



New Gorbals Housing Association

Housing allocation policy

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Notes

The term “allocation” is a technical term and refers simply to the policy and practices concerning the letting of houses.

The word “house” is intended to refer to all house types unless this is otherwise stated.

New Gorbals Housing Association is generally referred to as “we” throughout this document.

We will make our policy available to you in other languages or different formats, such as larger print or audio-format, and also publish it on our website.

Section 1: Introduction

Background

The New Gorbals Housing Association (NGHA) housing allocation policy describes our approach to letting our homes. Our policy tells you:

- how to apply for housing
- how we will assess your application based on your housing need
- how we allocate available homes to meet the needs of housing applicants on our housing lists

We operate in Gorbals, Hutchesontown, Laurieston and Oatlands, owning and managing over 2,500 homes for social rent. We have a variety of different house types which includes flats, houses, maisonettes and high rise flats. The demand for our houses is high. The majority of houses which become available for let are 2 or 3 apartments. The highest pressure on demand, relative to our available houses, is for our family sized houses and overcrowding is one of the main types of housing need identified.

We do not have enough affordable houses to help everyone who applies for a house in the Gorbals. We therefore want to make sure that our housing allocation policy allows us to assess the needs of each applicant and to allocate homes in a fair and consistent way, so that available homes are let to those in the greatest need of housing.

We have developed our policy following consultation with housing applicants, tenants, and other stakeholders, including Glasgow City Council. Our housing allocation policy aims to assist in delivering the objectives of Glasgow City Council's local housing strategy, as well as its homelessness strategy.

We use a group points system to allocate our houses. This means we will place you in a group which reflects your housing need and award points within your group to reflect the degree of your housing need.

By having a written detailed housing allocation policy we are able to ensure that a uniform and professional approach is adopted throughout our organisation and the service delivered is compliant with law, best practice and internal policy.

Acting within the law

We have developed this policy using the good practice available from the Scottish Government and the Scottish Housing Regulator. This means our policy is fair and gives reasonable preference to applicants in housing need. Our policy complies with, and takes account of, the following housing legislation:

Housing (Scotland) Act 1987
Housing (Scotland) Act 2001
Housing (Scotland) Act 2006
Housing (Scotland) Act 2010
Housing (Scotland) Act 2014
Homelessness etc (Scotland) Act 2003

We also protect your rights by meeting the legal requirements set out in other legislation, including:

Human Rights Act 1998
Data Protection Act 1998
Matrimonial Homes (Family Protection) (Scotland) Act 1981
Children Scotland Act 1995
Civil Partnership Act 2004
Immigration and Asylum Act 1999
Protection from Harassment Act 1997
Management of Offenders etc (Scotland) Act 2005
Equality Act 2010
Adult Support and Protection (Scotland) Act 2007

The Scottish Social Housing Charter

The Scottish Housing Regulator uses outcomes and standards set out in the Scottish Social Housing Charter (SSHC) to assess the performance of social landlords. Our policy has been developed to make sure we meet the required outcomes and standards detailed below:

Outcome 1: Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and Housing Services.

Outcome 2: Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Outcome 3: tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Outcome 4: tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

Outcome 7: People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.

Outcome 8: Tenants and people on housing lists can review their housing options.

Outcome 9: People at risk of losing their homes get advice on preventing homelessness.

Outcome 10: People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Outcome 11: tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Outcome 12:* Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

*As a Registered Social Landlord we have a duty to assist Glasgow City Council to meet outcome 12 by permanently rehousing statutory homeless people through Section 5 referrals. We do not directly provide temporary or emergency accommodation for homeless applicants.

Section 2: Our Aim, Objectives and Principles

Our aim

Our Aim is to meet housing need fairly and help secure accommodation for households in the greatest housing need.

Our objectives

We will meet our aims by:

- responding quickly to people in acute and urgent housing need and assisting Glasgow City Council in meeting the needs of people who have been assessed as homeless
- giving the right priority to people who are in most need of housing; this includes specific groups identified in legislation to whom we must give 'reasonable preference', namely:
 - people who are homeless or threatened with homelessness with unmet housing need (including those at risk of harassment and abuse)
 - people who are living in unsatisfactory housing conditions with unmet housing needs
 - social housing tenants who are under-occupying their home

(Persons have unmet housing needs where we consider the persons have housing needs which are not capable of being met by housing options available).

- providing a housing options approach to meet the person's needs, which involves encouraging them to make informed and realistic decisions on their options
- making best use of housing that becomes available for rent and promoting tenants' rights such as mutual exchanges
- working to create communities where people want to live

Our principles

Our policy is based on six key principles. We will:

1. apply our policy consistently: this means we will apply our policy to every applicant and house we allocate, wherever that house is, whoever the applicant is, and whoever allocates it or processes the application

2. be clear about what we do and when we will do things. We will be clear about how we do things and will explain why we do things wherever we can
3. be open and honest with you and talk clearly and directly about your housing options. We will be clear about what we can and cannot do to help you
4. follow what the law and guidance says we must do and what the law allows us to do. Wherever we can, we will follow what guidance recommends we should do
5. respect diversity and promote equality in everything we do. No one will be treated unfairly because of race, colour, ethnic or national origin, language, religion, belief, age, gender, sexual orientation, marital status, family circumstances, employment status, physical ability or mental health
6. use all the information we receive about you and everyone you apply with in line with the law and hold that information securely

Section 3: Applying for our housing

Who can apply for housing?

We have an open housing list and any person who is 16 years or over can apply for a house with us unless they are subject to immigration control or if they own their home and can access that home safely.

Everyone applying for housing is included on our housing list. Where your application is placed on the list depends on your housing need. However, please remember if you apply for housing this does not mean we will definitely offer you a house. More people apply for housing with us than the number of homes we have available to let.

We offer a housing options interview as part of our application process so that you can make informed choices that maximise your opportunities for housing. We also discuss other options that are available, mainly:

- other registered social landlords
- private sector letting
- mid-market rent
- shared equity
- home ownership and help to buy schemes
- adaptations - where this would make your current home more suitable for your household

We also cover all the potential financial implications of these different options with you.

By completing an application we can gather information on your personal and housing circumstances, as well as your preferences about where you would like to live and the type of house you would like to live in.

In line with our commitment to make services easily and equally accessible to all housing applicants, we can also provide an interpretation service if you are hearing or visually impaired or if your first language is not English.

In order to assess an application properly, it is important for us to have accurate and up-to-date information on your circumstances. You must keep your application up-to-date by notifying us of any change as soon as it occurs.

If you deliberately provide false or misleading information you will be suspended from our housing list. Any offers of housing that have been made will be withdrawn. If a tenancy is granted on the basis of false information, we may take action to end your tenancy.

You can apply on your own, jointly with a partner or jointly with anyone else who will be living with you. However, we cannot allow you and two or more applicants who are unrelated to you to rent a house under this policy because this creates a House in Multiple Occupation (HMO) which are governed by separate regulations.

Section 4: Your application

Assessing your application

We aim to complete our assessment of your application within 15 working days of receiving it as long as you've provided all the information we need. We will write to tell you which group you have been placed in and the points, if any, we have awarded you.

We will assess your application using the criteria set out in our group points system based on your current circumstances and any additional needs you may have, including information provided on your behalf by other organisations and agencies.

We use a group points system to allocate houses. This means we will place you in a group which reflects your housing need and award points within your group to reflect the degree of your housing need.

If required, we may request additional information from you to assess your application. If you don't give us all the information we need, this may delay your application.

What we do and don't take into account when assessing your application

When assessing your application for housing we will and will not take the following factors into consideration.

Factors that are not taken into consideration when applying for housing

- Whether you live in our area and how long you have lived there.
- 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 have kept it for at least three months and you are still keeping to it.
- You and/or your family's income (including any benefits you receive).
- Your age, as long as you're over 16, and the home you want has not been designed or adapted as older persons housing.
- If you are legally separated or divorced.
- Who you live with at the time you apply for housing.

Factors that are taken into consideration when applying for housing

- You owe a landlord more than one-twelfth of the annual rent, and you have not agreed to repay what you owe and haven't made at least three monthly payments towards the money you owe when you said you would pay.
- You need to get support from, or give support to, a family member or carer to help you or a member of your family or carer to live independently.
- You have a social or health reason to move to our area.
- You are being harassed or abused where you live.

Making enquiries and references

We will ask your landlord for a reference if you've been a tenant at any time in the past three years to find out if:

- you owe any money
- you have acted in an anti-social manner
- your landlord has taken any formal action against you to end your tenancy

Section 5: Types of housing and areas where you want to live

Applicants Choice

When you make an application for housing you will be able to choose:

- the areas that you would most like to live in
- the house types that you would most like to live in.

We will not put any limits on the number of areas that you can choose, however your choices of house type and location may be affected by specific issues or circumstances.

Examples of where your choices could be restricted include:

- if you have a health requirement for a specific type of house
- if an anti-social behaviour order may prohibit you from accessing a particular area
- the availability of houses in the area.

We will provide you with clear information about our housing, so that you can make informed choices when selecting your preferred areas that maximise your opportunities for housing.

House Size (Number of Bedrooms)

We will register your application on our housing list according to the type and size of house that you require. This helps us to make sure that each house is let to an applicant that will make the best use of the housing that becomes available.

We will work out the number of bedrooms that you require using the following criteria, based on who will be living permanently with you in the household.

Household size	Number of bedrooms
Single person	Bedsit, or 1 bedroom
Couple	1 bedroom
Family* with one child	2 bedrooms
Family with two children of the same gender who are under 16	2 bedrooms

Family with two children, of different genders, and at least one aged over 10 years of age	3 bedrooms
Family with 3 children	3 bedrooms
Family with 3 children, of different genders, and at least one aged over 16** years of age	3, 4 or 5 bedrooms
Family with 4 children of the same gender, or all at least under 10 years of age	3 bedrooms
Family with 4 children or more, of different genders, and at least one aged over 16** years of age	4, 5 or 6 bedrooms

*A family is defined as a couple or a single parent (male or female) with at least one child

** Children over aged 16 years of age are entitled to a room of their own

We will make common sense exceptions to these rules, depending on individual circumstances.

For example:

- if you require an additional bedroom for health reasons
- if you provide foster care, or have been preapproved to provide foster care or to adopt children we will provide one additional bedroom
- if you have access to children who do not stay with you on a full-time basis we will provide one additional bedroom, if required
- if you or a member of your household is pregnant and can provide us with proof of pregnancy from someone independent like a doctor or midwife, we will provide housing to meet the needs of the full household
- if there is a significant age gap between same sex siblings who are sharing a bedroom
- if older same sex siblings sharing a bedroom alleviates existing severe overcrowding

We may ask you to provide further information in support of your application if you require larger accommodation than we would normally allocate.

Housing Type

The main type of housing we provide is general housing. However, we also provide housing with particular design features and housing with support:

- **Adapted housing**

Adapted housing includes houses purposely built for disabled people as well as homes that have been significantly adapted.

If you require a specifically adapted house because you have a particular health need or a disability, we may require further information in support of your application, for example an Occupational Therapist Assessment.

When allocating adapted housing, your suitability for the house will be the determining factor so it is important that we fully understand the type of house you need.

- **Livingwell homes**

Our Livingwell houses allow older people to retain a high degree of independence within their home. Services include a Livingwell Officer working between our three sites Monday to Friday, 9.00 am - 5.00 pm and an “okay today” service. The Livingwell officer is available to offer help with your housing, deal with any health and safety issues and respond to any housing issues. You can make an application for Livingwell homes if:

- You are 60 years or over or you have a disability
- You need more manageable accommodation with security

If you are applying as a couple, only one of you need to meet the criteria listed above.

Livingwell homes are not restricted to over 60s and we recognise that, in some cases, there are people of all ages who would benefit from this type of housing.

- **Housing with additional support**

Housing with additional support helps people maintain an independent lifestyle in their own home by receiving the appropriate level of care and support they need and choose. We work with Health and Social Care Partnership (HSCP) and partner organisations by identifying houses for people with particular needs or vulnerabilities.

To apply for housing with additional support, a HSCP assessment must be completed and you must:

- normally be 60 years or over or have a disability
- have been assessed as requiring formal housing support and/or are in critical or urgent need of care at home which could include overnight care

Section 6: Assessing your housing need – our group points system

In order to provide a fair system, we prioritise applicants on our housing list according to their housing need. To do this we operate a group points system. This means applicants are placed into a group with points dependant on their housing need. Refer to Appendix 1 for further details on the groups and points.

The Groups are:

- Strategic Needs
- Homelessness
- Transfer applicants (You are our tenant)
 1. Health and mobility
 2. Overcrowding
 3. Under-occupying
 4. Unsatisfactory housing conditions
- General Needs Housing list applicants:
 1. Health and mobility
 2. Overcrowding
 3. Under-occupying
 4. Below tolerable standard (BTS)
 5. Insecure Housing
 6. Providing and/or Receiving Support
 7. Unsatisfactory housing conditions

We produce an annual lettings plan which shows how we aim to meet the needs of those applying for housing, make the best use of our housing and create sustainable communities. Our plan is based on the expected levels of houses available and details the percentage of lets we expect to make to each of our groups.

Our target figures are indicative, rather than a fixed “quota” which must be met. The purpose of our target figures is to ensure that we address our legal obligations and the objectives set out within our policy in a fair and open way for all groups of applicants.

Strategic Needs

The Strategic Needs Group has been designed to meet urgent or exceptional housing need as quickly and successfully as possible. If you are placed in the Strategic Needs Group you may be given priority over other types of housing applicant because of the urgent circumstances that you are facing. Refer to Appendix 1 for further details. This group includes applicants who are:

- looked after and accommodated children
- foster/kinship carers whose current house is unsuitable for reasons relating to their caring responsibilities
- people at risk of/or experiencing domestic abuse
- people at risk of/experiencing serious harassment of a racial, religious or sexual nature or which is based on someone's gender, sexuality or disability
- people leaving supported accommodation
- armed forces personnel leaving full-time regular service
- people referred through national resettlement programmes
- people who require to leave home as a result of regeneration activity
- witness protection cases
- people who are ready to leave hospital but cannot as they don't have suitable accommodation (delayed discharge)
- served with a Closing Order
- staying in an adapted house but no longer require it
- exceptional circumstances. These could include applicants who are:
 - requiring family sized housing and experiencing severe overcrowding who have been waiting over 7 years for a larger family home
 - living in one of our tenanted houses which requires serious structural repairs internally or externally
 - significant compassionate grounds, such as the death of a family member in or around the house. In these circumstances, it may be very difficult for the remaining family to distance themselves from the event and professional advice suggests a change of home is fundamental to the future wellbeing of a family member

If your application is placed in the Strategic Needs Group, it will be held in date order, based on the date the decision was made to place your application in this group. We will decide each year, in our Annual Lettings Plan, what percentage of all our housing allocations will be targeted at this group. The annual percentage target will reflect the legal responsibilities that we have as well as our policy objective 'to

respond quickly to people in acute and urgent housing need'. (Refer to Appendix 1 for further details)

If your application qualifies to be placed in the Strategic Needs Group we will make you one reasonable offer of accommodation. If you refuse the offer we make, this will normally result in the priority being withdrawn and your application will be removed from the Strategic Needs Group.

You will be placed in one of the other housing groups, for example General Needs Housing or Transfer.

Applicants who qualify for priority rehousing within the Strategic Needs Group and are not rehoused within 3 months of application will have their application reviewed.

Homelessness

One of our main policy objectives is to assist Glasgow City Council in meeting the needs of people who have been assessed as homeless. If you believe that you may be at risk of losing your home, you should contact Glasgow City Council's Community Casework team to discuss your housing options. (Refer to Appendix 2 for further details)

If you are assessed as being statutory homeless, it means that you are homeless through no fault of your own. The Council will make a referral, this is known as a Section 5 referral, for you to be considered for a house in our area through our homelessness group. If you are in this group we will prioritise your application based on the date your referral was accepted. We will decide each year, in our Annual Lettings Plan, what percentage of all our housing allocations will be targeted at this group. The annual percentage target will reflect the legal responsibilities that we have to meet the needs of homeless applicants, as well as our policy objective "to respond to people in acute and urgent housing need". (Refer to Appendix 1 for further details).

We will offer accommodation that meets your needs as soon as a suitable house becomes available. If more than one homeless applicant has an equal need for a house, we will offer the property in date order, based on the date of the homeless referral. We will take positive action to make sure that you are treated fairly when we make an offer of rehousing. We will do this by:

- matching our offer, as far as we possibly can, to your needs and preferences
- monitoring the housing outcomes for homeless applicants to ensure that they are receiving equal access to all of our house types and locations

If you refuse a reasonable offer of a house this may lead to your priority to be rehoused under this group being withdrawn by Glasgow City Council.

You may be considered under the other housing groups, for example our General Needs Housing or Transfer groups. However, given the level of priority awarded to

our Homelessness group, it could be sometime before another offer of housing is made.

Transfer and General Needs Housing applicants

Transfer applicants are current tenants of New Gorbals Housing Association who want to move to a new home. General Needs Housing applicants are applicants who do not qualify in any of the other housing groups (eg Strategic Needs or Homelessness), and who want to move into the social housing sector with NGHHA as their landlord.

The housing needs of applicants in the transfer and General Needs Housing groups will be fully assessed and we will award points depending on your personal circumstances and current housing situation.

Applicants in the transfer and General Needs Housing groups will share the same number of points but applications will be prioritised based on the date of their application. This means that if two applicants have the same number of points, the applicant who registered first will be considered first, if a suitable house becomes available. We will decide each year, in our Annual Lettings Plan, what percentage of all our housing allocations will be targeted at these two groups. The annual percentage target will reflect our legal responsibilities and allow us to respond to housing need effectively whilst making best use of our houses. (Refer to Appendix 1 for further details).

Transfer and General Needs Housing applicant points categories

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 including:

- Health and mobility
- Overcrowding
- Under-occupation
- Below tolerable standard
- Providing or receiving help to live independently
- Insecure accommodation
- Unsatisfactory housing conditions

Within the points system, you can usually receive points in every category that applies to you. For example, if you are in an overcrowded house and living in accommodation which is below tolerable standard you would receive points for all of

these circumstances. We will assess whether you qualify for these points using the detailed guidelines set out in Appendix 3.

Health or mobility priority

If your health or mobility or the health or mobility of someone in your household is affected by your current housing circumstances, you will normally be asked to complete a self-assessment form. On the information you provide we will assess whether your home is suitable or you need to be rehoused. In some complex cases we may ask for more information before making a decision.

Based on this assessment, we will add points to your application if this assessment confirms that your current home is unsuitable, the extent to which your home is unsuitable and whether the house could reasonably be adapted to meet your needs.

The focus of the medical housing self-assessment is not on your health or mobility condition itself, but on the way it affects how you manage in your home, for example you may have been diagnosed with a serious illness or condition, but you can live independently in your current home.

In some circumstances it may be more appropriate to carry out adaptations to your existing home. We will advise you where we feel this is the case. (Refer to Appendix 1 for further details).

Overcrowding

You will receive points for overcrowding if you do not have enough bedrooms in your current home to meet the size of your household. You will be awarded points for every bedroom that you do not have. We will not provide points if you have rooms that could be used as a bedroom but you are currently not using them in this way such as an office. In calculating overcrowding we will consider it reasonable for the following household members to share a double bedroom:

- Couples
- same sex household members
- two mixed sex household members, provided that they are both under 10 years of age.

However, in some circumstances, we will take into account the relationship between those sharing a bedroom when calculating overcrowding particularly if there is a significant age gap between the two household members.

If you wish to be considered for the same size of accommodation that you are currently residing in, we will not award overcrowding points to your application.

Equally, we will not award overcrowding points to your application if you overcrowd your current house by moving people into your home who will not be part of your household when you move. (Refer to Appendix 1 for further details).

Under-occupation

Under-occupation is when you have more bedrooms in your accommodation than you require or use. We will award points to your application for under-occupation if you meet the following criteria:

- you are our tenant or a tenant of another registered social landlord
- your accommodation is too large for your current requirements and you want to downsize.

In some circumstances we will consider assisting our existing tenants who are under-occupying their home to downsize to a smaller house. (Refer to Appendix 1 for further details).

Below Tolerable Standard (BTS)

We will award points to your housing application if your house is significantly below the tolerable standard. This means the condition of your home falls below the minimum standard set out in the Housing (Scotland) Act 1987 as amended by the 2001 and 2006 Housing (Scotland) Acts. (Refer to Appendix 1 for further details and Appendix 2 for the BTS definition).

Insecure accommodation

This category covers situations where we will add points to your housing application if you are at risk of losing your current accommodation through no fault of your own. We will not award points if you are at risk of losing your home as a result of your behaviour in your tenancy (for example, breaching the terms of your tenancy agreement, failing to pay your rent, anti-social behaviour).

There are two main situations where insecure housing points may be awarded and these are:

- Notice to quit or notice to leave: you will be awarded points if you have been served with a valid notice to quit or a notice to leave, through no fault of your own, from your private landlord to end your tenancy.
- Tied tenancy: you will be awarded points if you if you currently live in accommodation provided by your employers and you require to leave it as a result of retirement or redundancy.

(Refer to Appendix 1 for further details).

Providing or receiving help to live independently

We will award points to your housing application if you live out with our area and you need to move to provide help to a person in the Gorbals to enable them to live independently.

We will also award points to your application if you live out with our area and you need to move so that you can receive help from a person in the Gorbals to enable you to live independently in your new home.

When we are considering whether to award points to your application, we may ask you to provide a letter from the person receiving or providing help, explaining your reason for moving and the reason why you need to live near to them. (Refer to Appendix 1 for further details).

Unsatisfactory housing conditions

We will award points to your application if you or a member of your household need to move home as a result of unsatisfactory housing conditions in your current home. For example, you are in a relationship that has broken down and you are unable to remain in the home. (Refer to Appendix 1 for more details).

Transfer applicants - pretransfer visits

If you are a transfer applicant and your current house is found to be in poor condition, you will be asked to carry out some work to bring it up to the required standard before we are able to offer alternative housing.

You must have a clear rent account. An offer in such circumstances will only be made where the applicant has:

- Made an arrangement to pay the rent owed
- Kept that arrangement for at least three months
- Continues to maintain an arrangement

Section 7: Offering you a home

Officers use our computer system to prepare a 'short list' of applicants when a house becomes available. Joining the housing list does not mean that we will always be able to make you an offer. Whether you receive an offer of housing will depend on:

- your housing need
- demand from other people on the list
- the number of properties that become available
- the number of allocations we need to make to applicants in each of the groups.

Prior to offering you a house

We will carry out a home visit to check your details before an offer of a house is made. The home visit will be arranged in advance at a time that suits you. If you live outside of Glasgow, we may ask your landlord or another local agency to check your details. The purpose of our visit is to confirm:

- your household details and identity
- your housing circumstances
- the information you provided in your application
- advice and assistance on becoming a tenant of NGHHA (rent in advance, tenancy sustainment and tenancy conditions)

We will normally ask your current landlord, and former landlords for the last three years, for a tenancy reference at this point.

Proving your identity

You will need to provide us with proof of your identity in the name you have applied in. We will accept your birth certificate, passport or National Insurance card. We also need two forms of proof showing your current address as your permanent and principal home. This may include, but is not limited to:

- official letters/bills/statements from a local authority, public agency or private utility (gas, electric, telephone), government department, private sector lease, bank or building society
- current photographic driving licence
- national health card.

You also need to provide proof of identity of everyone who will be staying with you if you are offered a house from us.

A formal offer of housing

After our home visit and if we decide to offer you a house, we will make you a formal offer of housing. We may call you to tell you we have an offer for you and will send you a written offer. If we offer you housing by 'phone' we will always confirm the offer in writing.

The letter we send to you will set out the next steps and information regarding the pre-tenancy interview. We will tell you:

- the address of the house
- the apartment size of the house
- what type of house it is (such as a flat or a maisonette)
- how much rent and service charge you will have to pay if you accept the offer

You must tell us within three working days if you are taking the offer. If you don't respond to our offer, we will treat this as a refusal of our offer.

We will normally make transfer and general needs housing applicants up to three offers of housing, and statutory homeless and strategic need applicants one.

If you turn down three offers, or one offer if you are in strategic need or statutory homeless, without good reasons, we may interview you and reassess your application. If you are statutory homeless Glasgow City Council may decide to discharge their duty and you will lose your priority status.

Every offer of a house we make will be a reasonable offer. This means that the house we offer you will:

- have all the bedrooms you need as defined by this policy
- meets the requirements identified in your housing application

Wherever possible, we will offer you the type of housing you'd like but we can't always do this because we don't always have enough of the type of houses people would like to live in.

Accepting our offer of housing

If you accept our offer, we will sign you up as our tenant at your sign-up interview. 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 becoming our tenant. We will clearly explain your rights and responsibilities under the tenancy agreement before you sign it.

Section 8: Our tenancies

If you are made an offer of housing, we will offer you a Scottish Secure Tenancy (SST) in line with our legal responsibilities. A SST means you can keep your tenancy for as long as you want as long as you do not break the terms of your tenancy agreement. If you do, we can take legal action to end your tenancy.

In a limited number of situations, we may offer you a Short Scottish Secure Tenancy. As a Short Scottish Secure tenant you have many of the same rights as a Scottish Secure tenant. However, your rights are more limited on eviction, sub-letting and succession. (Refer to Appendix 4 for more details on a Short Scottish Secure Tenancy).

Joint tenancies

Under this policy you can apply to have a joint tenancy with someone who is staying with you or someone you intend to stay with you.

We encourage joint applicants, of the same or opposite sex, to apply for joint tenancies to ensure that they have similar legal rights.

Adapted properties

Adaptations such as ramps and level access showers are expensive to install and remove and the process can take time. It makes sense where possible, that homes that have already been specially adapted should be made to available to people who can make use of these adaptations.

Section 9: Reviewing removal, deferral, suspension and merging of applications

We will review your application at least every two years. This is important to keep our housing list up-to-date and ensure appropriate offers of housing are made.

As part of the review, we will write to you asking if there have been any changes in your circumstances and if your choices of house type and area are the same. We will give you 28 days to reply. If you have not replied we will send you a reminder giving you 7 more days to reply. If you don't reply, we will remove your application from our housing list.

However, if you contact us within 6 months of your application being cancelled, you can have your original application form re-instated. The date of registration will be based on the date you made the original application. You may be required to complete a new application form if your circumstances have changed.

If you are placed in our Strategic Needs Group, we will review your application every three months to check you are still in acute housing need.

Removal of Applications

There are other times when we will remove an application from our housing list apart from the annual review.

We will remove your application from our housing list if:

- you request, in writing, that you wish to be removed from the list
- you do not reply when we ask you for more information to support your application or we ask you to get in touch with us for some other reason
- you fail to respond to a review
- you die

Deferred applications

You can ask us to defer your application if you don't want to get an offer of housing for some reason. This means that you can stay on our housing list but won't get an offer of housing. People sometimes ask us to do this if they are dealing with personal health issues and they feel it would be too upsetting to move at this time. If you ask us to defer your application, it is your responsibility to tell us when you'd like to be considered for an offer of housing. You must still respond to our letters when we review your application if you ask us to defer your application.

Suspending applications

Everyone has a right to have their application added to our housing list if they are 16 years or over. However, we can suspend your application from our housing list in certain circumstances. If we suspend your application, you will not be offered accommodation, even if you are in housing need.

We want to keep to a minimum the number of people we suspend on our housing list, but there are some circumstances where we do need to suspend people from our housing list. (Refer to appendix 4 for the circumstances when this will happen).

You can appeal against our decision to suspend your application and also ask us to review our decision if your circumstances change. (See Section 11 for further information on appeals and complaints).

Merging applications

You may wish to be considered jointly for housing with someone who already has an application on our housing list. This means that you could merge your application with this person. In these cases, the date of application will be determined by the date of the earliest application.

If you wish to withdraw from a joint application you will be allowed to have your original date of application re-instated if you wish to re-submit an application in your own right.

The group and points allocated will be reassessed due to the change in your circumstances.

Change in circumstances

You must tell us if your circumstances change. You can call us, email or write to us to tell us about the change. If someone joins your household or leaves it, or you move home, you need to tell us about this change.

If there is a change in circumstances, the group you are placed in and the points you get (if any) may change.

Section 10: Other housing allocations issues and information

Using our discretion

We understand that our policy cannot cover all of the circumstances that may lead to you needing to move home. In these situations, our senior staff can use discretion where you need to move or be housed urgently.

Discretion will only be used where:

- housing is needed quickly
- our housing allocations policy won't allow us to offer a house quickly
- there are good reasons or special circumstances to offer housing quickly in urgent cases.

If you refuse an offer where we've made it using our discretion, you will lose your priority status. Your application will return to the group where it was before discretion was used.

Bypassing applications

Where we don't make an offer of housing to the first or next person on the shortlist for a house that's available to let, we call this 'bypassing'.

When a house becomes available for offer, we have to decide who would benefit most from the property. For example, if a house adapted for the needs of a wheelchair user is available to let but the next person on the list doesn't use a wheelchair, we would bypass that person. We would continue to bypass applications until we found someone with a need for the house which ensures that we 'make best use of housing that becomes available for rent' in order to meet our policy objective.

Whenever we bypass an application, we must record why the application was bypassed. This helps to ensure our policy is transparent, we have acted fairly and are responsible for the decisions we make. Any decision to bypass must be based on need and our policy intention of ensuring the best use is made of the housing stock.

We regularly review bypass reasons to ensure that our policy is being implemented fairly.

Local lettings initiatives

Our housing allocations policy aims to create a simple, straightforward system for allocating our homes. However, sometimes we may use local letting initiatives to allocate our homes to support local investment, community sustainability and

regeneration plans or to make sure we have a good mix of different household types and ages.

Our committee will authorise all local letting initiatives. Prior to making a decision they will consider the evidence that has informed the proposal, the views of the local community and the proposed aims and objectives of the initiative. The decision to introduce a local lettings initiative will always take into consideration the overall aims and objectives of our housing allocations policy and any impact this may have on it.

Community Safety - Multi-Agency Public Protection Arrangements (MAPPA)

Social landlords have a legal duty to consider the housing requirements of all applicants including persons currently on the sex offenders register and other high risk offenders who are subject to the Multi-Agency Public Protection Arrangements (MAPPA).

These arrangements require that agencies like the Police, Local Authorities, Registered Social Landlords, Health Boards and the Scottish Prison Service work together to assess and manage the risks posed by such offenders.

The aim of MAPPA is to promote public safety and reduce the risk of harm.

Mutual Exchanges

If you are a social housing tenant, you can also apply for a mutual exchange. This is where two social housing tenants, from the same or different landlords, exchange homes and tenancies.

We and any other social landlord involved must agree to the exchange, and we can only refuse permission if it is reasonable to do so.

We have a separate mutual exchange policy to deal with such requests. You can get more information about mutual exchanges from our office.

Applications from committee members and staff

Management committee members and staff, including people who live with them and close relatives, must declare their interest on our application form.

We will only make an offer of housing to someone who is a committee member or staff, including people who live with them and close relatives, if the application and offer is:

- Checked and approved by two senior members of staff, Head of Housing Services or Depute Director

- Authorised by New Gorbals Housing Association management committee and recorded in the minutes of the meeting with the details of the let entered into the appropriate Register of Interest.

We ask all applicants to state whether or not to their knowledge, they are related to a committee or staff member of New Gorbals Housing Association. We do this to make sure that we comply with the regulatory requirements regarding granting of entitlements, payments, expenses or benefits.

Personal information and information sharing

Any personal information you give us when you apply for housing under our policy will be handled according to the legal responsibilities placed on us by the General Data Protection Regulations (GDPR) and Data Protection Act 2018. In our application pack you will receive a copy of our Privacy Notice, which gives further details how we handle your personal information.

Information given as part of the application process will be held and processed for the following reasons.

- assessing your housing application in accordance with our policy;
- statistical monitoring of housing supply and demand;
- future consultation and customer surveys.

You have the right to access the personal information we hold on you and your housing application. We cannot unreasonably refuse requests to access personal information.

If you request to see the personal information we hold on you, we will provide this within one month. Further details are contained within the Associations Privacy Notice.

Section 11: Our appeals and complaints

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 appeal against decisions that we make about your housing application.

If you are unhappy about any decision we have made on your application, you can appeal:

- the group or points we award your application
- a decision to suspend you from receiving offers
- decision to cancel your application
- offered a house which you regard as unsuitable
- permission to sub-let, take in a lodger, assign the tenancy, succeed the tenancy or carry out a mutual exchange has been refused
- any decision we make which you believe has not been dealt with in accordance with our housing allocations policy

Applicants can appeal against any decision made about your application or any offer of housing we make by writing to us, emailing, or speaking to us. A senior manager will review the decision and inform you of the outcome in writing within ten working days so long as you have provided us with all the information we need.

There is no further right of appeal.

Complaints

If you are dissatisfied with the level of service you have received from us, for example, regarding the actual allocation of a house or not meeting our published service standards. We have a complaints handling procedure that is simple and easy to use.

Our complaint handling procedure, including advice on how to make a complaint, is available from our office and on our website. Our complaints procedure explains each step of our process, and how you can appeal to the Scottish Public Services Ombudsman (SPSO). Generally, you must use our internal complaints system before contacting the Ombudsman.

If you are not satisfied with our final response, you can ask the Scottish Public Services Ombudsman to investigate. The SPSO's contact details are provided in Appendix 2.

The Scottish Housing Regulator

The Scottish Housing Regulator (SHR) is the independent regulator of registered social landlords and local authority housing services in Scotland.

The SHR has a legal responsibility to:

“safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by registered social landlords (RSLs) and local authorities”.

The SHR monitors how well social landlords are delivering their housing services, managing their finances and performing good standards of governance. If needed, the SHR will intervene to make improvements where there is evidence that this is needed.

We provide evidence each year that our performance meets the standards set out by the SHR in the Scottish Social Housing Charter. We also publish our landlord and performance reports annually in October. These are also available on our website.

Our approach to monitoring our performance against Charter standards is set out fully in Section 13 of this policy.

Equality and diversity

We are firmly committed to equality of opportunity for all housing applicants, and will ensure that in applying this policy we will not discriminate against any individual, household or group on grounds of race, gender, sex, marital status/civil partnership, gender reassignment, sexual orientation, pregnancy or maternity, religion or belief, language, social origin, disability, age or other personal attribute.

We will make this policy available in alternative formats such as large print or Braille on request. Translation services for other languages will also be made available if you require this. We are also firmly committed to the equalities standard in the Scottish Social Housing Charter that “every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services”.

Section 12: Managing our housing allocations policy

We are committed to managing the implementation of our housing allocation policy and making sure a quality service is delivered by our staff. We, therefore, provide ongoing training for all staff to make sure that your experience is positive and informative.

Training

Our training includes:

- housing options
- housing legislation and good practice
- Housing Allocations Policy and procedures
- information technology systems
- other relevant legislation such as equality law
- skills development, for example, conducting effective interviews.

We monitor and identify the need for staff training by developing training plans, and by implementing staff development programmes that link training to job and personal development needs. This ensures that our approach to training contributes to continuous improvement in the way we deliver our services.

Section 13: Our performance

In line with our commitment to meeting the outcomes of the Scottish Social Housing Charter, we work collaboratively to monitor our performance. We want to continuously improve our service delivery and implementation of our housing allocations policy.

Audit

We carry out an internal audit to make sure our practice is in line with our policy, performance standards and legal requirements.

Every month we:

- carry out a 10% random audit of new housing applications, lets, tenancy changes and settling in visits

Our key findings will be shared with staff and any training requirements will be implemented.

Performance Management

Indicators to monitor the Scottish Social Housing Charter

- percentage of tenancy offers refused during the year;
- percentage of new tenancies sustained for more than a year, by source of let;
- percentage of lettable houses that became vacant in the last year;
- average length of time taken to re-let properties in the last year;

Other monitoring

We monitor numbers of the following issues under the headings below.

- applicants on the housing list, including tenants seeking to transfer or exchange houses
- new applications to the housing list, including processing applications against set timescales
- deletions from the housing list

Offers and lets of accommodation

- numbers of offers to applicants in each group, including information on accepted and refused offers

- offers suspended and reasons, as well as appeals against suspensions and outcomes
- lets to each housing category against targets

Equality monitoring

- equality information to identify applications, offers and lets by reference to factors such as age, disability, ethnicity and race and gender

Appeals and complaints

- numbers of appeals and complaints, including outcomes

Consultation and review of our housing allocations policy

We will also use a variety of methods to consult and review the content of this policy, as well as the information provided in our leaflets and on our website.

Our key consultation commitments are to:

- consult with housing applicants, tenants and other service users affected by our policy
- publish a formal consultation report
- take account of the local housing strategy and other good practice guidance

We will review our policy every five years, or earlier if required in light of changes in the law or good practice guidance. We may also decide to make changes requested by our tenants, applicants and other service users.

Appendix 1: Group points system

Group	Points	2023/24
Strategic Needs		
<p>This group is designed to meet urgent or exceptional housing need as quickly and successfully as possible. Refer to Section 6 for more details.</p> <p>This group includes applicants who are:</p> <ul style="list-style-type: none"> • looked after and accommodated children • people at risk of/experiencing domestic abuse • people at risk of/experiencing serious harassment; • people moving on from supported accommodation; • served with a Closing Order; • staying in adaptive housing and no longer require it;armed forces personnel leaving full-time regular service; • people who require to leave home as a result of regeneration activity; • witness protection cases; • local and national resettlement schemes; • in exceptional circumstances. 	Applications will be held according to the date of decision to place them in this group.	10%
Homelessness		
<p>This group is designed to enable NGHA to respond to homelessness. For more details about this group refer to section 6.</p> <p>Applicants in this group must be assessed by Glasgow City Council as:</p> <ul style="list-style-type: none"> • threatened with homelessness; • unintentionally homeless (under Part II of the Housing (Scotland) Act 1987 and 2001 Act). 	These applications are held in date order because of the exceptionally urgent circumstances involved. Applications will be held according to the date their section 5 referral was received by NGHA.	45%
Transfer Applicants		
Tenants of New Gorbals Housing Association (including 10% to accommodate tenants transferring due to clearance prior to demolition)	These applications will be held in order of	25%

<p>You will receive points based on the information in your application. Refer to Section 6 for more information. You will receive points if you need:</p> <ul style="list-style-type: none"> • 4 extra rooms • 3 extra rooms • 2 extra rooms • 1 extra room 	<p style="text-align: center;">100 80 60 30</p>	
<p>Under-occupying</p> <p>This group provides points to you if you are living in accommodation with more bedrooms than you require or use.</p> <p>You will receive points based on the information within your application form. Refer to Section 6 for more details.</p> <p>You will receive points if you have:</p> <ul style="list-style-type: none"> • 3 rooms too many • 2 rooms too many • 1 bedroom too many. 	<p style="text-align: center;">150 100 80</p>	
<p>Unsatisfactory housing</p> <p>You can receive points in this group if you or a member of your household need to move home for one of the following reasons:</p> <ul style="list-style-type: none"> • you are in a relationship that has broken down and you are unable to remain in the home • you are requiring a Livingwell house with more housing management support • you are experiencing serious social problems with neighbours or from within the community and rehousing would help <p>Refer to Section 6 for more details.</p>	<p style="text-align: center;">80 60 40</p>	

General Needs Housing Applicants		
(All other housing applicants who do not qualify in one of the three groups above).	These applications will be held in order of the number of points awarded	20%
<p>Health and mobility</p> <p>You can receive these points if:</p> <ul style="list-style-type: none"> • you have difficulty with mobility • you have a serious long-term or terminal health problem • your health problems are being made worse by your current housing situation which could be alleviated or managed more effectively by being rehoused. <p>There are two levels of points:</p> <p>Urgent</p> <p>You have an urgent need for housing and your health condition is being severely affected or made worse by your current accommodation and you are:</p> <ul style="list-style-type: none"> • unable to return home from hospital as your home does not meet your medical needs • urgent housing to prevent admission to hospital, residential care, nursing home • unable to access any of the facilities in your home • having extreme difficulty getting in and out of your home due to steps or slopes leading to your doorway • having extreme difficulty moving around your home. <p>Serious</p> <p>You have serious health or mobility issues and your home seriously affects your daily activities. Re-housing would alleviate your health or mobility difficulties and/or improve your quality of life.</p>	<p>.</p> <p>150</p> <p>80</p>	

<p>Overcrowded</p> <p>This group is designed to provide points if you are living in accommodation that is not large enough for the people living with you.</p> <p>You will receive points based on the information in your application. Refer to Section 6 for more information.</p> <p>You will receive points if you need:</p> <ul style="list-style-type: none"> • 4 extra rooms • 3 extra rooms • 2 extra rooms • 1 extra room 	<p>100</p> <p>80</p> <p>60</p> <p>30</p>	
<p>Under-occupying</p> <p>This group provides points to you if you are living in social rented accommodation with more bedrooms than you require or use.</p> <p>You will receive points based on the information within your application form. Refer to Section 6 for more details.</p> <p>You will receive points if you have:</p> <ul style="list-style-type: none"> • 3 rooms too many • 2 rooms too many • 1 bedroom too many. 	<p>150</p> <p>100</p> <p>80</p>	
<p>Below Tolerable Standard</p> <p>You will receive points from the group if your home or caravan is in poor condition and does not meet the tolerable standard.</p> <p>Refer to Section 6 for more information.</p> <p>If you tell us that there are problems with the condition of your home or caravan we will initially award points and verify them during a home visit for the following problems:</p> <ul style="list-style-type: none"> • structural problems 	<p>50</p>	

<ul style="list-style-type: none"> • severe rising or penetrating damp or water penetration • unsatisfactory natural and artificial lighting, for ventilation and for heating • unsatisfactory thermal insulation • no adequate piped supply of both hot and cold water within the house • no inside toilet for the exclusive use of people living in the house • no fixed bath or shower and wash-hand basin, with hot and cold water • no effective system for the drainage and disposal of foul and surface water • unsatisfactory or unsafe electricity supply • unsatisfactory facilities for the cooking of food • unsatisfactory access to external doors and outbuildings 		
<p>Insecure housing You can receive points from this group if you do not have secure accommodation or are threatened with homelessness in the next 3 months. Refer to Section 6 for more information.</p> <p>You will receive points if:</p> <ul style="list-style-type: none"> • you live in private rented accommodation and your lease has expired or you have been served with a notice to quit by your landlord through no fault of your own • long-term sofa surfer (no bedroom available) • you have no settled address and/or living at a 'care of' address • you live in a caravan but have access to facilities that are not below tolerable standard • you live in tied accommodation and your employer has told you that you will have to leave your accommodation within the next 6 months (for example, as a result of retirement or redundancy) 	<p style="text-align: center;">100</p> <p style="text-align: center;">60</p> <p style="text-align: center;">40</p> <p style="text-align: center;">20</p> <p style="text-align: center;">20</p>	

<p>Only one set of points can be awarded in this group.</p>		
<p>Providing or receiving help to live independently</p> <p>You can receive points in this group if you or a member of your household need to move home for one of the following reasons:</p> <ul style="list-style-type: none"> • to receive help - for example, you need to move to be closer to your carer or family • to provide help to somebody else - for example, you want to move to be near somebody you are going to help live independently. <p>Refer to Section 6 for more details.</p>	<p style="text-align: center;">20</p> <p style="text-align: center;">20</p>	
<p>Unsatisfactory housing</p> <p>You can receive points in this group if you or a member of your household need to move home for one of the following reasons:</p> <ul style="list-style-type: none"> • you are in a relationship that has broken down and you are unable to remain in the home • you are requiring a Livingwell house with more housing management support • you are experiencing serious social problems with neighbours or from within the community and rehousing would help <p>Refer to Section 6 for more details.</p>	<p style="text-align: center;">80</p> <p style="text-align: center;">60</p> <p style="text-align: center;">40</p>	

Appendix 2: Useful contact details

Organisation	Contact details
New Gorbals Housing Association	200 Crown Street Gorbals Glasgow G5 9AY Tel 0141 429 3900 Email admin@newgorbalsha.org.uk
South Community Homelessness Service	South Community Homelessness Service Rowanpark Business Centre 5 Ardlaw Street Govan Glasgow G51 3RR Tel 0141 276 8201
Scottish Housing Regulator	Scottish Housing Regulator Buchanan House 58 Port Dundas Road Glasgow G4 0HF Tel 0141 242 5642 Email shr@scottishhousingregulator.gsi.gov.uk
The Scottish Public Services Ombudsman	The Scottish Public Services Ombudsman Bridgeside House 99 McDonald Road Edinburgh EH7 4NS Tel 0800 377 7330 Fax 0800 377 7331 Email ask@spsso.org.uk www.spsso.org.uk
Glasgow Disability Alliance	Glasgow Disability Alliance Suite 301, The White Studios Templeton Business Centre Templeton Court Glasgow G40 1DA

	<p>Tel 0141 556 7103 Email info@gdaonline.co.uk</p>
Glasgow Centre for Inclusive Living	<p>Glasgow Centre for Inclusive Living 117 - 127 Brook Street Glasgow G40 3AP</p> <p>Tel 0141 550 4455 Textphone 0141 554 6482 Fax 0141 550 4858</p>
Refuge	<p>Run in partnership between Women's Aid and Refuge Freephone 24-Hour National Domestic Violence Helpline 0808 2000 247</p>
Glasgow Women's Aid	<p>Glasgow Women's Aid 4th Floor 30 Bell Street Candleriggs Glasgow G1 1LG</p> <p>Tel 0141 553 2022</p>
Positive Action in Housing	<p>Positive Action in Housing Ltd 98 West George Street Glasgow G2 1PJ</p> <p>Tel 0141 353 2220 Fax 0141 353 3882 Email Home@positiveactionh.org Website www.positiveactionh.org</p>
Scottish Refugee Council	<p>Scottish Refugee Council 6th Floor Portland House 17 Renfield Street Glasgow G2 5AH</p> <p>Tel 0141 248 9799</p>
Gorbals Law and Money Advice Centre	<p>Gorbals Law and Money Advice Centre 6 St Ninian Terrace Gorbals Glasgow G5 0RJ</p>

	<p>Tel 0141 418 1010 Fax 0141 418 1016</p>
Govan Law Centre	<p>Govan Law Centre Orkney Street Enterprise Centre (Units 4 & 6) 18-20 Orkney Street Glasgow G51 2BZ.</p> <p>Tel 0141 440 2503 Fax 0141 445 3934 Email m@govanlc.com</p>
Shelter Glasgow	<p>Shelter Glasgow 116 Osborne Street Glasgow G1 5QH</p> <p>Helpline 0808 800 4444</p>

Appendix 3: Below tolerable standard

We will award points to your housing application if your accommodation is significantly below the tolerable standard. This means the condition of your home falls below the minimum standard set out in the Housing (Scotland) Act 1987 as amended by the 2001 and 2006 Housing (Scotland) Acts.

It means that your accommodation is not in a good enough condition for you to live in (for example, if your house has no hot or cold running water, mains electricity or it is structurally unstable). The tolerable standard consists of a set of criteria covering the parts of a house are essential to its functioning as a healthy, comfortable and safe home. The tolerable standard focuses on the building itself, and does not extend to internal decoration, heating systems or other amenities in the house. The tolerable standard applies to houses of all tenures, which means that it applies in private sector housing as well as social housing.

A house meets the tolerable standard if it:

- is structurally stable
- is substantially free from rising or penetrating damp
- has satisfactory provision for natural and artificial lighting, for ventilation and for heating
- has satisfactory thermal insulation
- has an adequate piped supply of wholesome water available within the house;
- has a sink provided with a satisfactory supply of both hot and cold water within the house
- has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house
- has a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house
- has an effective system for the drainage and disposal of foul and surface water
- in the case of a house having a supply of electricity, complies with the relevant requirements in relation to the electrical installations for the purposes of that supply
- ‘the electrical installation’ is the electrical wiring and associated components and fittings, but excludes equipment and appliances
- ‘the relevant requirements’ are that the electrical installation is adequate and safe to use
- has satisfactory facilities for the cooking of food within the house

- has satisfactory access to all external doors and outbuildings.

A house is below the tolerable standard if it fails to meet any one of the elements of the tolerable standard, as defined above. If your current accommodation is in very poor condition you must tell us when you make an application.

Appendix 4: Information on Short Scottish Secure Tenancy

If you are issued a Short Scottish Secure Tenancy, your agreement will state that your tenancy is for a fixed period of time (at least six months). If by the end of that time, neither you nor your landlord has requested that the lease ends, it will renew itself for the same amount of time again (for example, for another six months).

We can only give Short Scottish Secure Tenancies in very specific circumstances. This is defined by law in Section 37, Schedule 6 of the Housing (Scotland) Act 2001. These circumstances will apply to you if:

- you have previously been evicted for antisocial behaviour in the last three years
- you or someone you live with has an antisocial behaviour order
- you, a member of your household or a visitor has been involved in antisocial behaviour in or near their home within the last three years
- where you're living is scheduled for development and we need you to move to allow us to get the work done
- you need housing support to help you maintain your tenancy

In all cases we will serve you with a notice, informing you that we are offering you a Short Scottish Secure Tenancy.

This notice will also state why you are being offered a Short Scottish Secure Tenancy and the period for which the tenancy is being offered.

If you have been given a Short Scottish Secure Tenancy because of a previous eviction for antisocial behaviour or because someone you live with has an anti-social behaviour order (ASBO) served against them, the Short Scottish Secure Tenancy will be converted to a Scottish Secure Tenancy at the end of 12 months, provided the landlord hasn't given you a notice to quit.

We will notify you when your tenancy agreement changes, and will tell you what your new rights and responsibilities are.

Appendix 5: Suspension guidance and application

Our suspension guidelines provide further information for staff and applicants on circumstances where we will suspend an applicant from receiving offers of rehousing for a specified period of time. This also covers how we will apply, review and remove suspensions.

All such decisions will be taken by a senior manager based on the information available. Each case will be considered individually taking account of the likely impact on the applicant, and their individual circumstances.

We will keep a record of all suspended applications and ensure that cases are reviewed and monitored on a regular basis.

We will consider placing an application on hold for the following reasons:

Reason for suspension	Period of suspension	Reason for ending suspension
You refuse three reasonable offers of housing	6 months from date of third refusal	Application automatically reinstated after 6 months
You withhold information that you should have told us about: for example, if you had a tenancy in the three years before you applied to us for housing and you didn't tell us, that's withholding information that you should have told us about	6 months from date discovered	Application automatically reinstated after 6 months.
You give us misleading information: if you tell us that you left your last home because the tenancy ended but the tenancy ended because your landlord had you evicted because you didn't pay your rent, that's providing us with misleading information.	6 months from date discovered	Application automatically reinstated after 6 months.
You give us information that you know is wrong: if you tell us you never owned a house or you were never the tenant of a house when you were, this is providing information that you know is wrong.	6 months from date discovered	Application automatically reinstated after 6 months.
You or someone that lives with you has been responsible for serious and enduring anti-social behaviour or is the subject of an ASBO	This will be reviewed every 6 months and information will be	Evidence that behaviour has improved

	obtained from your landlord, Glasgow Community safety and Police Scotland or any other relevant agencies.	
You have outstanding rent arrears equivalent to more than one twelfth of the annual rent charge and there is no arrangement in place to repay what you owe	Subject to you repaying the debt.	Evidence that rent or service charge debt has reduced and you have made at least 3 monthly payments towards what you owe
You have previously been evicted by a court order: for example, you were evicted for rent arrears or damage to the house or its contents	6 months from date discovered	Application automatically reinstated after 6 months.

In all cases

We will aim to minimise the use and duration of suspensions. We will advise you in writing of the reasons for, and the period of, any suspension and any action required to re-activate your application.

All suspensions will be time limited and regularly reviewed. Each case will be considered individually with the above guidelines in mind.

You have a right to appeal against any suspension and also ask us to review our decision if your circumstances change. You will be fully informed of this at the time the suspension is applied.