d) Income
- (e) Ownership of property

### **Housing (Scotland) Act 1987**

In accordance with Section 21 of this Act we will;

- (a) publish our Allocation Policy
- (b) send a copy to Fife Council, Clackmannanshire Council and the Scottish Housing Regulator

- (c) supply a copy on request to anyone
- (d) Publish it on our website.
- (e) Provide a free summary of the rules to every applicant

### **Housing (Scotland) Act 2001**

In accordance with Section 5 of the 2001 Act we will house homeless applicants referred to us by Fife Council and Clackmannanshire Council (unless we have a “good reason” not to do so as defined by the Scottish Government’s guidance and protocol agreements with the local authority).

In accordance with Section 54 of the Act we will consult with tenants and registered tenants’ organisations regarding significant changes in our Allocation Policy

### **Schedule 7 of the Housing (Scotland) Act 2001(or equivalent)**

Committee members, officers and employees of housing associations cannot be in a situation where their duties and personal interests conflict, or might conflict, and they must not benefit in any way from their connections with the Association except in the ways that Schedule 7 allows. We will only grant a tenancy (whether by allocation of a new tenancy, a transfer of tenancy or a mutual exchange) to an employee, former employee, Committee Member or former Committee Member, or a close relative of such a person (a relevant person) if the allocation is;

- Fully in compliance with our Allocations Policy, **and**
- the relevant person has had no involvement in or influence over the process by which the we allocated the tenancy **and**
- the offer of tenancy is approved in advance by our Management Committee

Our Allocation Audit trails will show that we have followed these rules where they apply. We will record the details of any such allocations in our Schedule 7 register which is held by the Director.

### **Homelessness etc. (Scotland) Act 2003**

We will assist Clackmannanshire and Fife Councils in implementing their homelessness strategies, mainly through the provision of accommodation to homeless people and by co-operating with local authorities to minimise the incidence of homelessness among our own tenants.

### **The Equality Act 2010**

The Public sector equality duty requires public authorities to have due regard to the need to eliminate discrimination, promote equality of opportunity and foster good relations. This duty covers RSLs in the exercise of public functions. There are specific duties which also require some public authorities to publish schemes setting out how they will promote equality, including their method for formal impact assessment of policies and practices. While RSLs are not subject to these specific duties, the Equality and Human Rights Commission (the enforcement body for these duties) encourages other bodies to take on board the principle of these duties and do equality impact assessments.

The Equality Act 2010 has introduced 9 protected characteristics:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

### **The European Convention on Human Rights**

Under the Human Rights Act 1998, in enjoying the rights and freedoms granted by the European Convention on Human Rights applicants have the right not to suffer discrimination on grounds such as sex, race, language, religion, sexual orientation, or national or social origin. The rights protected by the Act include the right to:

- Respect for private and family life, home and correspondence;
- Freedom of religion or belief;
- Freedom of expression
- Peaceful enjoyment of possessions.

### **The Data Protection Act 1998**

We will make applicants aware that their application will be recorded on our computerised records and ask for their written consent to process their personal data. Applicants must give their written consent – we cannot accept an application without this. However we recognise that applicants may be concerned about inappropriate use of personal data and so we will;

- Describe the content of the personal data held through entry on the public register.
- Use the described data only for the registered purposes.
- Not disclose the data to persons other than those described in the register.
- Maintain the accuracy of the data.
- On request, disclose to individuals any personal data held on them.
- To keep data only for as long as necessary for that purpose.

## **3.2 The Social Housing Charter**

The Association's Housing Allocation Policy aims to support compliance with the following requirements of the Social Housing Charter:

### **Equalities**

Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

### **Communication**

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

### **Participation**

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

### **Housing options**

- People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- Tenants and people on housing lists can review their housing options
- People at risk of losing their homes get advice on preventing homelessness.

### **Access to social housing**

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.

## **4.0 ELIGIBILITY AND ACCESS**

**4.1** Our housing register is open at all times

**4.2** Those who want to be housed must fill in our Housing Registration Form. Anyone can get a form by calling at the office, by phoning, by writing or sending an e-mail. Applicants can register on line. Applicants must also answer the questions we ask fully and honestly, and provide any supporting information that we ask for to confirm their housing circumstances.

**4.3** When we receive a Housing Registration, we will assess the applicant's housing needs in accordance with the priority system we have set out. Everyone who applies and is aged over 16 will be admitted to our housing register. But we may suspend some registrations so that they may not be offered a tenancy. Section 8.0 below gives more information on why we suspend registrations, for how long they may be suspended and how applicants may have suspensions removed.

**4.4** Applicants who register with Ochil View will, subject to their agreement and consent, be notified to and registered with our Clackmannanshire CHR Partners. Applicants who register with Clackmannanshire CHR partners will, subject to their approval and consent, be registered with Ochil View.

## **5.0 AVAILABILITY OF INFORMATION TO HOUSING APPLICANTS.**

**5.1** We are committed to equal opportunity of access for everyone to apply for housing. We will publish information about our housing stock and housing services, and make this widely available in the communities we serve, for example through;

- our office,
- Offices of advice, information and support agencies. We will keep them informed about our activities and services.
- Council Offices
- Offices of other housing providers

**5.2** When we issue a Housing Registration Form, or where applicants apply online, we will supply a Guide to our Housing Service and our Allocations Policy and Procedures, including information about;

- How we will deal with applications, and targets for replying to applications
- What applicants can expect after they register
- The information applicants are expected to provide to help us deal with their application
- Information about prospects of obtaining a tenancy.
- Alternative sources of obtaining accommodation and advice e.g. the Council, other Associations, Occupational therapy and home adaptation options, Citizens Advice Bureau , Shelter etc., with brief details of what services these agencies offer.
- General information about our housing stock so applicants can choose the areas where they would prefer to live
- Information about our housing management service.

**5.3** We want the information we provide to be clear and simple to understand and so;

- We will always try to use plain language.
- If an applicant needs information to be translated into another language, we will provide translated, written material and we will arrange for an interpreter to be present when necessary, for example at interviews. This includes sign language interpreters
- We will provide material in alternative formats on request.
- We will provide these additional services at no cost to the applicant.

**5.4** We will publicise the results of our allocations on our website

## **6.0 NOMINATIONS AND PARTNERSHIPS WITH OTHER AGENCIES**

**6.1** Ochil View is a member of the Clackmannanshire Common Housing register. This enables a single point of access to the housing stock of all three main social landlords in Clackmannanshire However the post- application management of information is handled separately by the participant landlords. The partners aim to develop the extent of joint working beyond the initial stage established in April 2012

**6.2** Ochil View has an Access to Housing Agreement with Fife Council. Under the terms of this agreement we will let 30% of properties to homeless applicants. This shall be subject to annual review with the aim of achieving an annual increase in the percentage of homeless applicants housed. We do not hold a housing register for Fife. We are members of the Fife Housing Register and

allocate all our available properties to housing applicants selected from the FHR and prioritised using the FHR Common Assessment of Need.

**6.3** Where it is, for any reason, not possible to let available properties in Fife to applicants from the FHR, we may advertise available property and select applicants according to our Choice Based Lettings criteria

**6.4** The Association co-operates with its Strathfor partners to meet housing need across the Stirling and Clackmannanshire areas;

- We will pass on details of applicants who wish to move to another Strathfor landlord
- We advise Ochil View tenants when they register with us that they will be treated as transfer applicants by other Strathfor landlords
- We will exchange information about housing availability
- We give under occupation points to all social housing tenants.

### **6.5 Housing with Support**

The Association will work with both voluntary organisations and local authorities to provide supported accommodation. These arrangements can take the form of;

- Management Agreements
  - Lease Agreements
  - Nomination Agreements
- Properties included within Section 6.5 will not be let through Homehunt.

## **7.0 TRANSFERS**

If an Ochil View tenant wants to move to another Ochil View property the same methods of housing registration are open to them as to other applicants. We will provide transfer applicants with the same information, and we will use the same priority system to assess a need to move home, as described in Section 12 below. As for other applicants, we will admit all transfer applicants to our housing register. But we will suspend some transfer registrations so that they may not receive an offer of housing. This section and Section 8 give more information on why we may suspend some transfer applicants on our housing register, for how long, and how applicants may have the suspension removed. Ochil View Housing Association tenants who wish to transfer to a property in Fife must apply through the Fife Housing Register.

**7.1** When an Ochil View tenant is added to our housing register, we will inspect the condition of their home, including the private garden area, (if there is one) and tell them in writing about any repairs that are their responsibility, as described in the Scottish Secure Tenancy Agreement and Tenant's Handbook. The applicant must complete these repairs before they can apply for properties. If the applicant has an outstanding rechargeable repair account we will suspend the registration until the tenant has made continuous payments under an agreement with us for at least 3 months, and is continuing to make payments as agreed at the time of offer.

## **8.0 ADMISSION TO OUR HOUSING REGISTER AND SUSPENSIONS**

- 8.1** We will admit everyone aged over 16 years who applies for housing to our housing register. But that does not mean that everyone who is admitted to the register will be able to receive an offer of housing. Sometimes, we may suspend a registration. If we do, we will tell the applicant why and what they can do about it. We will tell applicants about their rights to appeal the decision we have made. We will review suspensions at least once every three months and advise the suspended applicant what they may do to enable Ochil View to remove the suspension.
- 8.2** To register with Homehunt, applicants must complete a registration form. Forms can be obtained in person at our office, by phone, on our website and the Homehunt website or from other organisations such as Clackmannanshire Council. An applicant can apply in person at our office, register, and apply for a property on the same day. Applicants can apply online. Our registration process is kept as simple as possible and collects only information essential to our allocation process and equalities monitoring.
- 8.3** At the point of registration, applicants are asked to tell us if they are homeless, overcrowded, have health problems or are living in accommodation suffering from disrepair. This information is recorded and followed up to encourage applicants to apply for priority. Applications are placed on the housing register and issued with a unique registration number on the day we receive the registration form.
- 8.4** Applicants can begin applying for advertised properties immediately, except in the following circumstances;

### **No right to remain in the UK**

Applications will not be suspended if the applicant does not have the right to reside in the UK

### **Current or former Rent arrears and no arrangement in place**

Having rent arrears, or other tenancy related debt such as rechargeable repair costs will **not** cause applicants (including transfer applicants) to be suspended from receiving offers on our list if;

- The applicant was not the tenant of the house or
- They had rent arrears on a current or former tenancy, but they have now paid these in full or
- The amount of arrears owed on a current or former tenancy is less than one month's rent charge or
- The applicant has made an agreement to pay the arrears with their landlord, and have kept it for at least 3 months, and are still making payments

### **Anti-Social Behaviour**

We believe that anti-social behaviour can be a serious problem and that it damages the stable and sustainable communities we want to help to create.

Therefore, if an applicant or anyone who would be a member of the applicant's household in an Ochil View Tenancy has;

- Been responsible for using a former home for illegal purposes which are, or were, likely to endanger or cause nuisance or harassment to neighbours (e.g. fire raising, drug dealing, prostitution,) or
- Been responsible for causing noise, nuisance or harassment in the vicinity of the property or
- Been responsible for causing racial or other harassment or
- Allowed other household members or friends to cause nuisance and harassment in the vicinity of the property or
- Caused extensive damage to the property
- Behaved in a threatening or violent way towards the landlord's staff or tenants

**and** there is documentary evidence to confirm this from a reliable and official source, such as a Police or Landlord report, a history of criminal conviction, relating to a current or previous tenancy or eviction from a former home, or an ASBO, the applicant will be advised that their registration has been suspended and that the suspension will be removed when there are valid reasons for supporting a view that their behaviour or actions have changed and the behaviour is unlikely to recur. All applicants can appeal decisions through the Appeals procedure.

If an applicant can show that there are valid reasons to believe that their behaviour and actions have changed and the anti-social behaviour is unlikely to recur, we will remove the suspension. However, if they are offered a tenancy within 3 years of an eviction for anti-social behaviour, or if any person who will be part of their household has been the subject of an ASBO at any time, we will offer a tenancy on Short Scottish Secure Tenancy Terms.

- 8.5** In all cases where a registration is suspended, the suspension will remain only for as long as it takes to address the reason for the suspension
- 8.6** We may ask for supporting documentation of relevant personal circumstances at any time during the registration/allocation process. We may also make relevant enquires to confirm information given by the applicant.
- 8.7** We will make it clear to applicants who own their current home that it is a legal requirement that they must occupy a tenancy as their only or principal home.
- 8.8** Applicants' will be asked to tell us about any change in their circumstances. In some instances (e.g. if they move to a secure tenancy or buy a property) they will be asked to submit a new application. Their priority will be adjusted according to their change in circumstances

## **9.0 MUTUAL EXCHANGES**

We recognise that mutual exchanges provide a means to meet tenant's housing aspirations and choices, particularly in an environment of excessive demand for affordable rented housing and where high levels of homelessness result in few vacant homes being available for aspirational moves.

- We will promote awareness of tenant's rights to exchange through our Tenant's Handbook, and other publicity material.
- We will promote means for tenants to access exchange partners.

**9.1** Ochil View tenants may exchange tenancies with another tenant of Ochil View, or of another RSL, for example, a Council or Housing Association tenant. If a tenant wants to move by exchanging homes, they should write to us, telling us who they want to swap homes with. We also have a form for this purpose. The applicant should also contact their exchange partners' landlord and let them know about their plans.

**9.2** We will write to an exchange partner's landlord and ask for a reference on the exchange partner's tenancy. We will not give our consent if either exchange partner has current rent arrears, has been (or a member of their household has been) responsible for anti-social behaviour (as described above), or if they have not kept their home (and garden, if they have one) in good order.

We will not give our consent for the exchange to go ahead if:

- The house would be overcrowded or under occupied
- The house has been specially designed or adapted for someone with particular needs, and the household moving in does not have a household member with those needs.
- The house has been designed or designated by us to be occupied by people of a particular age range , and there is no-one of that age range in the household.

## **10.0 OUR HOUSING STOCK**

**10.1** Our housing stock includes property that is designed to meet a range of housing needs:

**10.2 General needs** - Suitable for applicants without any particular disability needs

**10.3 Amenity Housing:** This housing is particularly designed to meet the needs of older people. When we consider which applicant would make best use of such accommodation, we will firstly consider applicants who are, or who have a permanent household member who is over State Pension Age. If we have available amenity housing and we don't have an applicant who is (or has a permanent household member who is) over State Pension Age, we may let it to an applicant who is under State Pension Age. The second priority for such properties will be people under State Pension Age who have a medical priority pass.

**10.4 Housing for wheelchair users.** This type of housing is designed to meet the needs of people who use wheelchairs in their home. We will only consider households who have a permanent member who is, or who has a medical condition such they may become a wheelchair user to occupy accommodation designed to this standard.

**10.5 Supported Housing**

Sometimes, we may make agreements with housing support agencies that specific houses should only be let to people with support needs that the agency will meet. We will only consider applicants with the type of needs the support agency can meet for these houses.

## **11.0 ASSESSMENT OF HOUSING NEED**

### **11.1 Priority Passes**

Priority is awarded through a system of Priority Passes. All applicants will be encouraged to apply for priority to reflect their housing need. There are three levels of Priority Pass; Gold, Silver and Bronze.

Applicants can apply for as many Priority Passes as they feel they may be entitled to. A Priority Pass will only be awarded once in each category and will be the highest level of pass that the applicants' circumstances indicate. Once the applicant has been assessed for all categories of pass they have applied for, their final priority will be determined as follows. If the applicant qualifies for:

- **Less than three Bronze passes:** They will be awarded a Bronze Priority Pass
- **Three or more Bronze passes:** They will be awarded a Silver Priority Pass
- **Less than three Silver passes:** They will be awarded a Silver Priority Pass
- **Three or more Silver Passes:** They will be awarded a Gold Priority Pass
- Gold is the highest level of Pass that can be awarded

### **11.2 Limitation of Passes**

We are committed to offering applicants as much choice as possible, however, in some circumstances awarding priority will result in restrictions on the type of property or area for which the applicant will receive priority. We may limit Priority Passes to a specific area:

In recognition of the small stock numbers and low turnover in some localities, applicants will have the option of including the nearest adjacent locality.

- Applicants who have received a Priority Pass for reasons other than their need to live in a specified area are encouraged to limit their Priority Pass only to those areas in which they want to live.
- We may limit a Priority Pass to a particular type of property, e.g. to ground floor accommodation where a pass has been awarded for health related mobility problems, or to wheelchair accommodation where this is required by the applicant.
- Applicants aged over State Retirement Age can limit their Pass to amenity properties.

Unless we have set the limitations, applicants can change the limits on their Priority Pass at any time except where this would increase priority for a currently advertised vacancy.

Applicants who have had their pass limited, either by us or through choice, can still apply for properties that fall outside the pass limitations, but their Priority Pass will not be considered

### **11.3 Suspension of Priority Passes**

Where we consider that an applicant has deliberately worsened their housing circumstances, their entitlement to a Priority Pass will be removed and the registration revised accordingly.

### **11.4 Withdrawal of Priority Passes**

We only award Priority Passes to those in greatest housing need and, once a Pass has been sent to an applicant, we expect that they will use it to apply for all suitable properties. However as we recognise that choice is a key element of this Allocation Policy, we will not withdraw the passes of applicants who do not apply for property that may meet their needs. However applicants with Gold homelessness passes may find that their passes are withdrawn if the local authority that has awarded homeless status considers that their duty to accommodate has been discharged.

### **11.5 Statutory Homelessness – including priority and non-priority homelessness**

We recognise housing need due to homelessness by the award of a **Gold Priority pass**

- Applicants assessed by a Council as being statutorily homeless are awarded a Gold Priority Pass.
- The majority of our allocations to homeless households are made through Homehunt. Allocations made to Section 5 Referrals in Clackmannanshire are outside the terms of the Homehunt system.

We will advise applicants who apply to the Association and who may be homeless to seek advice and information from their local authority.

### **11.6 Applicants with insecure accommodation**

Where applicants may become homeless within 2- 6 months we will award a Bronze priority pass. Examples of this include applicants who:

- Are living with friends or relatives ( not a parental home)
- Are living in a mobile home or caravan
- Have a short term tenancy like a Short Assured Tenancy, Short SST, and an Occupancy Agreement.
- Have received a Notice to Quit, a lodger who has been asked to leave, an owner who has agreed to sell their home
- Has a relationship that has broken down with another occupant of their home
- Has financial difficulties with their rent or mortgage payments
- Is living in a refuge
- Is currently in prison
- Is in tied accommodation and expects to leave within 2-6 months.
- Is in hospital, a residential or nursing home and does not have their own home
- Is in care or an institution.

### **11.7 Applicants who are seeking permanent, independent accommodation**

Where a member of a household wishes to be re-housed and shares one of the basic amenities of the home with another person not being re-housed **or** Where a person wishes to establish permanent and independent accommodation for example where an applicant is;

- In tied or forces accommodation, but has no date by which they must leave
- An adult within their parental home, but wishing to leave
- Sharing their accommodation with other persons who are not members of their household
- A student living as a lodger or in a Hall of Residence.

**We will award a Bronze priority pass**

### **11.8 Overcrowding**

We recognise housing need due to overcrowding by the award of Silver and Bronze Priority Passes. Applicants lacking one bedroom will be awarded a Bronze priority pass. Applicants lacking two or more bedrooms will be awarded a Silver priority pass.

In assessing the appropriate size of property that an applicant may be offered, the Association has adopted the standards of occupancy set out in the Welfare Reform Act 2012 as the occupancy levels for allocation of our housing stock. We will therefore allocate one bedroom for each of the following:

- a couple
- a person who is not a child (aged 16 and over)
- two children of the same sex
- two children who are under 10
- any other child, (other than a foster child or child whose main home is elsewhere).
- a carer (or group of carers) providing overnight care

The Association recognises that some children are unable to share a bedroom because of severe disabilities and will be able to claim Housing Benefit for an extra room. The Government has required local authorities to assess the individual circumstances of the claimant and their family and decide whether their disabilities are genuinely such that it is inappropriate for the children to be expected to share a room.

Where applicants require an extra room to meet the needs of a disabled child we will be guided by the decision of the local authority in this matter.

### **11.9 Property in poor condition or lacking amenities**

Applicants who live in accommodation;

- where one or more **Basic Amenity** is lacking
- that is below the Tolerable Standard
- that is below the Tolerable Standard and is in serious disrepair, or has penetrative or rising dampness

**one Bronze Pass** will be awarded for each amenity that is lacking, **one Bronze pass** for each building element that is in disrepair, and **one Bronze pass** for the presence of dampness

**Basic Amenities** are:

- Fixed bath or shower
- A wash-hand basin
- A kitchen sink
- An internal wc
- A hot and cold water supply at 3 points(bath/shower, whb, wc (cold only))

Where the lack of amenities may be seen, for example at a home visit, this will be confirmed by a member of Association staff. A failure to meet the Tolerable Standard, the presence of rising or penetrating dampness or incidences of building elements in serious disrepair must be confirmed by report from a qualified person such as a surveyor, architect or Environmental Health Officer. Where applicants are living in property that may be below the tolerable standard or in serious disrepair, we will advise them to contact the Environmental Health department of their local council to receive advice and assistance. Applicants who live in accommodation that is below the Tolerable standard may be homeless and will be advised to contact the local authority to discuss this further.

#### **11.10 Medical Grounds**

Applicants wishing to have medical grounds considered will be required to complete a medical priority application. This is a common form agreed and used by Ochil View, Paragon and Clackmannanshire Council. The details within the questionnaire will be assessed through the ReACH protocol. We recognise housing need due to health problems by the award of Gold and Silver Priority Passes.

- We will consider awarding priority for re-housing on health grounds only where a move will result in a significant improvement in the applicants' health or make their health problem much easier to cope with. In assessing applications on health grounds we will always consider whether or not the applicant's current accommodation could be adapted to meet their housing needs.
- We will not normally award priority on health grounds which are considered to be inappropriate through the Reach Protocol

We may place restrictions on the type of property to be offered to an applicant who has been awarded priority on health grounds. For example, someone awarded priority due to difficulties managing stairs in their current accommodation will normally only be able to apply for properties on the ground floor

### **11.11 Need to live in a particular Community**

We recognise housing need due to the need to be in a particular community by the award of **Bronze Priority Passes**.

Priority may be awarded where an applicant needs to move to:

- Take up or keep a job. Priority will normally only be awarded where the applicant is the main earner and the job is more than one hour's travel from their current home
- Be nearer amenities or services. We will consider the reasons why the applicant finds it difficult to access amenities or services, including availability of public transport
- Maintain contact with children.
- Give or receive support. We will consider the nature and frequency of the support provided or received. This includes informal support from family, friends and relatives.

### **11.12 Separated Households**

Where a household is separated due to a lack of suitable accommodation and who otherwise would normally live together points will be awarded a **Bronze priority pass**

### **11.13 Under Occupancy**

We will assess under occupancy using the same means of assessment as Overcrowding. Tenants of any social landlord who are under occupying their homes will be awarded a Silver Priority pass.

The Association recognises the key role that tackling under occupation plays in making best use of the housing stock and we will therefore, in 2012/13 develop measures to encourage and assist under occupiers to move to more suitably sized accommodation, thereby freeing larger homes for occupancy by applicants who do need such accommodation.

### **11.14 Transfer from a flat to a house**

A Bronze Priority Pass will be awarded to all applicants who have been tenants of a flat property for a continuous 5-year period wishing to move to a main door house.

## **12.0 OPERATION OF THE HOUSING LIST**

When we have been notified of a tenancy termination we will decide whether the property is to be allocated in line with this policy or if it is to be removed from the normal allocation process in exceptional circumstances

**12.1** Available properties will be advertised weekly in the local newspaper, local Council housing offices, our website, the Homehunt website, libraries, Citizen's Advice Bureau, as well as our office and the offices of our Strathfor partners

**12.2** We will assess properties individually and decide what constitutes "Best Use".

**12.3** Adverts will include the number of bedrooms. A household makes "Best Use" of a property if it requires all of the bedrooms. We will also advertise any

essential or desirable criteria that applicants must meet, for example age criteria.

- 12.4 An advert for amenity accommodation will specify that applicants must be (or have a permanent household member who is) State Pension Age
- 12.5 An advert for a property with significant adaptations will specify that we will give priority to applicants whose medical needs mean that they need adapted accommodation
- 12.6 We will specify the best use criteria and a closing date for applications in the advert.
- 12.7 We will maintain a database of support providers and others such as Social Workers and Occupational Therapists who may be helping clients to seek re-housing and will send weekly lists of available properties to them by email
- 12.8 Registered applicants may apply for as many advertised properties as they wish at any one time. They will be able to note their interest by telephone, letter, on the Homehunt website, or in person at our office.  
When a registered applicant applies for more than one advertised property they will be asked to state which property they want to be considered for first, second etc.
- 12.9 Limitations to any pass will not be changed if this would increase the priority for a currently advertised property.
- 12.10 No applications will be accepted after the advertised closing date and time

**12.11 Allocating a Property**

For each housing offer we make, we will keep an audit trail that shows why the decision was made to offer the property to the specific applicant. If the selected applicant does not have the highest priority for housing, the audit trail will record the reason why any higher priority applicant was bypassed. This may include, for example, any decisions made in order to help develop or maintain a stable or sustainable community, or to match an adapted property with an applicant or household that requires that adaptation.

Each member of staff within Housing Services will have a degree of delegated authority, as follows:

<b>Decision</b>	<b>Assessment by</b>	<b>Authority</b>
Priority Pass assessment or revision	Assistant Housing Officer	AHSM / Head of Customer Services
Selection for offer	Housing Officer	AHSM / Head of Customer Services
Suspension from register	Assistant Housing Officer	AHSM / Head of Customer Services

## 12.12 How Properties are Allocated

We will allocate advertised properties after the closing date for applications using our selection criteria as follows:

**Best use:** The applicants who will make best use of the property by using all of the bedrooms or features of the property (such as adaptations) and who meet any age limitations.

**Priority Pass Level** Where there is more than one applicant who would make best use of an advertised property, applicants are then placed in order according to the level of Priority Pass that they hold

**Date of Registration** The date of registration is the date we issued the registration form. We consider the date of registration only if there are two or more applicants with the same level of Priority Pass or there are no applicants with a Priority Pass. The property is allocated to the applicant with the earliest date of registration

**Same Date of Registration** If two or more applicants with equal priority applied on the same day, we will allocate the property to the applicant with the lower registration number,

## 12.13 Acceptances/Refusals

Wherever possible we will contact the successful applicant by telephone on the closing date for applications.

**12.14** Any offer we make will be conditional upon the applicants housing circumstances being confirmed, the applicant providing proof of residency and, if appropriate, previous tenancy references being received.

The Association recognises that references may not be obtainable from private landlords or that they may not be provided to the same standard as from a Registered Social Landlord.

Where references cannot be obtained from a private landlord, the Association will not withdraw any offer as a result. Where references received indicate that the tenancy was not satisfactorily conducted, the applicants' views on the content of the reference will be obtained prior to any decision to suspend the applicant from receiving offers.

**12.15** We will enclose a summary of our Scottish Secure Tenancy Agreement with the conditional offer letter

**12.16** If the applicant does not contact us within three working days, and they have not previously indicated that they would not be available e.g. on holiday or in hospital, then the offer will be withdrawn.

**12.17** If the applicant has a Priority Pass then, unless they are staying in temporary homeless accommodation, we will arrange a home visit. The home visit will be used to check the information provided with the Homehunt registration and Priority Pass application form(s). We will ask the applicant to provide proof of residency at this point and to provide details of their tenancy history so that we can take up references.

- 12.18** We will not normally visit successful applicants who have not used a priority pass but will give them three working days from the date of the conditional offer to provide proof of residency and their housing history (so that we can take up references) or the offer will be withdrawn.
- 12.19** If the applicant lives too far away for a home visit, we will telephone them to check the details provided in their application or we may ask a housing provider in their area to carry out the home visit on our behalf.
- 12.20** A confirmed offer is sent once required checks such as residency and, if appropriate, tenancy references are completed. The confirmed offer will suggest dates for the applicant to view the property and to sign their tenancy agreement. The letter will also provide information and advice about rent and Housing Benefit and inform the applicant what will happen if they refuse the offer. Again the applicant must respond within three days or the offer will normally be withdrawn. If we withdraw an offer or if the successful applicant refuses the offer, then we will contact the second qualifying applicant and follow the steps outlined above until the property is successfully allocated.
- 12.21** When we make an offer of housing, we want to relet the vacant property as soon as possible. But we understand that applicants may need some time to make their mind up about accepting our offer. We will give applicants 2 working days after viewing the property to reach a decision. We will help, by providing information about agencies that may help, for example with Benefits or advice. After 2 working days, the applicant must let us know their decision. Any further delay will be considered as a refusal of an offer.
- 12.22** Where a successful applicant has used a Gold Priority Pass awarded for homelessness and refuses an offer, we will notify the local Council's Homeless Department. This may result in an alteration to the applicant's homelessness status, with a resulting amendment in the Priority Pass.

### **13.0 LOCAL LETTINGS INITIATIVES – SUSTAINABILITY**

To create and maintain a stable and sustainable community we will consider;

- matching people with appropriate properties
- housing people in appropriate locations
- potential clashes of lifestyle
- over concentration of one particular household type

This will, for example, ensure that too many vulnerable people are not housed together. Where the Association is aware of particular management issues with an area street or close, the Association will take cognisance of such factors when allocating properties, thereby demonstrating its responsibility to existing residents. This may result in the property not being allocated to the applicant with the highest priority. In such cases the reasons for by-passing an applicant with a higher priority will require to be documented and approved by the Housing Services Manager or Assistant Housing Services Manager

#### **14.0 LETTING OF HOMES BUILT TO THE STANDARDS REQUIRED BY WHEELCHAIR USERS**

In order to ensure that the property is allocated to the wheelchair user who would make best use of the property, Ochil View Housing Association will liaise with the Occupational Therapists from the relevant Local Authority.

The Occupational Therapists concerned will provide a report on the individual needs of all applicants. When all reports are received by the Housing Services Manager a further meeting will be convened to decide the applicant who will receive an offer.

An offer of accommodation will then be made. If accepted by the applicant they will meet with the Housing Services Manager, Project Architect and the Occupational Therapist to identify any specific needs relating to their disability.

#### **15.0 MONITORING AND REVIEW**

Because applicants actively participate in the allocation process by applying for properties and our software records activity, only those applicants who have not applied for a property for a year will receive a review form. The review form will be short and only ask the applicant if they want to remain on the register and to report any changes in their circumstances. If a review form is not returned we will send a reminder letter. If the applicant does not respond to the reminder letter, we will withdraw their registration.

#### **16.0 REVIEW OF POLICY**

- 16.1** Each year, we will review the operation of the Allocations Policy and the achievement of its objectives, and report this to our Management Committee. We will ask applicants for their views on the Allocations Policy and how it operates, and takes their views into account when we report on the Policy. This may take the form of self-reporting by applicants, or more detailed questionnaires.

Each year, we will publish outcomes information, showing the profile of applicants we have housed and the needs we have met. This information will be anonymous and will not allow individual applicants to be identified. We will provide, on request to applicants, feedback on the specific outcomes of their specific applications and the profile of successful applications that have been prioritised over their application, within the limits of our Data Protection requirements and confidentiality obligations. We regret that it would be too demanding in terms of resources to give feedback to every applicant on the outcome of every application that they make.

#### **17.0 HOUSING REGISTRATIONS FROM PERSONS SERVING IN, LEAVING OR PLANNING TO LEAVE OR WHO HAVE RECENTLY LEFT THE ARMED FORCES, OR THEIR RELATIVES.**

- 17.1 The Association recognises its obligation to give housing registrations from forces and recent ex-forces personnel fair and sympathetic consideration, without affording priority over other applicants in similar housing need.
- 17.2 We do not impose any residential requirements, or give additional priority for local connection.
- 17.3 We admit all registrants to our housing register at all times, although we may suspend some registrants temporarily from applying for specific properties and receiving offers of tenancy.
- 17.4 We accept a Certificate of Cessation of Entitlement to occupy Service Living Accommodation as a basis of entitlement to a Gold Priority Pass
- 17.5 We notify our partner local authorities of registrations made by service personnel
- 17.6 We will assess the priority for persons who are medically discharged in partnership with the Occupational therapy sections of our two partner local authorities.
- 17.7 We will consider the housing need of surviving family members of forces members who have been killed in action or dies before the date of discharge in accordance with the arrangements of notice to leave service accommodation and give a Gold Priority Pass.

## **18.0 PERFORMANCE REPORTING**

- 18.1 Each year the Housing Services Committee will receive the Association's SCORE report, representing an assessment of the profile of new tenants in the previous year.

## **19.0 APPEALS AND COMPLAINTS**

All applicants have the right to appeal against any decision made concerning their registration, the assessment of their housing need, the decision to place an application or Priority Pass on hold, the withdrawal of a Priority Pass or the cancellation of their registration.

Appeals should be made in the first instance to the Housing Services Manager as soon as possible after the appropriate decision was made. Applicants who are dissatisfied with the decision of the Housing Services Manager may seek redress through the Association's Complaints Procedure

## **20.0 GENERAL**

- 20.1 All Association staff are required, through their Conditions of Employment, to treat personal information that they have access to in the course of their duties as confidential. In addition to this, the Association has in place a general policy on Data protection and confidentiality. We will not pass on information to others without the applicant's written consent.

## 21.0 ABUSE OF THE ALLOCATION POLICY

We believe that our Allocation Policy is a fair way of allocating housing. If an applicant gives incorrect or misleading information on a housing application form or in any document or interview, we will correct our records as soon as we have the correct information, and review the application in the light of the correct information.

If we have been deliberately given incorrect or misleading information, and we have allocated a house as a result, we will begin legal action to end the tenancy if the false or misleading information was material in our decision to allocate a house.

Applicants must inform the Association of any changes in their circumstances in relation to their application for housing.

Graeme Wilson  
Housing Services Manager

**10 December 2013**

### **Policy Review and Consultation Process**

Considered by the Management Team	7 <sup>th</sup> November 2013
Discussion at Involved Resident's Group and Registered Tenant Organisations	N/A
Recommended by Customer Services Committee	13 <sup>th</sup> November 2013
<b>APPROVED BY MANAGEMENT COMMITTEE</b>	<b>28<sup>th</sup> November 2013</b>

## **OVERVIEW OF THE REGISTRATION PROCESS**

1. Applicant registers with Ochil View either
  - Completion of paper form
  - Registration through
  - CHR arrangements
  - Online Registration ( when available)
2. Registration number and Priority Pass application forms and information issued to applicant ( Or for online registrations, applicant applies online for priority passes after online registration is approved)
3. Applicant can now apply for properties
4. Applicant submits appropriate Priority Pass application forms either in paper format or online
5. Priority Pass and any limitations are issued to applicant
6. Applicant can now apply for properties using their priority pass

Definition of priority passes

**Statutory Homelessness - confirmed in writing by a Council**

Gold Priority Pass

**Applicants with insecure accommodation**

Bronze Priority pass

**Overcrowding**

Overcrowded by one bedroom – Bronze Pass

Overcrowded by two bedrooms or more – Silver pass

**Property in poor condition**

For each amenity that is lacking, or each building element in poor condition – Bronze priority pass

Lack of amenities that are visible must be confirmed by inspection.

Poor condition of structural elements must be confirmed by a professionally qualified person's report

**Medical circumstances**

To be awarded by Community Health Advisor

Gold or Silver Priority Pass

**Need to live in a Community**

For support, training, employment, education or other valid reasons

Bronze priority pass

**Separated Households**

Bronze priority pass

**Under occupation**

Available to RSL tenants only – Silver Priority Pass

**Transfer from a tenement flat to a house**

Bronze Priority Pass

## OVER VIEW OF THE ALLOCATION PROCESS

Notice of Termination received

If applicable, property is removed from normal allocation process e.g. for management transfer or for supported accommodation

First property in each *vacancy chain* is advertised that it is highly desirable that the property be let to a transfer applicant, where that applicant has a pass. Second and subsequent lets will be made to Reasonable preference applicants.

Applicants apply before closing date

Selection process takes place as follows:

- Best use - including priority to transfer applicants in
- Highest overall priority pass
- Date of Registration

Home visit takes place to successful applicant to verify circumstances, if priority pass has been used

Offer is issued, where applicant's circumstances have been verified (if applicable)

Viewing

Sign up takes place

Arrangements for letting of new build properties

Where the Association has a new development of two or more properties to let simultaneously, then 50% will be let to transfer applicants and the remaining 50% to reasonable preference group applicants.

SERVICE DELIVERY TARGETS

Applications will be acknowledged, placed on the housing register and issued with a registration number on the **day of receipt**, along with information on applying for priority and details of how to apply for advertised properties. Applicants who have applied for priority will have an assessment of their needs carried out within 15 working days



## **NHS Forth Valley Pathway of Healthcare Assessment To Support Housing Services In Clackmannanshire and Stirling Councils.**

It is acknowledged that the housing needs of individuals with health issues can best be assessed using a coordinated and integrated approach between housing, social work and health. This paper sets out the healthcare assessment pathway which will allow Clackmannanshire and Stirling Councils and NHS Forth Valley to work together to support housing applications for individuals who require healthcare assessment.

This coordinated approach will provide a comprehensive assessment of the client's needs delivering not only a more accurate and holistic assessment but also one that is tailored to meet the needs of the individual and housing. This service will provide a more effective, accurate and efficient service when compared to current service provision.

In line with the ethos of single outcome agreements, shared responsibilities lie with social work and housing services to provide information and support to social housing clients prior to a healthcare assessment being requested of NHS Forth Valley. In addition to this, it is acknowledged that NHS Forth Valley has skills within the healthcare professionals to provide local authorities with assessment of health needs in relation to social housing allocations.

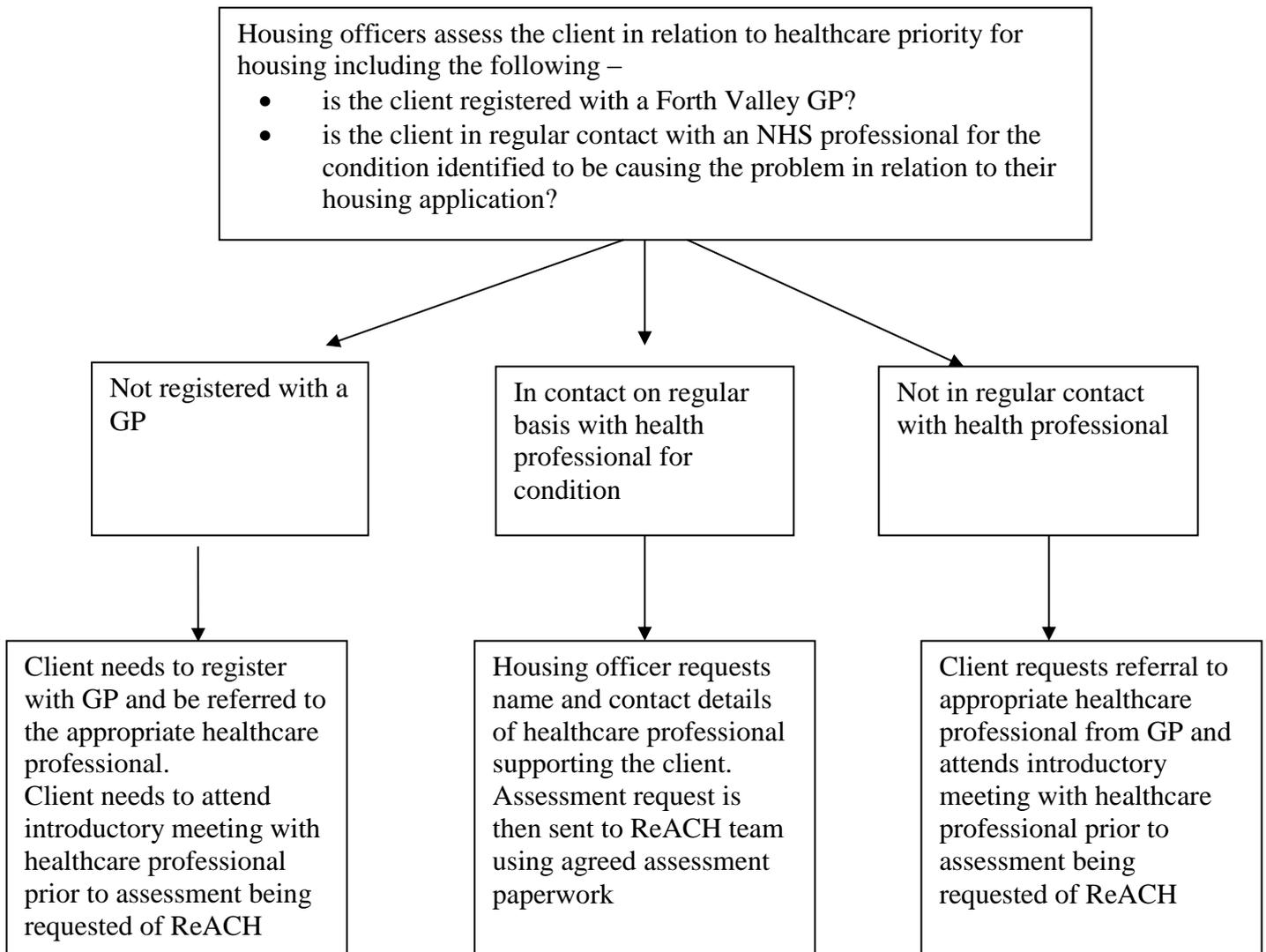
In line with previous discussions with Councils and following the Scottish Government *Social Housing Allocations: A Practice Guide*, 2011, NHS Forth Valley believes that an improved healthcare assessment can be provided through a functional assessment, that is an assessment of the client's ability to live life fully within their home and that such an assessment will provide recommendations regarding the priority for different housing or adaptations. It should be noted that there will be an expectation, as in the Scottish Government Guidance, that Housing Officers will have already made the client aware of different resolutions to their problem, such as the provision of equipment or adaptations and that this action will have been taken by the Council prior to the client completing a healthcare assessment application. Information on the equipment or adaptations provided by the Council will be requested by the ReACH team.

### **Eligibility**

In the initial implementation of the new assessment service, it is important to note that it is expected that individuals referred to this service will have a condition (or conditions) that impact on their functional ability. The presence of a diagnosis in itself is insufficient to obtain a healthcare assessment.

In addition to this, a proposed list of conditions which would not be deemed suitable to provide a healthcare assessment on are provided within the Appendix.

## The new healthcare needs assessment client pathway



### Referrals:

- All requests for a housing assessment will be sent to the Single Point of Referral (SPR) that deals with all ReACH referrals.
- All requests for a housing assessment will contain client's healthcare assessment form and contact details of the healthcare professional supporting the client.
- At that point the date of receipt of referral is noted and when it is clear that referral is complete the referrer will be notified of date when decision can be expected.

### Screening:

- When the ReACH team is satisfied that all relevant information has been made available within referral, contact will be made with appropriate healthcare professional(s) to request required information regarding health needs and function as appropriate.
- When this information is collated, a decision will be made regarding nature of assessment required.

**Assessment:**

- Assessment will be carried out by staff with appropriate knowledge and skills.
- The nature of the assessment will be determined by the ReACH team based on the information that is provided by health professionals and from information provided by housing and social work.
- Where it is deemed appropriate to do so, a home visit may be undertaken.

**Recommendations**

- A report of the findings of the team with recommendations will be provided to the Housing Officers within a 6 week timeframe from the date on which the assessment request is received by the ReACH team from Clackmannanshire and Stirling Councils
- Further work needs to be undertaken in partnership to agree recommendations and gradings.

**Evaluation and review**

As this new pathway differs considerably from the previous model of assessment, it is suggested that a period of regular review and evaluation takes place. This review will take place in partnership and regular meetings between managers from Housing Services and the ReACH service will be held with a process for queries, compliments and concerns being developed in the early delivery of the service.

Hazel Meechan  
Joe McGhee  
Shiona Hogg  
Bette Locke

20<sup>th</sup> Feb 2013

## Appendix

Conditions which would not be deemed appropriate for a healthcare assessment on are:-

Nervous debility or breakdown	Growing pain
Glue ear, grommets, middle ear infection	Glandular fever
Skin problems or disease	Hiatus hernia
Temporary orthopaedic problems such as broken bones or sprains	Hernia or rupture
Epilepsy controlled by medication	Varicose veins
Bedwetting or enuresis	Alcoholism/drug abuse
Duodenal or gastric ulcers	Bronchitis or chesty cough
Sexually transmitted diseases (excluding HIV)	Obesity or being overweight
Mental health/learning disability	Anxiety/depression/stress
Any temporary illness including recovery from an operation	

If applying for any of the following reasons, these criteria must be met:

### **Epilepsy/Seizures**

The applicant is under the care of a named Specialist Nurse in epilepsy and/or a Consultant Neurologist. In the opinion of the Specialist, any drug treatment has been optimised. The applicant's home contains a flight of six or more stairs and it is unsafe for the applicant to negotiate these stairs without supervision. Points will not be awarded to an applicant because they consider that the rooms in the house are small. Note: Epilepsy/Seizures of this sort is inconsistent with the person holding a driving licence or being able to walk near heavy traffic without being accompanied.

### **Asthma**

The applicant must be under the care of a Physician specialising in Respiratory Disorders and/or in Allergic Disorders. The applicant must be compliant with treatment and that treatment must be optimised. The Specialist will need to clarify why the property is unsuitable.