

# Outcomes of Allocation Policy Consultation

Recently, we sent out a survey to Ochil View Housing tenants, as well as applicants registered on our These Homes digital letting service and partner organisations. This survey was to gather their thoughts on our current Allocation Policy and the way we let our properties.

This short report highlights how people responded and what we will be doing in relation to the feedback received.

## Transfer Led Approach

We asked if a property had a special feature, such as a wet floor shower or was designated for someone of a pensionable age, whether we should still advertise as Transfer Led, or should we give priority to those who need the special feature regardless of being a tenant or not.

The overall results of the consultation were:

**28%** suggested we don't change our current approach

**18%** said we should advertise as Transfer Led, but if no tenant requires the feature, then allocate to any applicant who does.

**54%** said we should advertise to all applicants, giving priority to those who require the special feature.

## You Said, We Did:

We support the majority view of advertising any property that has a special feature to all applicants, giving priority to those who require it.

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## Priority Pass Date or Registration Date

We asked if two applicants had the same level of priority pass or if there were no applicants with a priority pass, should we then look at the earliest date of registration as we do now or change to use the earliest priority pass date.

The overall results of the consultation were:

**58%** supported staying with the registration date

**42%** wanted to change this to the priority pass date

## You Said, We Did:

We supported the majority and will remain using the date of registration to prioritise applications if they have the same level of priority pass.

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## Pregnancy and the award of an additional bedroom

We asked if required should we award an additional bedroom if an applicant or household member is pregnant either as soon as possible by providing confirmation with a copy of a midwife or scan appointment letter, or once their MATB1 form is received at around 20 weeks.

The overall results of the consultation were:

**42%** thought this should be as soon as the applicant gets a midwife or scan appointment letter

**58%** said it should be when providing confirmation of the MATB1 form

## You Said, We Did:

On this occasion, we did not support the majority as we felt if we do not award an additional bedroom as soon as possible, it might result in more properties being refused or applicants having to wait longer to be housed. We have amended the policy to enable an additional bedroom to be awarded if it is required when the applicant provides confirmation of the pregnancy, i.e. an appointment or scan letter.

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## Veterans leaving the Armed Forces

We asked about priority to veterans leaving the Armed Forces and if we should award a Gold Priority Pass to all veterans regardless of them having to leave forces accommodation.

The overall results of the consultation were:

- 55%** supported no change and only award a Gold Priority Pass if they are leaving forces living accommodation
- 45%** supported awarding a Gold Priority Pass to all veterans, regardless of their living accommodation

## You Said, We Did:

The Scottish Government has requested that all landlords should consider giving priority to service leavers, therefore it was felt that we wished to expand this beyond just veterans leaving forces accommodation.

Therefore, we propose to amend the policy to award a Gold Priority Pass to veterans who leave service within one year and have no secure accommodation and for those leaving forces accommodation. This will prevent veterans from making homeless applications to the local Authority.

## Refusals

We asked if applicants should be limited to the number of offers they receive and, if so, how many should an applicant receive before being suspended and how long should the suspension be for.

The overall results of the consultation were:

**63%** said we should limit the number of offers

**39%** said that we should not be limiting the number of offers

Those who said we should be limiting offers were then asked how many offers should they receive before being suspended:

**39%** said it should be a limit of 2 offers

**56%** said it should be a limit of 3 offers

**5%** said another amount

When asked what this period of suspension should be, the answers were:

**43%** said it should be a 3-month suspension

**45%** said it should be a 6-month suspension

**12%** said another amount

## **You Said, We Did:**

The Association has now amended their Allocation Policy that if an applicant refuses three reasonable offers, they will be suspended for a period of 3 months. Although 45% thought it should be 6 months and 43% said 3 months, we felt that 6 months was excessive. The majority of partner organisations we work with, including Clackmannanshire Council and These Homes partners, impose a 3-month suspension and we will keep it in line with them.

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**Thank you to everyone who took part in this survey. The revised Allocations Policy can be found on our website here: [XXX](#)**

**If you wish to discuss this report in any more detail, please get in touch as per below.**

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