

# **HOUSING ALLOCATION POLICY**

**APRIL 2019**

**LIVE HERE**



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# introduction

This policy sets out how we allocate housing (decide who we should provide housing to). In other words, how we match the people who apply for our homes with homes that become available. (In this policy, we refer to a person or people in a house as a 'household'. This is because the people living together or who want to live together may not always be related and this means we cannot always refer to them as a family). To allocate our housing, we follow a number of guidelines.



## Making the most of your housing options

Our main aim is to make North Lanarkshire a place where everyone will be able to live in good-quality housing that they can afford that is in a safe and pleasant environment. If you want to apply for housing, you can choose what type of property you want to live in and where you want to live. Our housing advisers will do all they can to help you in applying for council housing, and can also provide advice and help on a broader range of options to meet your housing needs. We can give you advice on what type of social rented housing is available in the areas you have chosen and how often they become available. For example, if you ask for a three-bedroom semi-detached house in a certain area we can tell you how many of these have been available for us to offer within the last six months or year. With this information you will be able to make realistic choices about how you can find somewhere to live.

We at North Lanarkshire Council, along with 8 registered social landlords (they are also known as housing associations and housing co-ops) are all partners in the North Lanarkshire common housing register. (You will find a list of these partners at the end of this document). This means it is easier for you to apply for housing as you only need to fill in one application form, and also means you have access to better housing information and advice.

## We allocate housing depending on your need

We aim to provide affordable, quality housing for people who need somewhere to live because they do not have anywhere safe and secure to live or because their current housing no longer suits their needs. Our housing policy is based on a clear framework where we prioritise people who are in most need of housing. This framework meets the legal responsibilities we have in terms of allocating housing.

North Lanarkshire Council is committed to ensuring that the public resources which they are responsible for are safeguarded and that opportunities for fraud are minimised, where possible. This means we need to ensure the limited housing stock we have available is allocated to those most in housing need. To allow us to do this it is important that you provide us with accurate information on your current circumstances and that you update us as soon as your circumstances change.

The council has a corporate anti-fraud policy which all services, including Enterprise and Communities work towards. To ensure housing services are adhering to this, where it is found that an applicant has provided false or misleading information on their application form, the application will be fully investigated and dealt with appropriately. This could result in your application for housing being suspended from our waiting lists or you losing the home you have been allocated as a result of the false information you have provided.

## Creating balanced communities

We want to create balanced communities — from young couples and families to elderly and retired households. We will make good use of our properties so we can meet your housing needs as they change over time. For example, if you have a baby you may need a bigger house, or when you get older you may need older person's housing because you are isolated and less confident living in your current accommodation and you would benefit from the extra security that an older person's house provides.

## Equal opportunities

We are committed to treating everybody equally who applies for housing and making sure we keep to our equality and diversity policy. You will receive the same high-quality service whoever you are.

## Exceptions to the policy

While this policy tells you how we allocate most of our homes, the policy rules do not apply to some situations (see below).

- We allocate some types of housing differently, for example older person's housing where the tenants need extra support. How we do this is shown in appendix1 (see page 42). In section 9 of this policy, we provide a definition of the different types of housing available.
- Sometimes people need housing in an emergency, such as temporary housing, for example, if someone's home is damaged by a fire. In these cases, we do not have to follow our housing allocation policy.
- Sometimes, we may need to rehouse someone who we might not normally see as a priority, if we need their current house urgently for another person. For example, this may happen if the house which would become available would allow us to help someone who cannot leave hospital because their own house is not suitable for their needs.
- We may rehouse someone who we might not normally treat as a priority if they are not managing their responsibilities at their current house. For example, if one of our tenants in a terraced house does not maintain their garden, we may move them to a flat where they do not have to maintain a garden.
- We may also refuse to offer a house to somebody who applies for housing if we think they (or anybody else in the community they want to live in) would be at risk. Only our Housing Solutions Manager can make this decision.

## Being clear

We want to be sure that everyone understands how we allocate housing. We have written this policy in plain English. You can also ask us for a summary of the policy and for the policy or summary to be provided in other formats (for example in large print, in another language or in Braille). If you want the policy in another format, please contact your local housing office or first-stop shop. (You can find contact details for the housing offices and first-stop shops at the end of this policy).

We will keep records of all the housing offers we make with details of how and why we have offered a house to a particular person or household. We will make sure that everybody understands how we offer housing, including those people applying and other agencies (such as social work services, Citizens Advice and so on). We will keep to data-protection laws.

## Customer service

We want to give everybody excellent customer service, but, we need to have procedures in place for when things go wrong. We have a complaints and appeals procedure. If you need to complain, we will tell you about our complaints procedure and give you all the information you need while we try to sort out your complaint.

## Best practice in housing management

This policy recognises the best-practice information that the Housing Regulator, the Scottish Federation of Housing Associations, the Chartered Institute of Housing, Housemark and the Scottish Housing Network have produced / shared. By following this best-practice information, we have made sure we have created a policy that is fair. It also meets the legal requirements of the following laws.

- Equality Act 2010
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2014

- The Civil Partnerships Act 2005
- The Homelessness etc. (Scotland) Act 2003
- The Housing (Scotland) Act 2001
- The Race Relations (Amendment) Act 2000
- The Human Rights Act 1998
- General Data Protection Regulation
- Data Protection Act 2018
- The Access to Personal Information (Housing) (Scotland) Regulations 1993
- The Housing (Scotland) Act 1987
- The Matrimonial Homes (Family Protection) (Scotland) Act 1981
- The Race Relations Act 1976
- The Sex Discrimination Act 1975

## The Scottish Housing Regulator and Scottish Social Housing Charter

The Scottish Housing Regulator (SHR) was introduced under the Housing (Scotland) Act 2010 which sets out the statutory objectives, functions, powers and duties that the new SHR have.

The SHR was set up to operate as an independent regulator who is directly accountable to the Scottish Parliament. They regulate Local Authority housing services and Registered Social Landlords (RSLs) in Scotland with their statutory objective being to safeguard and promote the interests of current and future tenants, homeless people and other people who use services provided by social landlords.

At the same time as the SHR was introduced a Scottish Social Housing Charter (SSHC) was developed and introduced. This SSHC introduced a range of outcomes that all registered social landlords in Scotland should be aiming to achieve in all areas of housing management, which should improve the quality and value of the services they provide.

### The SSHC states that:

“People looking for housing should 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”.

The SHR monitors, assesses, compares and reports on social landlord's performance of housing activities. It requires landlords to collect and provide key information on their performance in relation to achieving the Scottish Social Housing Charter (SSHC) outcomes and standards in an Annual Return on the SSHC. The SHR will intervene, where appropriate, to secure improvement and protect the interests of tenants and other service users.

Following verification of our performance information by the SHR we are required to provide an annual report to tenants each year advising how we have performed, how this compares to previous years performance and how this compares with other landlords. This report will be available in October each year.





# 2 applying for housing

## 2a Who can apply for housing?

If you are aged 16 or over, you have the right to apply for housing and have your housing need properly assessed. We will never tell you not to apply for housing. However, it is important to remember that applying does not mean we will definitely offer you housing. There are more people applying for housing than there are homes available.

However, the number of people interested in housing does vary, depending on the type of house and where it is (for example, houses with gardens are more popular than high-rise flats).

We will give you advice about your housing options and your chances of being offered housing.

You can apply for housing in a number of different ways:

- By sending us an application form you must do this even if you are already our tenant and you are applying to transfer to another property.
- Mutual exchanges - If you rent your home from us, another local authority or a registered social landlord and you would like to swap with another tenant from any of these landlords, you can apply to exchange your home. The process of swapping your home with another tenant is called Mutual Exchange. If you would be interested in moving house through this process please contact your local first-stop shop to discuss the opportunities available to you.
- **Referrals**  
We work with other services and agencies such as social work and health services, to make sure that housing needs are linked to your wider needs (for example, if moving would benefit your health or if it would improve your situation as a result of your

health). Other agencies and council services sometimes refer people to us for housing.

## 2b Council staff

Anyone can apply for our housing and this includes our staff and local councillors. If you work for us, you must apply in the normal way by sending us a housing application form. We will not give you preference over anybody else simply because you work for us.

Any housing application we receive and are considering making an offer on, from a member of housing staff, local councillor or their relative will be approved by our Housing Solutions Manager. A relative means a husband, wife, partner, father, mother, sister, brother, son, daughter, grandfather, grandmother, mother in law, father in law, brother in law, sister in law, son in law, daughter in law, cousin, niece, nephew, aunt, uncle and includes step-relatives and partners family members.

## 2c How do I apply?

You can get a housing application form from any of our first-stop shops. You can go into any of these offices and ask for a form, or contact us by phone, in writing or by e-mail and ask for a form to be posted out to you. (See the end of this policy for contact details). You can also download a copy our application form from our website at [www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk).

The application form asks for your personal information and asks about your current housing situation, as well as where you would like to live and what type of housing you want to live in (such as a house with a garden or a flat). If you need help completing the form or need parts of the form translated into a different language or format, please let us know when you contact us.



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## 2d Housing information and advice

We want to make sure that you have enough information and advice about your housing options to make the right decision. When you are applying for housing we will give you information on:

- how to apply for housing and how we will deal with your application;
- how long it will take to process and decide on your application;
- what proof you must provide with your application;
- your realistic chances of being offered a house in the area you want; and
- your other housing options and where to get more advice.

We will give you all the information you need in plain English that you can understand. If you need us to, we can also give you information and advice in different languages and formats (for example, in large print or in Braille). Please ask your local first-stop shop about this service.

## 2e The information we need from you when you apply for housing

For us to assess your housing application, we need information about your current housing circumstances. Where practical we will request information from third parties to confirm the details you have told us about on your application form, however sometimes we will need you to provide the information for us. We will try to make this as easy as possible for you. We will not ask you to provide information which would mean you would have to spend a lot of money (for example, by getting a solicitor to write a letter to us). We will tell you why we need this information, and where you can get it. We will always ask you to provide us with 'original' documents as photocopies are not acceptable for our verification purposes. If you do not have original documentation available please speak with a member of staff within your local FSS.

We need you to make sure you keep us up to date with any changes to your circumstances. For example, you must let us know if:

- you have a baby;
- someone else moves into or out of your home (such as a partner); or
- you move home.

These changes can affect your priority for housing or the size of housing we can offer you. It is important that the information we have about you is as up to date as possible.

If we believe that you changed your housing circumstances on purpose to improve your chances of being offered housing, we will assess your application as if this change did not happen. In serious cases we will not consider you for housing for six months (this means we will suspend your application).

## 2f Reviewing our housing list

We review our housing list regularly to make sure that it is up to date. We will contact you at least once a year to make sure that you are still interested in staying on our housing list.

## 2g The common housing register

We operate a common housing register system in North Lanarkshire which we have developed together with registered social landlords in the North Lanarkshire area. By doing this, we have tried to make it easier for you to apply for housing in North Lanarkshire and to make sure both we and our partners give you good, accurate advice and information about your housing options. As part of the common housing register system we operate the following:

- A single form that you can fill in to apply to us and other registered social landlords in North Lanarkshire;

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- A joined-up housing information and advice service about your housing options in North Lanarkshire. (This means that you can get the same information and advice on housing from us or any registered social landlord in North Lanarkshire);
- Seven of our partner landlords in the CHR (West of Scotland Housing Association, Clyde Valley Housing Association, Cairn Housing Association, Sanctuary Housing Association, Garrion People's Housing Co- operative, Forgewood Housing Co-operative and Wishaw & District Housing Association) now use the same allocation policy or pointing framework as North Lanarkshire Council. This means that when you apply to any of these landlords, your application will be assessed and given points in the same way so only one of these landlords needs to do a full assessment of your application and housing needs.



# 3 your housing choices

## 3a Where you want to live

We will try to match you with a home in the area you want. When you apply, you should choose as many areas as you are interested in. This may increase your chances of being offered housing. When you apply for housing, we will give you advice about the priority we have given you (see page 19 for more information on how we decide on your priority) and your chances of being housed in your preferred areas.

You will always have the chance to change your choice of area or type of housing you have asked for if you want to. If you want to change your choices, you should contact your local housing office by phone, letter or in person and ask them to make the change to your application. When you make this change, we will send a letter to you confirming the changes that have been made to make sure we are all clear on what you have now asked for on your application.

It is important to remember that if we offer you housing in areas that you told us you were interested in and you refuse two offers, we will suspend your application for three months. Therefore, it is important that you make sure that you think carefully about your choices. It is also important to remember that some areas in North Lanarkshire are very popular, with lots of people who want housing there. If you limit your choice of area to just one or two places, you may lower your chances of being offered housing.

If you have been awarded a higher level of priority points because:

- You are currently covered by an agreed protocol;
- Your current property is being demolished;

- You have discharge papers to leave the armed forces or have been issued with legal documents to leave your accommodation within two months; or
- You are subject to domestic abuse,

We will not allow you to be unnecessarily restrictive in the types of housing or areas we will consider you for. Section 3d of this policy explains this in more detail.

## 3b Type of housing

Normally, you can choose whatever type of house you want (such as a house or a high-rise flat), but some kinds of housing are designed for a particular group of people.

For example, housing for elderly people or suitable ground floor properties for people with mobility problems (who have been assessed and awarded points through our health and housing support needs process).

If you need to move house because of a health reason, we may limit the types of housing that we offer you, so that the housing we offer you meets your health needs. For example, if we assess your needs and we find your health would improve if you could move to a ground-floor property, you would only receive priority points for health for moving to this kind of property. You could instead choose to apply for other types of property, but this would mean you would not receive priority points for your health. We will not offer you housing that might make your housing situation worse.

## 3c Size of housing

We try to make the best use of the housing available. You will be eligible for a particular size of house based on the size of your household. However, you may also choose to be on the waiting list for a house size smaller than you need. (We will only allow you to do this where we do not have a supply of housing stock of the size you need, as long as the size of house you ask for will not make you overcrowded in terms of housing law and as long as this will improve your current housing situation) We will work out your house size based on the following rule

- One or two bedrooms for a single person or a couple living in a property;
- One bedroom for a single parent or a couple with other people living with them. The other people living in this household would be entitled to;
  - **one bedroom for every adult aged 16 or over (who is not part of a couple);**
  - **one bedroom for every two children of different sexes aged under 8; and**
  - **one bedroom for each child of different sexes aged between 8 and 16;**

- **one bedroom for every two children of the same sex aged under 16;**

**Please remember the following when applying for housing with us.**

- We won't expect more than two children to share a bedroom.
- We will give some priority to applicants where children of opposite sexes who are over a certain age have to share a bedroom.
- We won't expect children to share a bedroom if there is an age difference of more than six years between them.
- We will take account of the size of the bedrooms in a house when deciding how many people it would be suitable for. We recognise that some bedrooms are smaller and they will only have enough space for one person. We will take this into account when working out points for overcrowding and when deciding what size of household we should offer the house to when it becomes empty.
- We will not award overcrowding points where the overcrowding is caused by temporary household members who will not form part of the household when they move.



- Couples and single people without children can choose whether they want us to consider them for either a one- or two-bedroom property. However when deciding what size of house you would like to be considered for applicants must remember if you select a house size larger than you need and you are in receipt of housing benefit the benefit you are entitled to may not cover the full rent charge for the property you are offered. Your housing advisor will discuss this in more detail with you at your housing options interview.

Because of the high demand for, and short supply of, one-bedroom properties, we will let people who live alone (single applicants) apply for a two-bedroom property, but, when we allocate two-bedroom properties, if a household on the 'general' or 'transfer' lists, with children, has the same number of points (see section 4) as a single applicant or couple without children, we will give the household with children priority for the house. If however the property is being offered to someone on the 'aspirational transfer' or

'homeless' list it will be offered to the applicant with the earliest date of entry to their current address or earliest date of homeless application. This means we will offer the property to the person who has been in their current accommodation the longest or who has been on our homeless waiting list for the longest period of time regardless of their household composition.

Single applicants must also remember if they are in receipt of housing benefit and they accept a two bedroom property, that the housing benefit they receive may not cover the full rental charge for the property and that they may have to pay additional money to cover the rent charge. Your housing officer will discuss this with you in detail before making an offer of housing to you.

If you have more than four children, we would work out the size of property you need by following the same rules as above.

Below is an example of the house size we will consider applicants for:

Household size	Accommodation size
<b>Single person</b>	<b>one- or two-bedroom property*</b>
Couple	one- or two-bedroom property*
Single parent or couple with one child	two-bedroom property
<b>Single parent or couple with two children who are of the same sex</b>	
If the children are both aged under 16	two-bedroom property
If the children are both aged under 16, but they have more than six years' age difference between them	three-bedroom property
If one child or both children are aged 16 or over	three-bedroom property
<b>Single parent or couple with two children of the opposite sex</b>	
If the children are both aged under eight	two-bedroom property
If one child or both children are aged eight or over or they have more than a six year age difference between them	three-bedroom property
<b>Single parent or couple with three children</b>	
If two children are able to share a room (for example if they are aged under 16 years and are of the same sex, or aged under eight and of the opposite sex) or less than a six year age gap	three-bedroom property
If no children are able to share a room (for example because they are all over 16 years of age)	four-bedroom property
<b>Single parent or couple with four children</b>	
If all children are able to share rooms	three-bedroom property
If two children are able to share a room	four-bedroom property
If no children are able to share a room	five-bedroom property

\* If accepting a property larger than your household requires and you are in receipt of housing benefit, the level of benefit you receive may not fully cover the rent charge and you will be responsible for paying money towards your rent.

We understand that your needs may not be the same as someone else's and we will consider your household's eligibility on an individual basis. There are a number of circumstances where we may offer you a bigger house. Before doing this we will fully explain the effects this may have in terms of any benefit you may receive to help you pay your rent.

We have listed below some of the reasons why we may offer you a house size larger than our policy considers you need.

- **If there is a health reason for needing another bedroom**

For example, a member of your household may need to use special medical equipment at home and it would be unreasonable for them to share a room while they use this equipment. We will consider their health needs through our health and housing need assessment procedures.

- **If a separated husband, wife or civil partner has access rights to a child or children.**

If you are separated from someone who you have children with and the children stay overnight at your house, we would normally include your children when we work out the size of property we will offer you. If your current house is too small and you need an extra room or rooms for your children who stay with you on one or two nights of the week, we will also give you a single award of 50 points under our 'over and under occupancy points category'. We will take your circumstances into account when we do this. Please mention any specific needs you have when you apply.

- **If we have housing available and there is no waiting list for these properties**

Sometimes we have properties available and do not have anyone on the waiting list who has asked for one of these properties. If a property becomes available to let and we do not have anyone on the waiting list who has asked for this type, size and area, we will consider offering it to an applicant who may not need this size of house, but would qualify for a smaller house in terms of our policy. We may also allow you to go on the waiting list for a house size smaller than you would normally qualify for. This would normally be in the following circumstances:

- **If we do not have housing that suits the size of your household**

If we don't own properties of a size suitable for you or if we have very limited stock and turnover of the house size you qualify for, you may choose to be included on the waiting list for a house size smaller than you are eligible for as well as being listed for the size you actually do qualify for. We will only do this if moving to a smaller property would improve your current circumstances. For example, if you currently live in a two-bedroom house and need a four-bedroom house (which we have very few of and which do not become available very often), we may consider offering you a three-bedroom house to reduce the overcrowding in your current home.

Our approach to working out what house size you are eligible for is meant to take account of the needs of large families, as well as making the most of the housing we have available.

## 3d Housing offers

We want to make sure that we match you with a property that is suitable for you. We will support you in making your housing choices in terms of where you are thinking of living and what type of housing you need. We will tell you what your realistic chances are of being offered housing in your preferred areas.

As a result of this, we will already have very good information about the type of house you are interested in so we don't expect many people to refuse housing offers. This is because our offers of housing will match the choices you made when you applied.

We understand that sometimes your needs change, so you can refuse one housing offer. We will ask you why you did this and check if you want to change your housing choices.

If you then refuse a second offer of housing which matches your choices, we will suspend you from the housing list for three months from the date you refused our second housing offer. If you have been given a higher level of priority points due to the urgency of your situation we may also remove the higher level of priority points when you refuse this second offer.



We believe that if you refuse more than one offer, we will need to give you more detailed information and advice about your housing options and your chances of being housed. During this time, we won't consider you for any properties that become available.

We will use these three months to talk to you in detail about your housing options. We will also ask you to see if there are any other housing options that you might be interested in (for example, other types of housing, other areas or other housing providers, such as housing associations). We will assess your case individually.

If you have exceptional reasons for refusing two offers which matched your choices (for example, if you are ill and are currently having medical treatment which would make it difficult for you to move), we may decide not to suspend you from the housing list.

We do not have a lot of housing available in certain areas and we have a legal responsibility to provide, within a reasonable amount of time, somewhere safe and secure for people who are homeless to live. If you are currently on our homeless waiting list, it may not always be possible to offer you housing that matches your preferred areas or type of housing. If we cannot offer you housing in your preferred areas, we will make sure the housing we offer you is close to any support or services you need, such as hospitals, schools, and so on. We will make sure that the housing we offer you meets your immediate housing needs (so, for example, we will offer you housing that meets your health needs but that might not necessarily be in the area you told us you wanted when you applied).

If we have included you in our homeless group and you refuse two offers of housing which we think are reasonable, we will move your application to one of our other groups, such as our 'general' or 'transfer' group, depending on your current circumstances. If the properties we offered you were in your preferred areas, we will also suspend your application from the housing list for three months.

A reasonable offer is one where we will take account of the particular circumstances and assessed needs of the applicant and their household. We will also take account of stock availability, demand and legislative requirements when determining if an offer is reasonable.



If you have been awarded a higher level of priority points because:

- you are currently covered by an agreed protocol;
- your current property is being demolished;
- you have discharge papers to leave the armed forces or have been issued with legal documents to leave your accommodation within two months (for example, AT6, Eviction Notice); or
- you are subject to domestic abuse

We realise that these are all serious reasons for needing to be rehoused and that you will need to be housed within as short a timeframe as possible to remove you from this situation. To allow us to help you with your housing needs as quickly as possible, we will need to review your housing choices and options with you to make sure they are maximising your chances of being housed.

If we have awarded you points for any of these reasons, we will not allow you to be unnecessarily restrictive in the types of housing you have asked for or the areas you have asked to be housed in. We will make sure that you are listed for as many types of housing in as many areas as would be suitable for you. When we offer you housing, we will also make sure that the offer meets your immediate housing needs. (For example, we will offer you a house that is large enough for your family and from which you can still use the services you need.

However, the property might not be the specific type of house you have asked for or in any of the specific areas you have asked for). We will count any offers of housing we make to you under these circumstances, (even where they are not in your preferred areas or of your preferred house type), as a reasonable offer in terms of our allocation policy. As a result, if you refuse two of these offers, we will suspend your application for three months to allow us to carry out a further review of your needs with you. We may also remove the priority points you have been awarded as a result of your situation.

During this review we will look at all possible housing options available to you.



# 4 prioritising applications for housing

## 4a The groups and points system

Our policy for allocating housing is a 'groups and points' system. This means that when you apply for housing, we will do the following.

- We will put your application into one of four groups - either 'homeless', 'transfer' (this includes a group called 'aspirational transfers' (see below)) or 'general',
- We will give you a certain number of points, depending on your housing needs (see section 4d).

We have set targets for the number of housing lets we make to each group for the whole of North Lanarkshire.

We set a target for the number of housing lets we make to each group every year. Normally, we would offer a property to the person in each group who has the most points.

We believe that our housing allocation policy means that we can recognise and balance the different housing needs of people who want council housing in North Lanarkshire.

## 4b Our groups

We will assess your circumstances and decide which group you fall into.

- **Homeless** - this includes people who have applied for housing through a homeless assessment process and it has been decided they are unintentionally homeless (homeless through no fault of their own) and that they need housing urgently;
- **Transfer** - this includes people who are currently our tenants or joint tenants and who need to move, for example because their house is too big or too small for them or because they need to move for health reasons.

A separate group within the transfer group is the 'aspirational transfer' group for people who are currently our tenants or joint tenants, who do not have a housing need. For example, this could include people who do not need to move for health reasons or their home is not overcrowded or under occupied but they still want to move to be in a different area or to live in a different type of home; This group will be split into two lists, one for those living in towers and common access flats and one for those in all other house types.

- **General needs** - this includes everyone who has not applied or who does not qualify to be included on the homeless list, and who is not looking for a transfer. For example, this group could include people who are renting from a private landlord or people looking to set up a home for the first time.

## 4c Mobility and the transfer grouping

Over time, your household circumstances can change. Even if you are already our tenant, you may need to move to a different size or type of property (such as a smaller house because your children have moved out) or to a different area (for example, because of work).

Overall, one quarter of our properties that we allocate will go to our existing tenants to help them to move to more suitable housing. This will help us to balance the needs of different communities across North Lanarkshire, by making sure that people with different circumstances will have an equal chance of being offered different types of properties in different areas. When we allocate a property to somebody on the transfer list, this gives us a property back which will meet the needs of someone else on one of our other lists. This means we will be able to help two households on our waiting lists.

We give our existing tenants who need to move priority above our tenants who do not need to move but want to move. (People may need to move because their family size, or age of their children has changed and they now need a bigger house).

But, we still understand that our tenants may simply want to move because they want a home that suits their lifestyle better or because they want to move to a different area. Because of this, one in five of our housing offers to the transfer grouping will go to people who do not need to move but want to move. These applicants are put on one of our 'aspirational transfer' lists depending on the type of property they currently live in. (one list is for applicants currently living in a tower or a common access flat and the other for those in all other house types.)

If you are already our tenant, you can apply for a transfer whenever you like. You do not need to have been a tenant for any particular period of time before you apply to move to another one of our properties. We won't consider tenants for transfer to a property if it means they are worse off, for example if it means their new home would be overcrowded.



## 4d The points system

When you apply for housing, you receive a certain number of points based on your current housing circumstances. We award points for seven main reasons.

- If you need to move home because of your health;
- If your housing situation is unsettled (for example, if you could soon become homeless or if your home is being demolished);
- If you are covered by an agreed protocol;
- If there are too many or too few people living in your home;
- If your current living conditions are not suitable for you (for example, if the property is not suitable to live in because it is in a bad state of repair);
- If you are being abused or harassed; and
- If you have social reasons for moving (for example, if you need to move to be nearer to support you have from family or friends or from a specialist hospital or school).

These categories take into account the reasonable preference criteria set out in the Housing (Scotland) Act 1987 as amended. We prioritise large families by recognising they could be overcrowded and by making sure that we prioritise households who need a certain size of home. There is some flexibility in the choice of house size for smaller households (couples and single people) and for larger households if we do not have housing of a size to meet their needs. In section 3c of this policy we describe when we would allow people to apply for a house size other than the one they qualify for. This means we can make sure that we only give large properties to large households, unless we have large properties which we have no demand for.

Our points system is set out in full on the following page.



Category	Points we award
<b>If your housing situation is unsettled ('Insecure housing')</b>	
If your property is being demolished.	150
If you have a definite date to lose your accommodation within two months. (For example, you have discharge papers to leave the armed forces or have been issued with legal documents to leave your accommodation within two months (for example, AT6 or Eviction Notice)	150
If you do not have any accommodation available for you and you are living outside or if you are living in temporary housing but you are not applying as homeless or you have been awarded an intentionally homeless decision in terms of a homeless application you have made.	80
If you have to move out of your current accommodation within two months.	80
If you are living with people who are not going to be part of your household when you move.	30
If your housing situation is unsettled for any other reason.	10
You will only receive one 'set' of points in the 'Insecure housing' section.	
<b>If you have been given priority points through an agreed protocol</b>	
If you have been assessed and accepted through an agreed council protocol. (A protocol means set of rules that we and other organisations that provide support or a service for a particular group of people have agreed to follow).	150
You will only receive one 'set' of points in the 'Protocol' section	
<b>If you, or a member of your household, are being abused or harassed</b>	
If you, or a member of your household are subject to domestic abuse, or are being abused or harassed by someone in your home.	150
If you, or a member of your household, are being abused or harassed by people who do not live in your home.	50
You will only receive one 'set' of points in the 'Abuse and harassment' section.	
<b>If you are moving for health reasons</b>	
If you have an urgent health reason to move (for example, if you cannot leave hospital because your current property is no longer suitable for you and it would be dangerous if you returned home).	90
If you have a serious health reason to move (for example if you cannot get to the bathroom in your property and it would not be practical for the property to be adapted).	40
If you have any other health reason to move.	10
You will only receive one 'set' of points in the 'Health' section.	
<b>If your home has too many or too few people in it ('Over and under occupancy'). We will work out these points after taking account of the number of bedrooms in your home, the size of the bedrooms and the number of people who can realistically stay in the bedrooms. Overcrowding points will NOT be awarded where overcrowding is caused by temporary household members who will not form part of the household when they move.</b>	
If there are too many people living permanently or for most of the week in your home.	50 for the first extra room you need and 10 for every other bedroom you need
If you have access to children who stay in your home for one or two nights a week and you need extra rooms.	50
If you are overcrowded and because of this children of opposite sexes have to share a room.	10
If there are too few people living in your home. (This only applies to council and registered social landlord tenants).	40
You can receive more than one 'set' of points in the 'Over and under occupancy' section.	
<b>If your home is not suitable for you to live in</b>	
If your property is significantly below the tolerable standard. (This means it falls below the standards set out in the Housing (Scotland) Act 1987 as amended and is not in a good enough condition for you to live in (for example, if your property has no hot or cold running water, mains electricity or it is structurally unstable).	50
If your family have previously lived together but now have to live apart (for example if you do not have any housing available which is large enough for you all and you have to live in different homes).	20
You can receive more than one 'set' of points in the 'Unsuitable housing' section.	
<b>If you have a social reason for moving</b>	
If you want to transfer to another home (this only applies to our tenants who will be tenants on the transfer and aspirational transfer lists).	20
If you want to move to give or receive support.	10
If you want to move to access essential services that you need.	10
If you are moving to enable you to get to your place of work.	10
You can receive more than one 'set' of points in the 'Social reason' section.	

### **The homeless group**

If you apply for housing because you are homeless, we will assess your needs using our homelessness assessment procedures. If we find that you are unintentionally homeless as described in the Housing (Scotland) Act 1987 (as amended), this means you have become homeless through no fault of your own, we will put you into a separate 'homeless group'.

If you are in this group, we will prioritise you based on the date on which you applied for housing through the homeless assessment process.

Within the points system, you can usually receive points from each category that applies to you. For example, if you are moving so you can use services that you need, are in an overcrowded property and are being abused or harassed, you would receive points for all of these circumstances. We will assess whether you qualify for these points using our detailed guidelines.

If you have been given a higher level of priority points due to the urgency of your housing situation. For example,

- If you have been awarded points under an agreed council protocol;
- If you have discharge papers to leave the armed forces or have been issued with legal documents to leave your accommodation within two months (for example, AT6, Eviction Notice);
- If your property is being demolished; or
- If you or a member of your household is being abused or harassed by someone in your home, you must not be unnecessarily restrictive in the types of housing or areas you request. If you refuse two reasonable offers of housing we will suspend your housing application for three months, offer you a Housing Options Interview to review your choices and may remove the higher level of priority points awarded to you.

## **4e If you are applying so you can join two households together**

If two families want to give up their current homes and swap them for one larger home, we will award them points according to the points system using the following rules. We will consider all extended family members (everybody who wants to live with you as part of your new household) from the two households as being in one household. We will then compare the combined household with the size of the larger of the two properties that your household currently live in, to see if this property would be large enough for the new household to move into. If this property is not large enough, we will award points under the overcrowding criteria. We will then assess the new household for any other points we should give them for their circumstances (for example, if they need to move for medical reasons or to be near services they need).

If both families wanting to move are our tenants, we will put your application in the 'Transfer' group. If only one or neither of the families are our tenants, we will put you in the 'General' group.

## 4f What we do not take into account when assessing your needs

We will not take account of any of the following when we allocate our housing.

- Whether you live in the area you want housing in;
- The length of time you have lived in the area;
- Any debts that are not related to your current or former tenancy (council or registered social landlord tenancies);
- Any debts you have already repaid;
- Debts related to your tenancy if: they are less than one-twelfth of the yearly amount of rent you pay; or you have already arranged a repayment plan and kept to it for at least three months and you are still keeping to the repayment plan;
- You and your family's income (including any benefits you receive);

- The value of any property you or your family own; or
- Your age, as long as you are over the age of 16 and the home you want to move to has not been designed or adapted for elderly people to live in.

## 4g Gathering supporting information

For us to properly assess your housing circumstances, we will need proof of your current circumstances. Where appropriate and possible we will request confirmation of your circumstances direct from the third party who can provide this however sometimes we may have to ask you to supply this information.

We understand that sometimes the information we need may be personal and sensitive. In these cases, we will only need to see the sensitive documents – we won't need to keep an original or take a photocopy.

Your circumstances	Proof we need to see
Whatever your circumstances	Two forms of identity.  For example, we will accept a driving licence, a passport, an ID card that you were given when you started your job or your National Insurance card.  If you do not have any of these but you have a different form of ID, please contact us to see if we can accept it.
If you are homeless or could soon become homeless	None - we will assess you through our homeless assessment to see if you meet the unintentionally homeless criteria as described in the Housing (Scotland) Act 1987 as amended.
If you are leaving the armed forces or have been issued with legal documents to leave your current accommodation within two months	We will need to see your discharge papers, a valid AT6 or other legal document confirming your date to leave. When providing this information it must be the original documentation that is provided as copies of documents will not be accepted.
If you need rehousing because your health is affected by your current housing	None - we will assess your health and housing needs through our health and housing needs assessment process. If we need more information or advice about your health, we may contact your GP, consultant, other medical advisor or other people who may have information about your circumstances. We will only do this if we have your permission.
If you need a bigger home because you have access to your child and they want to stay overnight	The birth certificate of the child/children you have access to and a letter from your child's other parent, or a letter from a lawyer explaining your access rights to your child or children
If you are moving for social reasons	
You need to be near services you need.	A letter from the service you use, such as a school or medical centre, explaining your reason for moving and that you need to live near this service.
If you need to provide or receive support.	A letter from the person receiving or providing support, explaining your reason for moving and that you need to be near them.
If you need to be closer to your place of work.	A letter from your employer explaining your reason for moving and that you need to be near your place of work.



## 4g1 Homelessness

Our aim in tackling homelessness is about targeting available resources to try and prevent homeless situations before they arise. We are committed to providing you with the best housing and support options available to help you make informed choices and decisions about what is the right option to meet your housing needs. If you believe that you may be at risk of losing your home, you should contact your local housing office or first-stop shop and speak to a housing advisor as soon as possible to discuss your housing options.

This will include our housing advisor giving you a range of housing options for your area, as well as giving you good advice and guidance on support available to help you continue to live in your current home.

However, after reviewing your housing options, you may decide the best option for you is to apply under our homeless assessment procedures. If we assess you and find that you are unintentionally homeless (which means you are homeless through no fault of your own), we will put you into the homeless group. Just over a third of all our housing allocations go to this group.

You can't go into this group unless you go through our homelessness assessment process. If you want more information about your housing options and our homelessness assessment process, please visit your nearest housing office or first-stop shop.

Our housing advisor will also give you detailed guidance and advice about other ways to find housing without going through the homeless assessment process. We have developed our points framework to make sure we prioritise the needs of people who are homeless or who could become homeless. (You may want to ask us how many points you would receive by applying for a home without going through this process). If you choose this route you would go onto our 'General' or 'Transfer' groups depending on whether you are already our tenant or not. We would give you points in line with our points framework (see page 16). Just over a third of all our allocations go to our 'General' group, and a quarter go to our 'Transfer' group.

## 4g2 Abuse and harassment

If you, or a member of your household are being abused or harassed and it means you cannot stay in your home, you can apply to us for a homelessness assessment. We will give you the help you need to do this. (For example, we could give you temporary housing and put you in touch with independent support agencies such as Women's Aid), but, we do understand that you may not want to apply through our homeless assessment process. If you are being harassed or abused but don't want to go through a homelessness assessment, we have developed our own procedures for assessing your needs. Our staff know and will be sensitive when they use these procedures to assess your housing needs as a result of this abuse.

## 4g3 Domestic Abuse

We also recognise that if you are suffering domestic abuse, it is important you are removed from this situation as quickly as possible. Because of this, we will make sure that you have as many options as possible for rehousing and that you are recorded on our waiting lists for as many types of housing and areas of housing as would be suitable for you.

When using our guidelines, we will treat women and men equally, whether they are in same-sex or opposite sex couples.

## 4g4 Health and housing support needs form

If you feel that your health is affected by your current housing circumstances, and that moving would help your health or reduce some of the problems you are experiencing as a result of your health. We will complete a health and housing support needs assessment with you. This gives us the information we need to assess how moving to one of our properties could help make things easier for you in terms of your health. If we need more information or advice about your health we may contact your GP, consultant, other medical advisor or other people who may have information about your circumstances. We will only do this if we have your permission.

We will give you priority if we decide that moving would benefit you in terms of any health problems you have. We do not give you priority simply for having a medical condition. Where suitable ground floor properties become available for let we will give priority to applicants with health and housing needs points, where a move to this property would alleviate some of their problems in respect of their living arrangements and health circumstances.

#### 4g5 Tenancy references

When you apply, we will ask you for the contact details of any landlords you have had over the past five years. We will contact your current and former landlord/s before we offer you a property and ask them to fill in a tenancy reference form. If your landlord tells us you owe them rent, have behaved antisocially or have broken your tenancy agreement with them, we may suspend you from our housing list.

#### 4g6 Applicants leaving the armed forces

If you apply for housing with us because you are leaving the armed forces and you are losing your accommodation we will prioritise your application using the criteria set out in our framework on awarding points. When you receive your discharge papers, you should give us a copy of these along with your application for housing and any other evidence that we would need to allow us to assess your level of housing need. If you are losing your accommodation within two months, we will award a higher level of priority points due to the urgency of your situation. However, in these circumstances we will not allow you to be unnecessarily restrictive in the type of housing or areas you request. You can find more information on the duty we have to people leaving the armed forces in the Scottish Government Document 'A Scottish housing guide for people leaving the armed forces and ex-service personnel'. You can get a copy of this document from any of our local housing offices or you can download one from the Scottish Government website using the following web address: <http://www.scotland.gov.uk/Publications/2010/03/24165717/0>

## 4h Exceptional cases

We understand that our allocation policy can't cover all of the circumstances that may lead to you wanting or needing to move home. You may have exceptional circumstances which we have not mentioned or included in this policy. In these circumstances, the Executive Director of Enterprise and Communities may ask the Communities and Housing Committee if they can prioritise you to allow you to get an urgent offer of housing. If the committee let us do this, we will offer you the first suitable home that becomes available. If you refuse this offer of housing, we will stop treating your application as urgent and deal with your application in line with our normal allocation policy. If the sub-committee do not let us prioritise you, we will deal with your application in line with our normal allocation policy. This means we may put you in either our homeless, general or transfer groups.

We want to keep to a minimum the number of people we suspend from or take off our housing list, but there are some circumstances where we do need to remove people from the list.



# 5 removing and suspending people from our housing list

## 5a Removing people from our housing list

We will remove you from our housing list if the following happens.

### **If you ask to be removed from the list.**

You can do this in writing or by speaking to us. If you speak to us, we will confirm your request in writing and send it to you.

### **If you die**

### **If you do not respond when we ask you to send us your updated details.**

Every year we will ask you for information as part of the review of our housing list. If you do not send us your updated details or confirm your details are the same, we will remove you from our list. When we write to you to ask for an update, we will tell you clearly about what will happen if you do not respond. If we do remove you from the list, we will let you know in writing. If you respond within three months of being removed from the list we will reassess you and put you back on our housing list with the appropriate points and time in need date (depending on your circumstances at the time you send us your updated details).

## 5b Suspending people from our housing list

We will only suspend you from our housing list in the following circumstances.

### **If you owe rent that you have not agreed a repayment plan for:**

If you have owed your landlord rent in the past but have now paid what you owe, we won't suspend you from our list for this. However, we need to make sure that if you owe your current or former landlord money in rent, you plan to repay this as soon as possible.

If you owe your current or former landlord rent, or service charges or money for repairs to your property because of damage you caused while you were the tenant, we may suspend your application from our housing list unless:

- you have paid what you owe in full;
- you owe less than or equal to one-twelfth of the yearly rent you pay;
- you have arranged to pay what you owe and have kept to that arrangement for at least the last three months, and you are still keeping to this arrangement; or
- If you do owe rent or other charges, we may suspend your application until you meet the conditions above.

**If you have behaved antisocially.**

- We may suspend your application from the housing list if you, or anyone in your household have been evicted for antisocial behaviour;
- If you or a member of your household have behaved antisocially and have reached a 'Notice of Proceedings for Recovery of Possession' stage (council tenants only) or 3rd Written Warning stage (non council tenants) of action taken;
- have been given an Anti-Social Behaviour Order (ASBO) that is currently in force;
- are waiting for a court decision on whether you will be given an ASBO; or
- have had a 'Notice of Proceedings for Recovery of Possession' served on you because you have broken the conditions of your tenancy.

Antisocial behaviour includes violence, verbal abuse, harassment, vandalism, noise disturbance, arson, carrying an offensive weapon (such as a knife), or using or selling illegal drugs. We will consider each case of antisocial behaviour on an individual basis. We will be fair when we look at whether or not we will suspend you. If we do suspend you, we will usually do so for six months. After this time, we will review your suspension and consider whether you will be able to keep to the conditions of your tenancy if we make you a housing offer. If we need to or if we think it is appropriate, we will help you keep to the conditions of your current tenancy by arranging support for you. (For example, we might put you in touch with a housing adviser who will give you support or put you in touch with independent organisations that can help).

**If you break conditions of your current tenancy agreement.**

If you break any conditions of your current tenancy agreement, we may suspend you from the housing list until you meet the conditions of your tenancy. For example if you do not keep your home in an acceptable state of repair, or do not maintain your garden.

**If you provide false or misleading information on your application.**

If you do this, we will usually suspend you from our housing list for six months, but we will consider your case on an individual basis. If we give you housing as a result of information on your application that is false or misleading, we may take action to repossess the property.

**If you do not give us the information we need to process your application.**

If you do not give us the information we ask for so we can process or review your application, we may suspend your application until you give us the information we need. We will write to you asking for this information, and the letters we send will clearly explain what happens if you do not give us the information we need.

**If you are an asylum seeker or are under immigration control.**

You can still apply for housing, but we can't offer you permanent housing if you are still under immigration control. This is because local-authority (council) housing is classed as being paid for with 'public funds'. So, if you are under immigration control (for example, if you are an asylum seeker), you cannot use these funds.

This means we would suspend your application until your household has been granted 'leave to remain' in the UK, or your circumstances change so that you can receive public funds. There are some exceptions to this, for example where domestic abuse is involved.

**If you do not have the support you need.**

We will work with you and with other agencies and organisations to try to make sure you have support if you need it (for example, from a housing adviser). If we think, after looking at your application, that you are not being supported in the way you should or if you are living in interim accommodation where specialist support is being provided (for example, the Bridgeworks project), we may, as a last resort, suspend your application until we are sure that your needs are being met and that you would be able to maintain any tenancy we gave to you.

### **If you are violent or aggressive towards our staff.**

If you do this, we will suspend you from our housing list for at least six months or until we have reviewed your application and it has been agreed we should lift the suspension.

### **If you are in prison.**

We will suspend your application while you are in prison as you will not be in a position to accept any offers. This suspension will be removed in line with the Prison Discharge Protocol so that we can consider your application nearer the time of your release.

### **If you refuse two reasonable offers of housing.**

If you refuse two offers, we will normally suspend you for three months. The suspension will apply from the date that you refused our second offer of housing. We will use this time to explore your housing needs, preferences and options in more detail.

### **If you ask us to suspend your application.**

You can also choose to have your application suspended voluntarily, for example, if you want to suspend your application until you are actually in need of rehousing, for example if you move to work abroad for a period of time. You can do this in writing or by speaking to us.

You must let us know how long you want the suspension to last for when you first apply. When you ask for your application to be re-instated on the waiting list, your 'time in need' date will change to the date we reinstate your application. You can only voluntarily suspend your application once.

If we suspend your application, we will send you a letter telling you why we have done this, what you can do so that we remove the suspension and how you can appeal against the suspension. We will review your suspension every month.

We will monitor the number of suspensions we make from our housing lists and how these affect our allocation process. We will use this information to see how effective our suspension policy is.





# 6 how we allocate housing

## 6a Matching you to a property that suits you

When we know that a property will soon become available, we will start to decide who the property is most suitable for.

Firstly, we will decide which group the property should be offered to, such as our homeless, transfer, aspirational transfer or general group. (We have set out our targets for allocations to each grouping in section four). We have developed detailed procedures for our staff to follow when they decide which group to offer a property to. This helps us to make sure that all our groups have equal access to different types of property in many different areas.

We will then identify all of the applicants in this group whose needs and preferences match the property. We would then offer the property to the person with the most points.

There are a number of exceptions to this.

- If the property we are offering is adapted. We want to make sure that we make best use of our adapted properties and properties specifically set aside as amenity housing for elderly people. (This means they have been specifically built to make them suitable for people with particular needs, or have had things changed in them or added to them, for example, a walk-in shower (a shower with a wet floor area that does not have a shower tray to step into) or alarm pull cords to help elderly people to live more safely). If a property has been adapted or specifically designated as amenity housing for elderly people, we will check whether any of the people in the group we choose need an adapted property or, in the case of amenity housing, are 60 years old or over. If somebody does meet these criteria, we will offer it to the

person who needs an adapted property or amenity house, with the highest number of points. If nobody in the group we choose needs an adapted property or an amenity house, we may choose to offer the property to a different group so we can match the property to a more suitable person.

- If a ground floor property is deemed particularly suitable for people with medical needs. We want to make sure that we make best use of our suitable ground floor accommodation for those applicants who have been awarded health and housing needs points. We will check within the group we choose that the applicant has health and housing needs points and that a move to this property would help alleviate some of their existing problems in respect of their living arrangements and health circumstances.
- If somebody in the group we choose has a health need. If somebody with a health need who we have awarded points to has the same number of points as somebody else in the same group who does not have any health-needs points, we will consider the applicant with health needs first for the property. It will not matter how long they have been in housing need for (that is the length of time they have had that number of points). This is because we have a smaller number of properties that suit people with health needs.
- If several people in the group we choose to offer the property to have the same number of points, and they all have health needs, we will offer the property to the person with the most urgent health needs (and so the highest number of points for health). If there are two people who have the same number of health needs points, we will offer the property to the person who has had their current level of need for the longest amount of time.

- If somebody in the group we choose needs to move for social reasons. If somebody in the group has told us they need to live in a particular area to be near services they need, their place of work, or to provide or receive support, we class these as social reasons. If people in the group we decide to offer the property to have equal points and one person needs to move for social reasons, we will consider their reasons when allocating the property.
- If people have equal points, we will normally offer the property to the person who has had their current level of housing need for the longest period of time, but we also want to make sure that we make the best use of the houses that become available and that we offer people housing in a community where they will feel settled and able to manage their tenancy. To help us do all this, if people have equal points, we will also consider the following.

### **Offering two-bedroom properties to households with children.**

If a household with children and a household with no children (such as a single person or couple) have the same number of points on our general or transfer list, and both households have asked for a two-bedroom property, we will offer the property to the household with children first. We will do this no matter how long they have been in this level of housing need. If there are two households with children with the same number of points, we will offer the property to the household which has had that level of housing need for longest time.

Where households with children and households with no children are on the Aspirational Transfer list and they have asked for a two bedroom property we will allocate to the person who has the earliest date of entry to their current accommodation.

### **Offering housing to people in areas that are suitable for them.**

We will try to make sure people are close to services they need. For example, that elderly people or households with young children are close to services they need, such as train stations, bus stops, medical centres or schools.

### **Offering housing to certain people so that their lifestyle does not 'clash' with tenants living nearby.**

We will try to make sure we allocate properties that meet a person's needs and where they would feel settled. We will look at the lifestyle of households in surrounding properties and avoid allocating a property to a household with a completely different lifestyle which could create problems for the household we want to give the property to. (For example, we may not allocate a property to a young person in an area with a high number of elderly residents).

### **Offering housing to different types of households to avoid housing large numbers of people who have the same needs in the same area.**

We will review and take account of the existing types of household in an area when making an offer to make sure that we do not create streets, estates or areas with an unreasonable number of the same type of families or groups of people, such as elderly people.

### **Offering flats or high rise accommodation to people with pets.**

We will not normally offer you a flat or high-rise accommodation if you or any members of your household have pets. However, if you are interested in this type of housing and have pets, you should contact your housing office or first-stop shop to speak to your housing advisor to discuss your housing options. Failure to get permission could result in us taking action against you at a later date.



## 6b Home visits

Once we have decided who to offer the property to, we will normally visit that person at home. We will do this to:

- check the information they gave on their application form is still correct;
- and give them information and advice about the allocation process, the conditions of their new tenancy (their responsibilities as a tenant and, if they are already one of our tenants, how we will end their old tenancy with us).

If you live outside of North Lanarkshire, we will normally ask housing providers near you (such as the local authority housing services, housing association or partnership) to visit you on our behalf. In some cases, we may visit you when we assess your application.

## 6c Offering you a property

When we have matched you to a property, we will write to you to tell you this. The letter we send will set out clear, practical and reasonable steps for you to follow to arrange to view the property when it is available. We will also include information about rent and how to apply for Housing Benefit.

We will also phone you or send you a text message (if you have given us your mobile number) to tell you about our offer. If you do not tell us within three working days that you want to reserve and view the property we will withdraw our offer.

## 6d Accepting our offer

After viewing the property we have offered you, we will ask you to tell us within 24 hours if you are going to accept our offer.

If you accept our offer, we will officially sign you up as a tenant. If you made a joint application, you will have a joint tenancy. All joint tenants must be present when we ask you to sign your tenancy agreement.

We will give you advice, information and support throughout the process of applying for, viewing and accepting the property and becoming our tenant. We will clearly explain your rights and responsibilities under the tenancy agreement before you sign it.

## 6e Refusing our offer

If you refuse one housing offer, we will not suspend you from our list but we will discuss with you your reasons for refusing this offer and will review your housing choices. However, if you refuse two offers, we will suspend you from our housing list for three months from the date you refused our second offer. We will use this time to discuss your housing options.

We will not suspend you from our housing list for refusing offers if:

- you can't accept the offer because of your health;
- a close relative has recently died; or
- the property we have offered you does not match the needs you told us about in your application form.

If somebody you are particularly close to dies (for example, a carer or friend), we will consider your circumstances.

We may offer you housing outside the area you have asked for, if you are on the homeless list or have been given priority points because:

- your current property is being demolished;
- you are escaping domestic abuse;
- you are covered by a council protocol (for example, Care Leavers' Protocol - young people leaving care) or
- You have discharge papers to leave the armed forces or have been issued with legal documents to leave your accommodation within two months (for example, AT6 or Eviction Notice).

Or, we may offer you a different type of home (for example, if you asked for a terraced house, we may offer you a flat). If you refuse this offer and do not have a reason that fits into one of the categories above, we may suspend you from our housing list and we may also remove the priority points you have been awarded. (see section 3d)

## 6f Our Communities and Housing Committee

Our housing staff will assess your application and match you to a property. Our Communities and Housing will only be involved in the allocation process in exceptional cases (see section 4h).

## 6g Nomination arrangements

We currently have an agreement with some of the housing associations who have stock in the area and who use a different housing allocation policy from us, to allocate a percentage of their empty properties to people on our housing lists. Usually these housing associations allocate 50% of their empty properties to people currently on our waiting list for housing. These allocations are known as 'nominations' and we monitor and review these agreements every year.

If you want us to put you forward to another housing association, you must let us know by filling in the appropriate section of the application form.

## 6h Very sheltered housing

We do not manage any very sheltered housing (see section 9b) at the moment but do have nomination arrangements in place with three of our partner landlords (Hanover Housing Association, Bield Housing Association and Trust Housing Association) to allow us to put forward people from our waiting lists for vacancies within this type of property. You can get more information on the eligibility criteria for this type of housing from your local housing office.



# 7 creating safe communities where people can manage their tenancies without any problems

## 7a If you have support needs (such as people who need help managing their tenancies)

If you have support needs (for example, if you need help managing your tenancy), you must tell us when you apply.

Telling us about your needs helps us to understand your circumstances and lets us give you better advice on your housing needs to help support you in your home. It also means that we can begin to work with other agencies or council services (such as social work and health) to make sure that we can give you the support you need.

If, after we assess your application, we think that you have support needs, we will work with you, and other professionals (such as social workers, support workers and agencies) to find the best way of meeting your needs in a new home.

Our staff will co-ordinate the work with other agencies to make sure we meet your needs. They will ask your permission to share information about you. They will make sure you are given accurate advice about your realistic housing options.

We want to make sure that you can move into your home and live in it safely, while making sure you do not break any conditions of your tenancy. If you have support needs and we offer you a property, we will make sure that the support you need is in place before you move into the property we have offered you.

## 7b Young people leaving care

We want to make sure that young people leaving care do not become homeless. By using the points system, our allocation policy recognises the needs of young people leaving care.

We also have detailed guidelines in our 'Protocol and procedures for providing accommodation and support to young people leaving care'.

We follow the guidelines in this document and work with other services such as social work when we arrange housing for young people leaving care. These guidelines cover:

- young people who we have looked after; and
- young people who have been referred to us under the National Protocol. (The National Protocol provides guidance from the Government that we must follow when we support young people leaving care from anywhere in the country).

We will use a 'pathway plan' to set out the needs of each young person leaving care. This document contains information on the support we and other agencies will provide, who exactly will provide it and when they will provide it. The plan also helps the young person leaving care to develop the skills they need to maintain their tenancy (such as paying their rent on time). It also gives them advice about going onto further education and getting a job. We will work with our social work colleagues to make sure that we meet the housing and support needs of young people leaving care. We will also give them advice on their housing options.

If we need to, we may provide temporary accommodation if the young person is not ready to take up a permanent tenancy. At this point we will take a homeless application. When the young person is ready to move into permanent housing, they will continue to receive priority points within the points framework as a 'person covered by an agreed council protocol'.

## 7c Offenders

Finding suitable housing is very important for bringing ex-prisoners and offenders back into the community. To do this, we have developed and agreed protocols with other services. We have protocols which cover prisoners who have been released and managing offenders in the community. We have developed these protocols to make communities in North Lanarkshire safe. We will regularly monitor and review our protocols.

## 7d Other people who we work with through an agreed protocol

As well as the young people and offenders mentioned above, we have agreed a number of protocols to help us deal with people who need to be offered housing urgently. For example, we have a protocol for people who need to leave hospital after a long stay there and have a protocol for approved prospective foster parents to help meet their anticipated housing needs for a larger property. We have these protocols to make sure that we effectively manage people who we have a responsibility towards, and to make sure we meet our responsibilities towards them.

You can get details of the protocols we currently use from your local first-stop shop or on our website at [www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk)

People covered by these protocols will receive priority within their group, but we will manage their application in line with the same points framework that all other general or transfer applicants are covered by.

## 7e Creating balanced communities

Across North Lanarkshire, we have different amounts of housing in each area and demand for this housing changes from area to area. Our allocations policy aims to create a simple, straightforward system for offering properties to people who need housing and because some areas are less popular than others this means that in some areas we will need to make an extra effort to encourage people to want to live there. What we will need to do depends on the area in question, for example, the type of housing that is available, the services that are available and the type of people who already live in that community (such as young families, elderly people and so on). In some areas, our properties are in high demand and in other areas, they are not.

Because of this, this policy will allow us to introduce local lettings plans to encourage people to take up properties in areas that are more difficult to let. These plans could include, for example;

- trying out a 'choice-based lettings' approach where we will advertise the houses that are available in the area and people can ask to be considered for any particular property advertised; or we could
- introduce a special initiative like helping a tenant to move into the house; or
- by allocating the house to specific types of applicants.

If we do introduce these measures, we will make sure that we consider sensitive letting and develop measures by talking to you, our tenants, equal-opportunities groups such as groups for elderly people or disabled people and other people who are involved, such as other housing providers, tenants groups, elected members of the council and staff from Enterprise and Communities. We will make sure our plans are widely available and are clear and straightforward. To allow an area to be designated as 'difficult to let', and a local lettings plan to be developed, the area or street must have:

- little or no waiting list for houses in the area;
- offers of tenancies frequently refused;
- a large number of empty houses; and
- many houses frequently becoming empty.

# 8 customer service

## 8a How we deal with applications

We are committed to providing an excellent service. We will:

- aim to input your application within 5 working days and contact you if any relevant information is missing;
- write to you to let you know we are assessing your application within 10 working days;
- send you a letter within 20 working days telling you which group we have put you in and the number of points you have; and
- review your housing application at least once a year.

In order to meet these targets you must provide all the information we need to assess your application.

## 8b Information about how your application is progressing

We will only discuss your housing application with you, unless you tell us you want us to talk to somebody else about it. If you want us to do this, we will ask you to fill in a form to confirm this. We do this to make sure that we don't give out any confidential information to anyone who you have not asked to deal with your application.

We work in line with the Data Protection Act 1998 and other related laws. We will follow this act when we deal with your information.

You have a right to see any information we have about you. We will tell you how you can see these records. You can ask us to update or destroy any personal information that is not correct or accurate.

## 8c Sharing information with other organisations or agencies

To work out your housing needs, we will often need to work with other organisations and services, such as social work and health services or other housing providers. When you fill in and sign your housing application form, you are agreeing to us sharing information and working with other organisations who can help us to find out what your housing needs are.

There is a statement on the application form about how we share information. We will only share information if it helps us to assess your housing needs.

If you tell us on the housing application form that you are interested in housing from a registered social landlord in North Lanarkshire, we will pass your information on to them. We will only do this if you tell us on the form that you want us to.

## 8d Housing information and advice

We want to make sure you have all the information you need about your housing options. You can get advice about any of the following issues at our first-stop shops (see page 44-45 for contact details).

- How to apply for housing and how we will deal with your application;
- How long it will take for us to assess your application;
- What you need to do and what information you need to give us;
- Your realistic chances of being offered housing in the areas you have chosen; and
- Other housing options and where to get more advice.

You can also get copies of our housing policies from any first-stop shop.

## 8e Letting you know about this policy

We will make sure that we advertise our allocations policy. We will send you a summary of this policy when you first apply. We will also tell you where to get a copy of the full policy.

We will work with other organisations in North Lanarkshire to make sure that you and everybody who is interested in applying for housing with us knows about this policy. Other organisations include registered social landlords, housing information and advice organisations, community groups, tenants groups and equal opportunities groups. If you ask us, we can give you a copy of this policy in another format (such as in Braille or in large print).

## 8f Complaints and appeals

We will always try our best to give you an excellent service, but we know sometimes things go wrong and you might want to complain or appeal against decisions that we make about your housing application.

If you do not agree with the number of points we have given you, you should first contact the officer who assessed your application and ask them to add up your points again. If you are still not happy after they have done this, you have the right to ask the senior manager responsible for allocations to look at the number of points you have.

If you want to appeal against a housing offer that we have made or if you do not agree that you should be suspended for refusing an offer, you should contact the senior manager responsible for allocations and tell them why you want to appeal.

Our complaints and appeals procedure is simple and easy to use. You can get a copy of this from any of our first-stop shops. Our complaints and appeals procedure tells you each step of our process, and how you can appeal to the Scottish Public Services

Ombudsman (SPSO). The SPSO is a government-based organisation who will review your case if you have already been through our complaints procedure and you feel we have not dealt with your complaint or appeal fairly. At each stage of the application and allocation process, we will remind you of your right to appeal against decisions that we make about your housing application.

## 8g Monitoring and reviewing our performance

We have developed this policy by consulting tenants' groups, other housing providers, independent advice agencies and elected council members and staff. We have also analysed housing needs and demand in North Lanarkshire. We want to make sure that this policy helps us to meet housing need in North Lanarkshire so we will make sure that we regularly review our performance and how this policy meets housing need.

To do this we will:

- monitor every month our progress towards achieving the targets we have set for allocating housing to each waiting list group, at each first-stop shop;
- update our Communities and Housing Committee regularly about our progress and make information about our progress available to the public;
- review the policy every year;
- make sure that the policy takes account of changes to the law;
- carry out a thorough review of the policy every five years;
- talk to our tenants, people who apply for housing and equal opportunities groups before we make any significant changes to our allocation policy; and
- tell all our tenants and people applying for housing about any changes we make to the policy.

# 9 definition of the types of housing

## 9a General Housing

General housing is the term used to describe housing that we allocate to anyone on our waiting lists. These properties do not have any special property attributes or services attached to them. These properties are also sometimes referred to as mainstream housing.

- **Detached** - this is a house that is not connected to any other house;
- **Semi-detached** - this is a house which is joined to one house on one side but is separate on the other side. You can also get semi-detached bungalows;
- **End terrace** - this is the last house in a row of three or more houses that are joined together. The end terrace house will be attached to a house on one side but will be separate on the other side. You can also get terraced bungalows;
- **Mid-terrace** - this is a house that is joined to other houses on either side in a row. This can also be a bungalow;
- **Bungalow** - this is a property that is on one level with no stairs, but is not within a block of flats;
- **Four in a block** - this is a property within a block where there are three other properties. Each of these properties have their own access door. Two of the properties in the block are upstairs flats and two of the properties are downstairs flats;
- **Flat in block of flats** - these properties are on one level and have a shared main entrance. Blocks of flats can be built over a number of floors (for example, three storeys, four storeys and so on);
- **Maisonette** - this is a flat or apartment which is built over one or two stories, that is above another property and has its own separate entrance; and
- **Multi-storey flat** - this is a property in a high-rise block of flats.

## 9b Specialist older person's housing or housing for people with particular needs

Specialist older persons housing is the term used to describe housing that has been specifically designed to meet the needs of older people and people with particular needs. It can refer to housing that has been purpose built or adapted for a particular group of people to help them live independently. This may include older people who need additional levels of support and/or people with physical disabilities, learning difficulties or mental health issues. This housing includes special design features or access to support which can help tenants to live independently for as long as possible in their own homes.

The following are the types of specialist older persons housing or housing for people with particular needs that we provide in North Lanarkshire.

### Amenity housing - general

These are flats or houses that have been designed to meet the needs of people with particular needs, such as elderly people or people with disabilities. These properties are different from mainstream housing in that they are normally designed with special modifications or specifications to meet the needs of people with particular needs. This can include level access, extra handrails and internal features, such as lower light switches and higher outlet power sockets or special bathroom or kitchen features. There is no on-site support provided.



# Specialist Older Person's housing

This type of housing is designed for older people and is classified into three categories: sheltered plus; retirement; and amenity housing. These types of housing have specific features and services that help older people and people with specific needs to live safe, well and independently in the community:

## Sheltered plus housing

This is housing designed for older people, generally aged 60 and over that provides enhanced housing support services and an emergency response service. It provides one level accessible accommodation and access to common facilities within the building in which a range of social opportunities take place. It is suitable for older people who require some support to live independently and who may have a medical condition which makes their current home unsuitable. It is prioritised for applicants who have been assessed as having the highest level of housing support need.

## Retirement housing

This is housing specifically built and designated for older people that provides an enhanced housing management service and an emergency response service. It generally consists of terraced bungalows, or in some instances flatted accommodation with lift access and has access to common area facilities where a range of social opportunities can take place. It is suitable for older people who can live independently, who may be isolated where they currently live and who would benefit from living in housing specifically designated for people aged 60 or over.

## Amenity housing (older person's housing)

This is housing which has specifically been designated for older people, which consists of flatted or terraced type accommodation. There is no on site housing or enhanced housing management services provided. It is suitable for older people who need minimal support and who would benefit from living in housing specifically designated for people aged 60 or over.

## Very sheltered housing

Very sheltered housing is a group of self-contained properties for older people that are linked to and supported by very sheltered housing support staff. Very sheltered housing provides support through an on-site staff support team and an emergency call system. It usually has a greater level of on-site support than sheltered housing, and provides a meals service. It also usually provides enhanced common facilities, such as a common room for social activities, dining room for meals and assisted bathing facilities. It is aimed at meeting the needs of people who need a greater level of support than can be provided in sheltered housing. In North Lanarkshire there are 3 very sheltered housing developments provided by partner Registered Social Landlords. For some of these developments the Council has responsibility for all nominations which means for these developments you need to complete a Common Housing Register Application Form. Our Health and Social Care Team will then complete a community care assessment of your needs to help us prioritise applicants for very sheltered housing.

Within North Lanarkshire there is also Retirement Housing with meals services available. This provides an enhanced housing management service and a meals service. Charges may differ according to the development and to Council specialist older person's housing provision.

Development	Area	Provider
Broomfield Gardens – Retirement with Meals	Airdrie	Bield Housing Association
Corson Court – Very sheltered	Bellshill	Trust Housing Association
Mission Place – very sheltered	Motherwell	Trust Housing Association
Campsie Gardens – Retirement with meals	Cumbernauld	Bield Housing Association
East Stewart Gardens – Retirement with meals	Cumbernauld	Bield Housing Association
McAlpine Court – Very sheltered	Wishaw	Hanover Housing Association

# appendix one

## Policy for allocating older person's housing

To ensure we make the best use of all our older person's housing stock we have created one specialist older person's housing policy, which aims to simplify the process for all older person's house types.

When we are allocating an older person's house type we will match applicants for older person's housing according to their needs. To determine your level of need we will contact you to complete an assessment of your daily living, housing and support needs. Once this assessment has been completed we will then be able to put your application for re-housing into one of the following categories:

### High support needs

### Medium support needs

### Low support needs

Once this assessment has been completed we will place you on the waiting list for the type/s of housing that you qualify for. For example, Sheltered Plus, Retirement or Amenity Older Person's type housing.

There may be occasions where we have limited or no availability for the house type(s) you have been assessed for within your areas of preference. In these circumstances our housing staff will discuss what other older person's housing options are available with you within your areas of preference.

The support needs group in which you will be placed on will be determined by the type and level of support you require. For example:

- An applicant who requires some daily support to live independently, and has very limited social contact would be grouped under the high support needs group. Applicants assessed as having high support needs would be prioritised for sheltered plus housing.
- Applicants who require some support to live independently but not as intensive or frequent as the daily support required by applicants under the high support needs group would be grouped under medium support needs group. Applicants assessed as having medium support needs would be prioritised for retirement housing.
- Applicants who do not require support but require a move to a more accessible house would be grouped into the low support needs group. Applicants assessed as having low support needs would be prioritised for amenity housing.

To be considered for specialist older person's housing, you will need to complete a common housing register application form. This form is available at any of our first stop shops and can also be downloaded from the council's website [www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk)

Once we have received your common housing register application form we will contact you to carry out an assessment of your health and housing support needs.



The following table shows the four main support reasons why we will allocate priority for specialist older person's housing.

## Prioritisation framework

	Level Awarded
	High Medium Low
<b>Social Contact</b>	
Applicant has no social contact and experiences significant isolation	High
Applicant has irregular or infrequent social contact and experiences moderate isolation	High
Applicant has regular social contact but would benefit from improved social opportunities	Medium
Applicant would not benefit from improved social opportunities	Low
Applicants can only receive one award in the 'social contact' section	
<b>Housing Support</b>	
<b>Applicant requires support with the following tasks:</b>	
General counselling and support (such as reminding, prompting, befriending)	Weekly = High Fortnightly = Medium Less often = Low
Managing mail or other correspondence	Weekly = High Fortnightly = Medium Less often = Low
Managing finances/budgeting	Weekly = High Fortnightly = Medium Less often = Low
Daily living skills, such as advice on cooking, maintaining a tenancy	Weekly = High Fortnightly = Medium Less often = Low
Keeping in touch with friends?	Weekly = High Fortnightly = Medium Less often = Low
Liaising with other organisations and people, such as GP, community nurse, social worker, family or friends, reporting repairs	Weekly = High Fortnightly = Medium Less often = Low
Advice and assistance with maintaining safety and security	Weekly = High Fortnightly = Medium Less often = Low
General advice and assistance to maintain health and wellbeing	Weekly = High Fortnightly = Medium Less often = Low
Encouraging social interaction	Weekly = High Fortnightly = Medium Less often = Low
Regular welfare/wellbeing check	Weekly = High Fortnightly = Medium Less often = Low
Applicants can receive more than one award in the 'housing support' section.	
<b>Other Support Needs – meal preparation</b>	
Applicant requires assistance for preparation of all meals	High
Applicant requires assistance for preparation of some meals	Medium
Applicant doesn't require any support to make meals	Low
Applicants can only receive one award in the 'other support needs – meal preparation' section	
<b>Other Support Needs – home support and complex needs</b>	
Applicant requires assistance with personal care	High
Applicant requires assistance with shopping	Medium
Applicant requires assistance with housework	Medium
Applicant requires support/assistance due to a risk of falling or other condition	High
Applicant can receive more than one award in the 'home support and complex needs' section	

# contacts

## Our local housing offices and First-Stop shops

### Airdrie Housing Office

1st floor, Coats House, Gartlea Road  
Airdrie, ML6 9JA

**Phone: 01236 758035**

**E-mail: [airdriehousing@northlan.gov.uk](mailto:airdriehousing@northlan.gov.uk)**

If you are making an enquiry in person about Housing in Airdrie, you should visit:

### Airdrie First Stop Shop

10 Bank Street, Airdrie, ML6 6AG

**Phone: 01236 785006**

### Bellshill Housing Office and First-Stop Shop

26 Motherwell Road, Bellshill ML4 1RE

**Phone: 01698 332340**

**E-mail: [bellshillhousing@northlan.gov.uk](mailto:bellshillhousing@northlan.gov.uk)**

### Coatbridge Housing Office

Municipal Buildings  
Kildonan Street, Coatbridge ML5 3BT

**Phone: 01236 812561**

**Fax: 01236 420757**

**E-mail: [coatbridgehousing@northlan.gov.uk](mailto:coatbridgehousing@northlan.gov.uk)**

If you are making an enquiry in person about housing in Coatbridge, you should visit:

### Coatbridge First-Stop Shop

The Buchanan Centre  
126 Main Street, Coatbridge ML5 3BJ

**Phone: 01236 856400**

**Fax: 01236 856429**

### Wishaw Housing Office and First-Stop Shop

Houldsworth Centre  
Kenilworth Avenue, Wishaw, ML2 7LP

**Phone: 01698 302920**

**Fax: 01698 403066**

**E-mail: [wishawhousing@northlan.gov.uk](mailto:wishawhousing@northlan.gov.uk)**

### Cumbernauld Housing Office and First-Stop Shop

2 Tryst Road, Fleming Housing, Cumbernauld G67 JW

**Phone: 01236 856254**

**Fax: 01698 403057**

**E-mail: [cumbernauldhousing@northlan.gov.uk](mailto:cumbernauldhousing@northlan.gov.uk)**

### Kilsyth Housing Office and First-Stop Shop

Parkfoot Street, Kilsyth G65 9AA

**Phone: 01236 828120**

**Fax: 01236 824593**

**E-mail: [kilsythhousing@northlan.gov.uk](mailto:kilsythhousing@northlan.gov.uk)**

### Moodiesburn Housing Office and First-Stop Shop

17 Blackwoods Crescent, Moodiesburn G69 0EZ

**Phone: 01236 638888**

**Fax: 01698 403049**

**E-mail: [moodiesburnhousing@northlan.gov.uk](mailto:moodiesburnhousing@northlan.gov.uk)**

### Motherwell Housing Office and First-Stop Shop

Dalziel Building, 7 Scott Street, Motherwell ML1 1SX

**Phone: 01698 274135**

**E-mail: [motherwellhousing@northlan.gov.uk](mailto:motherwellhousing@northlan.gov.uk)**

### Shotts Housing Office and First-Stop Shop

162 to 164 Station Road, Shotts ML7 4AW

**Phone: 01501 824747**

**Fax: 01698 403036**

**Email: [shottshousing@northlan.gov.uk](mailto:shottshousing@northlan.gov.uk)**

## **CHR Partner Landlord Contact Information**

### **Cairn Housing Association**

5 Linnet Way  
Strathclyde Business Park  
Bellshill ML4 3RA  
**Phone: 0800 990 3405**

### **Clyde Valley Housing Association**

50 Scott Street  
Motherwell ML1 1PN  
**Phone: 01698 268855**

### **Forgewood Housing Co-operative**

Forgewood Community Centre  
49 Dinmont Drive  
Motherwell ML1 3TT  
**Phone: 01698 263311**

### **Garrion People's Housing Co-operative Centre Point**

70 Smith Avenue  
Gowkthrapple  
Wishaw ML2 0LD  
**Phone: 01698 274670**

### **Lanarkshire Housing Association**

191 Brandon Street  
Motherwell ML1 1RS  
**Phone: 01698 269119**

### **Sanctuary Scotland Housing Association**

Fleming House 8th Floor  
2 Tryst Road  
Cumbernauld G67 1JW  
**Phone: 0800 131 3348**

### **West of Scotland Housing Association**

Camlachie House  
40 Barrowfield Drive  
Glasgow G40 3QH  
**Phone: 0141 550 5600**

### **Wishaw and District Housing Association**

55 Kirk Road  
Wishaw ML2 7BL  
**Phone: 01698 377200**

**Other housing associations providing housing for rent,  
including housing for those with special needs, within  
the North Lanarkshire area**

### **Abronhill Housing Association**

Unit 10 Abronhill Shopping Centre  
Cumbernauld G67 3AZ  
**Phone: 01236 457948**

### **Abbeyfield Scotland**

14 New Mart Road,  
Edinburgh EH14 1RL  
**Phone: 0131 225 7801**

### **Bield Housing Association**

Craighall Business Park  
7 Eagle Street, Glasgow G4 9XA  
**Phone: 0141 270 7200**

### **Caledonia Housing Association**

3 Cowgate  
Kirkintilloch G66 1HW  
**Phone: 0800 678 1228**

### **Cube Housing Association**

24 Gairbraid Avenue  
Glasgow G20 8YE  
**Phone: 0800 027 3456**

### **Hanover Scotland – West Office**

Pavillion 5 (Ground Floor)  
Watermark Business Park  
345 Govan Road, Glasgow G51 2SE  
**Phone: 0141 553 6300**

### **Horizon Housing Association**

Leving House, Fairbairn Place  
Livingston EH54 6TN  
**Phone: 0330 303 0089**

### **Key Housing**

The Square, 70 Renton Street  
Glasgow, G4 0HT  
**Phone: 0141 342 1890**

### **Link Housing Association**

Watling House Callendar Business Pk,  
Callendar Rd, Falkirk FK1 1XR  
**Phone: 0345 140 0100**

### **Loretto Housing Association**

Lipton House, 170 Crown Street  
Glasgow G5 9XD  
**Phone: 0800 958 9292**

### **Blackwood Homes and Care**

West Regional Office  
1 Belses Gardens, Cardonald  
Glasgow G52 2DY  
**Phone: 0141 883 4477**

### **Trust Housing Association (SHOP)**

Pavillion 5 (First Floor)  
Watermark Business Park  
345 Govan Road, Glasgow G51 2SE  
**Phone: 0131 444 1200**





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