



**Drumchapel  
Housing**

Co-operative Limited

### **Information for Housing Register Applicants**

If you need this leaflet in a different language, please let us know. We will provide the information in a form that suits your needs.

This information is provided as a general guideline to inform you of the supply and demand of our properties over the last few years, offer you advice on applying for housing and things you should consider when applying for housing. If you wish to discuss your housing application in more detail, please contact us at the office on 0141 944 4902 or by email at: [allocations@drumchapelhc.org.uk](mailto:allocations@drumchapelhc.org.uk)

### **Housing Options**

Do you require advice and support on your housing situation? Housing Options is an information and advice process to help people with housing problems. It can prevent homelessness by providing practical advice and support for a range of issues, helping you to remain in your home.

When homelessness cannot be prevented, housing options can help you explore other options based on your housing needs.

You can find information on a range of housing options via Glasgow City Council website [here](#).

Housing options will ask you if you have considered:

- remaining in your own home
- social housing
- private renting
- mid-market rents
- mutual exchange
- buying a home
- flat sharing

If you would like to speak to us about Housing Options, please contact the office on 0141 944 4902 or by email at: [allocations@drumchapelhc.org.uk](mailto:allocations@drumchapelhc.org.uk) to make an appointment.

## **Our Properties and the Housing Register**

On average, we manage a housing register of approximately **680** applicants. The housing register is open to anyone 16 years and over, and we receive new applications on a regular basis. We own and manage **479** properties in Drumchapel. Our highest demand is for 1-bedroom properties.

Each year, we have approximately **20-30** empty houses to re-let which is around **6%** of our stock. Most of the properties that become available are our 1-bedroom or 2-bedroom flats with our larger properties and houses less frequently available for re-let. Over the last 3 years, we have only let **7** properties with 3-bedrooms and **1** property with 4 or more bedrooms.

We have properties for rent only in the Drumchapel area in the North-West Glasgow. The individual streets and property types are listed by these areas:

<b>Our Streets and Property Types</b>			
<b>Street</b>	<b>House Type</b>	<b>Street</b>	<b>House Type</b>
Carolside Drive 29 – 63 (Odds)	Semi-detached houses	Linkwood Grove	Semi-detached houses/terrace houses/ upper and lower cottage flats
Ledmore Drive 1 and 3	Semi-detached houses	Merryton Avenue	Tenement flats, terrace houses, upper and lower cottage flats
Kinclaven Avenue	End terrace house	Merryton Gardens	Semi-detached houses, terrace houses, upper and lower cottage flats
Kinclaven Place	Semi-detached houses, upper and lower cottage flats	Southdeen Avenue 52A – 98 (evens)	Semi-detached houses, upper and lower cottage flats
Kinclaven Gardens	Detached houses, semi-detached houses, upper and lower cottage flats	Southdeen Grove	Semi-detached houses and terrace houses
Linkwood Drive 83 – 131 (odds)	Semi-detached houses, terrace houses, upper and lower cottage flats	Southdeen Road	Tenement flats and terrace houses
Linkwood Drive 110 – 118 (evens)	Tenement flats	Tallant Road 101 – 113 (odds)	Tenement flats
Linkwood Gardens	Semi-detached houses and terrace houses		

As you will see from above, the types of property in our area are mainly tenement flats built between 1945-1964, these types of tenement flats are typical of the style of flats available. We have **269** tenement flats within our stock profile. In addition, we have **144** houses, and **48** four in a block flats, **17** other flats and **1** maisonette flat.

### Our Average Weekly Rent

Average weekly rents 2025/26	
2 apt	£96.99
3 apt	£97.54
4 apt	£114.70
5 apt+	£123.54

### Can you afford the cost of running a home?

You will find useful information on the cost of running a home on our website [here](#).

### Property allocation Information (Housing Register)

Property Size	Number of Lets 2024/25	Number of Lets 2023/24	Number of Lets 2022/23
2 apt	10	6	9
3 apt	14	15	28
4 apt	4	0	3
5+ apt	0	0	1

### How we allocate properties

We operate a **Choice Based Lettings Allocations Policy**; this is different to a standard housing list whereby you would apply for a house and wait to be contacted when there is a house available. Choice based means that applicants can **choose which available homes they want to be considered for**. You will need to be actively aware of when our homes become available, we advertise on our website under "Available Properties" normally on a Wednesday. We also post available properties on our Facebook page – Drumchapel Housing Co-operative.

If you wish to be added to our mailing list, please contact the office on 0141 944 4902 or by email at: [allocations@drumchapelhc.org.uk](mailto:allocations@drumchapelhc.org.uk) Please note that you will only receive a letter regarding properties which meet your housing need.

As with all registered social landlords, we also have a statutory obligation to provide properties to people who are assessed as homeless by Glasgow City Council. Due to the Housing Emergency, we are providing 67% of lets in 2025/26 to homeless referrals. Our Local Letting Plan sets out the expected number of re-lets available for each group in the coming year.

## **Homelessness**

If you require homelessness advice and assistance during office hours, please contact Health and Social Care Connect on 0141 287 0555. You can also access a range of information on Glasgow City Council's website [here](#).

If you require assistance after 4:45pm Monday to Thursday or after 3:55pm on a Friday, or at weekends and public holidays, please contact the Emergency Out of Hours Homelessness Service on 0800 838 502.

## **Domestic Abuse**

Domestic abuse is a pattern of behaviour that is used to gain power and control over an intimate partner or ex-partner. Examples of abusive behaviour include controlling what you do or who you speak to; making threats; putting you down; controlling or consuming finances, resources and property; using technology to monitor activity; or using violence, including sexual violence.

If you have been threatened or feel unsafe or if someone you know is at risk of domestic abuse, you can contact the police on 101 or 999 in an emergency. If it is too dangerous for you to speak, dial 55 on your mobile when prompted. You can also let the operator know you need help by tapping the phone or making a noise.

You can get free, confidential advice from the Scottish Domestic Abuse Helpline on 0800 027 1234 where support is available 24 hours a day, 7 days a week. You can also contact them via their online live chat, or by text message/WhatsApp on 07401 288595.

If you have nowhere safe to stay, you can contact Health and Social Care Connect using the online form or call on 0141 287 0555. If you require assistance outside of office hours, you can contact our out of hours service on 0800 838 502.

## **Other Housing Associations**

Applicants are always advised that they may wish to apply to other housing organisations or local authorities to increase their housing options depending on which areas you are willing to consider. In most cases, this involves contacting the organisation directly to complete a housing application form. You can access a full list of all Housing Associations in Glasgow or indeed Scotland on the Scottish Housing Regulator's website [here](#).

Other housing associations that have properties in the Drumchapel area are:

### **Cernach Housing Association**

79 Airgold Drive, Drumchapel, Glasgow, G15 7AJ  
Tel: 0141 944 3860 Email: [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk)  
Website: <https://www.cernachha.co.uk/>

**Pineview Housing Association**

5 Rozelle Avenue, Drumchapel G15 7QR

Tel: 0141 944 3891 E-mail: [mail@pineview.org.uk](mailto:mail@pineview.org.uk)

Website: <https://www.pineview.org.uk/>

**Kingsridge Cleddans Housing Association**

KCEDG Commercial Centre, Unit 2/3 Ladyloan Place, Glasgow, G15 8LB

Tel: 0141 944 3881 Email: [admin@kc-ha.com](mailto:admin@kc-ha.com)

Website: <https://kc-ha.com/>

**Wheatley Homes Glasgow**

Tel: 0800 479 7979

Website: [Applying for a home | Wheatley Group](#)

**Future Housing Developments**

Drumchapel Housing Co-operative has **no** plans to build any new housing developments; however, other landlords may have new housing provision, and you are encouraged to check this via the respective landlords' websites.

**Relevant changes in your circumstances**

If there are any changes in your circumstances which could affect your housing application, please notify us. Relevant changes include changes to the number of people living in your household; change of address; changes to medical or social factors which affect your housing situation, if you are threatened with homelessness. In all cases, we will amend your existing application and notify you of any change to your priority for rehousing. Please also keep us informed regarding any change in your preferences for areas or types of accommodation.

**Reviews of our Housing Register**

You will be contacted on an annual basis to check that you wish to remain on the housing register, please ensure that you reply to this request otherwise your application may be removed from the housing register.

**The Priority System - Summary**

We allocate our properties based on your priority ticket and earliest effective date of your housing application. The following is a summary of the priority system which we operate:

**Priority A - Homelessness**

If you are homeless or threatened with homeless and have been assessed as unintentionally homeless by Glasgow City Council, a priority A will be awarded when we have received a resettlement plan from Glasgow City Council as part of our annual Local Letting Plan.

### Priority B - Unsatisfactory Housing Condition and Unmet Need

A Priority B will be considered if you meet any of the following criteria in-line with our Allocations policy:

- Living below tolerable standard
- Overcrowded
- Fleeing domestic abuse
- Your property no longer meets your housing needs due to a long-term health condition which would be alleviated by re-housing

### Priority C – Under-Occupied

If you are living in an under occupied property and wish to downsize.

### Priority D – Exceptional Circumstances

Where an application needs urgent consideration/action which may not fit within reasonable preference groups under Priorities A, B and C, the Co-operative may award a Priority D. Some examples of housing circumstances that we consider under are listed below:

- Properties subject to demolition or re-generation due to action taken by your landlord and you require permanent housing.
- Applicants re-housed through care and support initiatives referred through Social Work or other support agencies.
- Applicants subjected to harassment including racial, religious, homophobic, transphobic harassment and harassment due to a disability.
- Private sector accommodation with limited security – landlords seeking to seek recovery of possession.
- Tied accommodation for applicants living in accommodation as part of their employment.
- Armed forces personnel who occupy service accommodation and want to be re-housed in the community.
- Relationship Breakdown between partners and now want to live separately.
- Shared amenities between other households including kitchen, bathroom or toilet.
- No fixed address
- Care and support – where an applicant requires support from a friend or relative and the applicant is either the carer or the person requiring support.
- Employment – applicants who live out with the Drumchapel area who work or are due to take up permanent employment in the Drumchapel area.
- Children/elderly at height – applicants with a child or children under 10 years old living in multi-storey accommodation or elderly applicants 60 years or over living on the third floor or above.
- Medical – applicants who can evidence mobility issues however do not fit Priority B with an unmet need.

## **Frequently Asked Questions**

### **How long does it take to process my housing application form?**

- Our target is to process your application within 7 working days from all information being received, it is important that you provide everything that we need to make an assessment. We will contact you to request any required information, however, if you do not provide this, we may cancel your application.

### **How do I complete a housing application form?**

- All questions on the form must be completed, and you should ensure that the form is signed and dated. All applicants must provide the evidence required for each applicant for the address applying from. Where there is overcrowding, evidence must be provided for all members of the household. This includes those not being rehoused but who are part of current household. Other evidence such as medical letters and confirmation of access arrangements for children should also be provided.

### **When will my application be “live and eligible”?**

- Drumchapel Housing Co-operative is a full mutual housing a co-operative, all applicants must complete a Share Certificate Application for their application to become live and eligible. You must be approved by our Management Board prior to receiving any offer of housing.

### **I am homeless with no fixed abode, what address should I fill in for correspondence?**

- You should complete the application based on where you stay most days of the week as this will allow us to assess any priority need for housing.

### **Can I get an update on when will I get a house?**

- Our housing register is open to all applicants; we operate a choice-based lettings system therefore you must register an interest in any of our advertised properties. These are advertised on our website normally on a Wednesday and on our Facebook page. Your registration of interest will then be considered during the selection process.

**We cannot determine when applicants will receive an offer of housing as this is unpredictable, any new applicants may have a greater priority need for housing.**

### **I would like a house rather than a flat, how long will I wait?**

- Applicants should be aware that our turnover of properties is mainly our tenement flats, as you will see from the stock turnover information above, houses rarely become available for let.

### **Do you have any new build properties?**

- The Co-operative are not currently building any new housing. There may be other landlords or private builders who are building in the area.

### **What if I have a change of circumstances, do I need to fill in a new form?**

- If you have moved address however you wish to stay on the housing register, the effective date of your housing application will change to the date you updated us of the change of address. Any changes to your household or any new relevant details including changes to your health must be provided in writing in order for us to update your application and re-assess your application. Any previous priority ticket will also have to be re-assessed.

### **How do you assess for a Priority Ticket?**

- We use our priority ticket system as summarised above. If you tell us about your circumstances fully on your housing application, we can assess your housing need and any eligibility for a priority ticket. It is important that you tell us everything that is relevant to allow your application to be assessed correctly.

### **What if I have rent arrears/rechargeable repairs, will I be able to apply for a house?**

- Yes, you can still apply, however your application will be suspended until you have provided evidence that you have maintained a payment arrangement to clear the outstanding balance. You must have maintained a payment arrangement for a minimum of 13 weeks or 3 months. Your application will remain suspended if you do not have a payment arrangement in place or it will remain suspended until you have maintained a payment arrangement for above period of time. Suspended applicants are not permitted to register an interest in any of our available properties.

### **I want to make a complaint about the allocations process – how do I do this?**

- If you are dissatisfied with any aspect of our service, you can make a complaint in various ways including contacting the office 0141 944 4902, completing the form on our website or by emailing: [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk) to make a service delivery complaint. We will investigate the complaint in-line with our Complaints Procedure.

### **Other Helpful Agencies**

<https://housingoptionsscotland.org.uk/>

<https://scotland.shelter.org.uk/>