



**Drumchapel
Housing**
Co-operative Limited

Choice Based Lettings Allocations Policy

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1. Introduction

Drumchapel Housing Co-operative is a Registered Social Landlord (RSL) operating in the North West of Glasgow. We are committed to providing an excellent service to our tenants and service users. Our mission is delivering and supporting quality affordable homes and all-inclusive community living.

The Co-operative operates a choice based letting allocations policy which provides choice to applicants on the areas they choose to live. Our available properties are advertised to applicants who then require to register an interest in properties. At the end of the process, the applicant with the highest priority is then allocated the property.

2. Purpose of Choice Based Lettings Allocation Policy

The policy sets out:

- How to apply for housing
- How an application for housing will be assessed based on housing need
- How homes are allocated to meet the needs of housing applicants

The policy was developed in-line with the Scottish Government's guide on Social Housing Allocations in Scotland.

The policy ensures that everyone who applies for housing is treated fairly, consistently and with respect. This policy is based on the following principles:

- Fairness and accountability
- Equality, openness and transparency
- Confidentiality
- Consistency of decision making

This policy is supplemented by working procedures which will be used by staff in implementing the policy.

3. Policy Aims and Objectives

3.1 The aims and objectives of this policy are:

- To meet all relevant legal and good practice standards, for example, addressing the specific housing needs of groups set out in housing law.
- To contribute to the regeneration of Drumchapel through the provision of quality housing services at affordable rent levels which will meet the changing needs and aspirations of our customers.
- To operate a policy that is easily understood and simple to administer.
- To maximise opportunities by offering applicants comprehensive advice and information concerning their housing options.
- To avoid discrimination on grounds covered in our Equality and Human Rights Policy:
 - Age
 - Disability
 - Marriage and civil partnership
 - Gender reassignment
 - Pregnancy and maternity
 - Race
 - Religion or belief
 - Sex
 - Sexual orientation

The Co-operative will not tolerate any sort of unfair treatment or discrimination on any grounds. In addition to the above, our zero tolerance will be broadened (but not confined) to the following:

- National origin
- Cultural background
- Ethnic origin
- Tenure
- Issues related to literacy or numeracy
- Employment status
- Domestic circumstances

Each of the above is equally important, and we will take all reasonable steps to ensure that no discrimination, whether deliberate or inadvertent, occurs.

- To establish new tenancies that are successful and sustainable
- To process personal information confidentially to meet relevant legal obligations

- To make best use of the housing stock and ensure a balanced community
- To form partnerships with other housing providers to address housing need
- To respect at all times the human rights of applicants and in particular their right in respect for a private and family life
- To maximise income by letting empty houses quickly in accordance with timescales
- To deal with appeals and complaints fairly and in accordance with timescales
- To assess if policy objectives are met through our audit and performance management system.
- To review the policy every three years.

4. Legal and Regulatory Framework

4.1 Legal Framework

This policy complies with and takes account of legislative requirements. Some of these are as follows:

- Housing (Scotland) Acts – 1987; 2001; 2006 & 2010 and 2014.
- Homelessness etc. (Scotland) Act 2003
- Equality Act 2010
- Human Rights Act 1998
- General Data Protection Regulation and Data Protection Act 2018
- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- Civil Partnerships Act 2004
- Domestic Abuse (Scotland) Act 2011 & 2018

4.2. Scottish Housing Regulator (SHR) & Scottish Social Housing Charter

The SHR was set up to operate as an independent regulator who is directly accountable to the Scottish Parliament.

The SHR monitors, assesses, compares and reports on social landlords' 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.

The following SSHC outcomes and standards are directly relevant to this Choice Based Lettings Allocation policy:

Charter Outcome 1 – Equalities

Social landlords perform all aspects of their housing services so that they support the right to adequate housing every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Charter Outcome 2 – Communication

Social landlords manage their businesses so that 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.

Charter Outcome 4 - Quality of housing

Social landlords manage their businesses so that tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.

Charter Outcome 7, 8 and 9 - Housing Options

Social landlords work together to ensure that people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them tenants and people on housing lists can review their housing options. Social landlords have a role to prevent homelessness and should ensure that people at risk of losing their homes get advice and information on preventing homelessness.

Charter Outcome 10 - Access to Social Housing

Social landlords ensure that 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 on their prospects of being housed.

Charter Outcome 11 - Tenancy Sustainment

Social landlords ensure that 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.

4.3. Code of Conduct/Applications from staff or Board members

As Registered Social Landlords (RSLs), we have adopted and comply with the Scottish Federation of Housing Associations two models of Code of Conduct for Governing Body and staff members.

The codes were developed to provide RSLs with models they could adopt to uphold and promote the standards of behaviour and conduct expected of governing body members and staff and also support RSLs to meet our regulatory standards.

The SHR also monitors RSLs to ensure no-one receives any special treatment as a result of their connection with an RSL.

We may grant a tenancy to employees, Board members, former employees, former board members and close relatives of these. This, however, is provided the allocation has been let in accordance with policy and that the person has was not involved in or any influence over the process by which the Co-operative allocated the tenancy.

5. Allocation Law

The purpose of this section is to explain some of the main legal provisions/rules for housing applicants. These rules cover the following matters:

- Access to the housing register
- Groups that are to be given reasonable preference when letting houses
- Factors that must be disregarded when letting houses
- Information
- Publicity
- Access to personal information

5.1 Access to the Housing Register

Any person who is **sixteen years** or older may apply to our housing register. **This is not, however, an automatic right to receive offers of housing.** Section 6 explains how we process and prioritise applications in line with the law and good practice.

5.2 Non-UK Nationals, Asylum Seekers and Refugees

Applicants subject to immigration control must declare this when completing their application. Eligibility for housing requires to be assessed in terms of legislation. Applicants may remain on the housing list but will be asked to provide evidence of their immigration status before we can confirm if they are eligible for an offer of housing.

5.3 Mutual Exchanges

Scottish Secure Tenants have a legal right to exchange their homes with other Scottish Secure Tenants. The Co-operative may permit mutual exchanges subject to the terms and conditions which are contained within our separate Tenancy Changes Policy.

5.4 Reasonable Preference Groups

The law requires us to give reasonable preference to certain groups when letting houses. The groups to which we must give reasonable preference when letting houses are:

- Homeless applicants and those threatened with homelessness who also have unmet housing needs
- Applicants who are living in unsatisfactory housing conditions and have unmet housing needs
- Applicants living in an under occupied property

5.5 Factors not taken into account when allocating housing

- Length of time applicants have lived in the area
- Housing debt relating to a tenancy for which the applicant was not the tenant
- Housing debt now repaid
- Any non-housing debt such as council tax
- Age of applicants unless under the age of 16 or we have specifically designed or adapted a property for applicants of a certain age
- Applicants income or property, including income or property owned by other household members
- Housing debt outstanding: less than the equivalent of one month's rent charge is not taken into account

Over one month's rent outstanding:

- Applicants must have a repayment arrangement in place and have maintained this for a minimum consecutive period of 3 months/13 weeks.

5.6. Information

We can make available a summary of this policy. The policy is available to download on our website, applicants can request a paper copy of the policy upon request. The summary and full copy are provided free of charge and can be made available in alternative formats.

5.7. Publicity

We must publish details in a variety of formats. We can facilitate this by Happy to Translate, Global Languages, Read IT and Speak IT on our website pages. These rules cover all applicants on our housing register, including existing tenants who wish to transfer to alternative accommodation. We publish details

via our newsletters, website and office reception. We will prepare and publish a report on our consultation of this policy.

5.8. Access to personal information

Applicants have rights to access personal information in two ways. Firstly, an applicant is entitled to view information supplied in connection with their application. This right is set out in the Housing (Scotland) Act 1987, 2001, 2010 and 2014.

Secondly, an applicant may access personal information as determined by rights of access under UK GDPR, this is commonly known as a Subject Access Request. If you wish to request access to your personal information, please refer to our Fair Processing Notice that explains how to make a request. We will provide the information request within one month.

6. The Application Process

This section explains the stages and rules concerning the allocation process.

6.1 Admission to the housing register

Applicants must complete a housing application, this can be downloaded from our website (www.drumchapelhc.org.uk) or a printed copy can be provided on request.

Applicants can be assisted by the Co-operative's staff in completing an application form. We can also carry out home visits to assist infirm, housebound or disabled applicants to complete their forms within a reasonable proximity, on request.

In line with our equality commitments, the application form can be made available in different languages and in alternative formats. We may provide support services including an interpreter for hearing impaired applicants or applicants whose first language is not English. We also support applicants with learning difficulties who may need support to complete an application.

Formats may include:

- Large print
- Audio CD/DVD
- Translations into other languages
- Use of language or sign interpreters
- Braille

All costs in relation to this will be borne by the Co-operative.

In addition, applications can be made via formal referrals by agencies that have an agreement in place. An example of this being Glasgow City Council Homeless Service (also known as a Section 5 Homeless Referral). The Co-operative agrees an annual Local Letting Plan with Glasgow City HSCP in relation to the number of lets offered to those assessed as statutory homeless.

Our target for assessing completed application forms is 5 working days from the date all information/relevant proof is received.

Applications will only be fully processed to the 'live and eligible' status when a completed Share Certificate Application is returned, the Co-operative is a fully mutual organisation therefore all prospective members are required to have Board approval prior to being added to the Housing Register.

If further information is required following an application submission the applicant will be contacted directly about this. The application may however still be processed on the information provided.

Applicants are responsible for advising of any changes to their housing circumstances. Applicants can contact housing staff during office hours to discuss their application details.

6.2 Verifying an applicant's circumstances

To enable the correct housing need assessment to be made, we generally require applicants to provide information to verify their circumstances.

Examples of the verification required include the following (please note that this list is not exhaustive):

Circumstances	Verification Required
All applicants/joint applicants	<ul style="list-style-type: none"> • Proof of current address • Proof of identification (photographic where possible)
All household members	<ul style="list-style-type: none"> • Proof of current address if over 16 yrs. • Proof of identification e.g. passport, birth certificate, driving licence
Homeless or threatened with homelessness	<ul style="list-style-type: none"> • Assessment undertaken by Glasgow City Council
Asked to leave current accommodation	<ul style="list-style-type: none"> • Copy of valid Notice to Quit
In need of rehousing as health affected by current housing circumstances	<ul style="list-style-type: none"> • Relevant up to date relevant medical documentation • Priority B form completed

	<ul style="list-style-type: none"> Any other supporting information
Residency	<ul style="list-style-type: none"> Bank Statement Driving Licence Tenancy Agreement
Access to children	<ul style="list-style-type: none"> Letter from child's other parent Letter from solicitor
Experiencing harassment	Corroborating evidence from: <ul style="list-style-type: none"> Police Landlord Support agencies
Pregnancy	<ul style="list-style-type: none"> MAT B1 form or similar showing expected due date
Owner Occupiers	<ul style="list-style-type: none"> Proof of intent to sell
Non-UK Nationals, Asylum Seekers and Refugees	<ul style="list-style-type: none"> Proof of right to reside in the UK

6.3 Applying for a joint tenancy

Applicants including existing tenants may make a joint housing application. We encourage joint applicants – of the same or opposite sex – to apply for joint tenancies to ensure they have the same legal rights.

6.4 Information and Processing Applications

We recognise the confidentiality of information gathered as part of the allocations process and all applicants will be informed clearly of the way in which the information provided will be used. Applicant information will only be used for the assessment of housing need, including the request for tenancy references from current and / or previous landlords.

We handle all personal information in line with our UK GDPR Policy and further information on how we process your personal information can be found in our Fair Processing Notice.

6.5 Tenancy Checks

We may carry out tenancy checks/ask for references from any landlord or mortgage lender to confirm housing and tenancy details. We will request the applicant's consent to do this.

We will check an applicant's current housing circumstances before making an

offer of housing. This is good practice to ensure that information is recorded accurately and enables suitable offers of housing to be made. For instance, we may telephone applicants to confirm details are as recorded on their application form.

6.6 Home Visits

We may also carry out home visits to verify application details, to provide information relating to tenancies and also to consider any support requirements of the applicant.

A home visit is of particular importance if no references are available confirming household details. For example, at the home visit, application details may have changed, and an offer may no longer be appropriate.

6.7 False / Misleading Information

If we believe an applicant has intentionally changed their circumstances in order to secure a higher position on the housing register, we may assess this application as if this change in circumstances had not occurred and if appropriate suspend the application for up to 6 months.

If an applicant is re-housed based on false information that an applicant has made knowingly, we are entitled to take legal action to recover the tenancy.

6.8. Suspension from the Housing Register

A suspension happens when an applicant has been assessed for and accepted onto a housing register but is not eligible for an offer of housing until either a certain period has elapsed, their conduct has changed or a change in circumstances has occurred.

6.8.1. An application for housing may be suspended by us at the point of the application in the following circumstance:

- the applicant has engaged in anti-social behaviour
- anti-social behaviour towards a social landlords' employees when applying for housing
- the applicant has been convicted of certain offences and where those offences are associated with a residential property or the surrounding area. We may consider convictions in the past 3 years, or longer in exceptional circumstances.
- any other offence punishable by imprisonment committed in the locality of their home (also applies to someone who has resided with the applicant)
- the applicant has had an order for recovery of possession on certain grounds made against them

- a previous tenancy has been terminated on the grounds of abandonment or neglect of the property
- there are or were certain outstanding debts relating to a previous tenancy
- the applicant made a false statement in an application to the housing register
- the applicant has already refused offers of housing and the landlord considers the refusal of the number of offers to be unreasonable

Table: Suspension Periods

Reason for Suspension	Period of Suspension	Removal of Suspension
Anti-social Behaviour – you or someone in your household has received valid complaints regarding anti-social behaviour	12 months	Evidence provided to show that behaviour has improved
Abandonment – you have abandoned a property in the past 3 years	6 months	Application re-instated after 6 months
Conviction – e.g. you or someone in your household has been convicted of an offense punishable by imprisonment which was committed in or in the locality of a house occupied by you in the past 3 years	24 months	Application re-instated after 24 months
Refusal of two reasonable offers	6 months	Application re-instated after 6 months
Outstanding tenancy related debt – e.g. rent arrears	36 months	Applicant provides evidence that debt has been paid in full, an arrangement to pay has been maintained consecutively for 13 weeks/3 months or the debt is less than one month rent
Eviction – you have been evicted by a court order in the past 3 years for rent arrears, drug dealing etc.	36 months	Application re-instated after 36 months
False or misleading information – you have withheld or provided false or misleading information on your housing application	3 months	Information requested is provided e.g. tenancy reference

6.9 Home Ownership

If the applicant owns a home, then account will be taken of that in our allocation process except in the following circumstances:

- If the home owned by the applicant has not been let but the applicant cannot obtain access to it
- where the property is in such a poor condition that it cannot be lived in such as a burst pipe or flooding where the property cannot be lived in whilst repairs are completed
- an illegal occupation by squatters
- a matrimonial breakdown where the applicant cannot return to the joint property
- the applicant has bail conditions which means that they cannot return to their property
- situations where the applicants living in the property could lead to abuse. This could be from someone still living in the property or from someone who used to live there
- situations where the applicant living in the property could endanger the health of the applicant or someone living with them and there are no reasonable steps that can be taken by the applicant to prevent this

We can decide to offer a Short Scottish Secure Tenancy if the applicant is only looking for a temporary arrangement.

6.10 Reviewing Applications

An annual review of the Housing Register is carried out. Applicants can however review and update their application at any time. It is important that applications are kept up to date with accurate information so that appropriate offers of housing can be made. Proof of any change in housing/personal circumstances will be required.

If no response is received after a standard review and reminder letter, applicants are removed from the Housing Register. If an applicant gets in contact within a period of 6 months of their application being cancelled, the application can be re-instated and a review will be carried out at this time.

6.11 Removal of Applications

An application can be removed from the Housing Register under the following circumstances:

- the applicant is re-housed and confirms they wish their housing application

cancelled

- the applicant has requested removal – if this request is made verbally and not in writing, the organisation will then confirm the request in writing
- the applicant fails to respond to a periodic review within a reasonable timescale (applicant receives a review email/letter and 14 days later receives a reminder letter before removal of application)
- the applicant is deceased

6.12 **Applicant Choice/Selection**

We operate a choice-based system of allocation which will allow applications who are on the housing register to choose the houses for which they wish to be considered. However, in selecting who will be given the offer of a house, the Co-operative will take account of a household's needs.

The Co-operative maintains a lettings database (SDM) which will provide staff with brief details of all the houses which are coming up for let. We will advertise available properties for let on our website, Facebook page and within the office. We will also maintain a list of applicants who prefer to receive available properties by post. The Co-operative will prepare a property schedule for each property which will include the following details:

- type of property (e.g. flat, semi-detached, terraced etc.)
- size of property
- monthly rent charge
- type of central heating
- type of windows (single/double glazed)
- access to gardens

The database and the property schedule will also include closing dates by which applicants must apply for the houses on offer and any restrictions with regard to the use of "priority tickets".

Applicants who have a live housing application on the Housing Register will be able to register an interest in any property that is on offer, providing that the property meets their needs and is big enough to accommodate their household. They may register an interest in more than one property at the same time.

6.13 **Offers of Housing**

In selecting who will be given the offer of a house, we will take account of a household's needs.

At the closing date, the Co-operative will consider all the applications it has received for each of the houses on offer. It will then decide who will be given the

offer of house based on the criteria set out in the table below:

Criterion	Assessment Process
Priority A – Homeless People	All applicants who have a Resettlement Plan from Glasgow City Council and the landlord has accepted as a Section 5 homeless referral will be awarded a priority A ticket.
Priority B – applicants who are living under unsatisfactory housing conditions and have unmet housing needs	An assessment will be carried out prior to allocation to verify priority.
Priority C – Under occupation	An assessment will be carried out prior to allocation to verify priority.
Priority D – Exceptional Circumstances	An assessment will be carried out prior to allocation, to verify priority.

As mentioned previously, admission to the housing register does not mean that we will always be able to make an offer of housing. Whether an applicant receives an offer of housing will depend on:

- an applicant's housing need;
- the numbers and circumstances of other applicants registering an interest in a given property;
- the number of properties that become available; and
- Offers of housing are based on the applicant's housing needs and preferences after confirming details on their application form. This is good practice as it aims to reduce inappropriate offers

We will also not offer properties which do not suit an applicant's housing requirements for example, we will not offer a top floor property where mobility requirements have been identified.

The Co-operative will provide advice and information on realistic preferences, as demand generally exceeds supply in certain areas/property types.

In cases where an applicant refuses a number of reasonable offers (i.e. meeting the assessed needs and preferences of the applicant) we reserve the right to re-interview and re-assess the application.

If we decide to offer an applicant a property this will be a written formal offer of

housing. We may telephone to tell applicants' we have an offer, but we will always confirm any offer in writing.

6.14 House Size

All applicants will be placed on the housing register for the size of property required based on their household composition.

In order to assess the size of property an applicant requires, the Co-operative will apply the following criteria in addition to the number of bedrooms an applicant requires (this is in addition to a living room, bathroom and kitchen):

- 1 bedroom for each applicant and their spouse or partner
- 1 bedroom for up to 2 children under 16 of the same sex
- 1 bedroom for up to 2 children under the age of 10 of the opposite sex
- 1 bedroom for any remaining member of the household and their spouse or partner

For applicants or household members who are pregnant, the Co-operative will include the baby when calculating how many bedrooms the applicant requires once a copy of the MATB1 form has been provided confirming expected due date.

We will consider requests for one extra bedroom to provide for a carer should the carer be required to frequently stay overnight with the applicant. In order to be eligible for the additional bedroom, evidence would be required from a medical professional or social services, or the carer would be in receipt of carer's allowance.

The Co-operative will take into account separated parents with shared overnight access to children, the applicant will be eligible for one additional bedroom regardless of how many children the applicant has access to.

The Co-operative aims to make good use of each property becoming available by making an offer to an applicant who needs a property of the required size. There may be exceptional circumstances where we may let a property of a different required size, this would be at discretion of the Senior Housing Officer.

6.15 Tenants' Rights and Responsibilities

We provide information on tenant rights and responsibilities at various stages of the application process. These are also explained in detail when applicants sign their tenancy agreement.

6.16 Tenancies

We provide applicants who accept an offer of housing a Scottish Secure Tenancy in accordance with our legal obligations.

In a limited number of instances, we may offer applicants a short Scottish Secure Tenancy. This has limited security of tenure.

Examples of grounds for a short Scottish Secure Tenancy Agreement include:

- An applicant has been evicted for anti-social behaviour within the last three years.
- A tenant (or a member of their family) is subject to an anti-social behaviour order.
- The property is let on a temporary basis for certain reasons.

7. Our Allocation System

This section explains the type of allocation system we have adopted to ensure that we meet our policy objectives effectively.

7.1 Priority Award System

In order to provide a fair system, this policy prioritises applicants on the Housing Register according to their housing need. To do this we operate a priority award system. This means that applicants are awarded a priority ticket dependent on their housing need.

7.2 Advantages of awarding priority tickets

- Housing needs specified in law are addressed (the reasonable preference groups), as well as other housing needs
- Facilitates monitoring of allocation practice, in particular how effectively we are meeting our legal responsibilities
- Ensures accurate identification of housing needs and allows us to respond quickly to changing patterns of need
- Provides for a wide range of housing needs to be tackled thereby promoting our objective of creating sustainable communities

7.3 Applicants with the same priority ticket

If there is more than one applicant with the same level of priority ticket, or if there is no one using a priority ticket, then the offer will go to the applicant who has the earliest date of registration on the Co-operative's Housing Register should the property meet their needs.

7.4 Travelling People

Applications from travellers or other applicants living in a caravan are awarded a

priority ticket based on their actual housing conditions.

Applications from travelling people who have nowhere to pitch their caravan would be referred to Glasgow City Council's homeless service.

7.5 High Risk Offenders

Persons currently on the sex offenders register and other high-risk offenders are subject to the Multi-Agency Public Protection Arrangements (MAPPA). These arrangements require that agencies including the Police, Local Authorities, Registered Social Landlords, Health Boards and the Scottish Prison Service work together to assess and manage risks posed by such offenders.

Multi agency scrutiny of assessed risk will therefore be the paramount factor in determining whether an allocation may be considered.

8. Our Application Groups

This policy has 3 groups and applicants will be placed in the group reflecting their housing need:

- Group 1 Homeless Persons** (Section 5 referral as defined by current legislation)
- Group 2 Standard Applications**
- Group 3 Internal Transfers**

8.1 Group 1 – Homeless Persons

We recognise our policy objective to assist in the prevention and resolution of homelessness.

All applicants who have a Resettlement Plan from Glasgow City Council's Homeless Casework Team and the Co-operative has accepted as a Section 5 homeless referral will be placed in Group 1.

Only accepted Section 5 homeless referrals are placed within this group and will normally receive one suitable offer of housing. If this offer is refused, this will normally result in the application being cancelled in-line with Glasgow City Council's one offer policy.

8.2 Group 2 – Standard Applications

The majority of applicants will fall into this group as it includes applicants who do not have a tenancy with the Co-operative.

8.3 Group 3 - Internal Transfers

This group contains applicants who are existing tenants of the Co-operative. An internal transfer is important to meet policy objectives for the following reasons:

- It promotes households to move to smaller accommodation, in turn releasing stock for other applicants
- It addresses the preferences of existing tenants and is important in establishing communities which are popular and sustainable by meeting applicants' housing needs and aspirations
- The Co-operative recognises that the majority of our stock is tenement flats and some existing tenants may wish to apply for a move to a main door property

Only applicants who are tenants of the Co-operative and who have been a tenant in their current property for 3 years or more will be placed in this group.

This is further explained as follows:

Internal tenants may not qualify for priority tickets and therefore, would be extremely unlikely to obtain a move to a very popular house type. In order to ensure that applicants who are adequately housed can still exercise choice, the Co-operative will identify a number of properties during each year as aspirational lets which will be advertised on the basis that no priority tickets can be used. This includes new build first time lets.

The number of houses identified for this initiative will not exceed 25% of the total number of houses which were offered for let or re-let in the previous financial year.

Properties advertised as aspirational lets for internal transfers will be advertised only to internal applicants whose housing need suit the property available for let.

Properties advertised as aspirational lets will be clearly marked as being part of this initiative and applicants will be advised that they cannot use priority tickets to support their application for these properties.

Properties advertised as aspirational lets will be allocated on the basis of the earliest registration.

9. Priority Ticket Categories

This policy has the following priority tickets:

Priorities – Reasonable preference groups

Priority A – Homeless Applicants

Priority B – Applicants who are living under unsatisfactory housing conditions and have unmet housing needs

Priority C – Applicants living in an under occupied property

Out with reasonable preference groups

Priority D – Exceptional Circumstances

Applicants will be placed in the highest priority reflecting their housing need.

9.1 **Priority A – Homeless Applicants**

We recognise our policy objective to assist in the prevention and resolution of homelessness.

A priority ticket will be awarded to applicants who:

- Have a Resettlement Plan from Glasgow City Council's Homeless Casework Team and the Co-operative has accepted as a Section 5 homeless referral will be awarded a priority A.

Applicants will normally receive one suitable offer of housing. If this offer is refused, it will normally result in the application being cancelled in-line with Glasgow City Council's one offer policy.

9.2 **Priority B – applicants who are living under unsatisfactory housing conditions and have unmet housing needs**

Landlords should give reasonable preference to the housing needs which were reasonable preference groups prior to the 2014 Act. These include:

- **Living in a property which does not meet the tolerable standard**

A property is below tolerable standard if one or more of the criteria set out below are not met. If evidence is not readily available, landlords may want to bring in the local authority's Environmental Health Service to assess whether the property meets the tolerable standard. If the property is below tolerable standard the local authority may contact the owner and ask for repairs or work to be carried out on their property.

However, while a property remains below tolerable standard any applicant should be given reasonable preference.

A house meets the current 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 installation for the purposes of that supply;
- Has satisfactory facilities for the cooking of food within the house; and
- Has satisfactory access to all external doors and outbuildings.

- **Medical**

An applicant or household member has a disability or long term health condition that is seriously affected by their current accommodation (i.e. if they are housebound, they are having difficulty accessing the property or accessing essential parts of the property, or their life is at risk in their current home) and their current accommodation cannot be adapted to meet their housing need and this would be alleviated if they moved to a specific property type which meets their housing need.

Equally, the Co-operative and/or the local authority will have to weigh up the practicalities and cost of adapting a property. If that cost would be excessive, the Co-operative may consider someone's housing need cannot be met.

- **Fleeing domestic abuse**

An applicant who is experiencing domestic abuse with the victim and any children potentially being at severe risk.

- **Overcrowding**

Part VII of the Housing (Scotland) Act 1987 defines 'overcrowding' when the number of people sleeping in a home exceeds the room standard or the space standard.

The Co-operative uses the occupancy standards detailed in the table below:

Household	Bedrooms required
Single person	One
Each adult couple	One
A child who cannot share a bedroom due to a disability (supporting information required)	One
Two children of the same sex under 16	One
Two children under 10 regardless of their sex	One

Overcrowding assessments include household members who normally live in the property but who are temporarily absent. This could include family members working away from home for a short period and students.

9.3 **Priority C – applicants living in an under-occupied property**

This priority will be awarded to applicants who are living in an under-occupied property and want to downsize if:

- Reducing under-occupation helps us to make best use of our housing stock. (Tenants may wish to move to a smaller house as their present home is too large.)
- Applicants who meet this criterion would be awarded a priority ticket only if under occupation is reduced.
- Only tenants (including private rented sector tenants) will qualify for Priority C. No priority will be awarded to owner occupiers.

9.4 **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. Examples of housing circumstances that we consider under Priority D are listed at 9.5.

9.5 Consideration of other needs groups

a) Properties subject to demolition or re-generation

This applies to applicants whose properties are subject to demolition or regeneration due to action taken by their own landlord and who require permanent re-housing.

We will consider on case-by-case basis requests by local landlords to assist their clearance programmes.

b) Applicants re-housed through care and support initiatives

This applies to applicants who need to be housed as part of community care initiatives and are referred through Social Work or other support agencies.

Examples of such groups are:

- Young applicants looked after and accommodated by Glasgow City Council
- Residents of hospitals and other institutions who are returning to the community
- Residents in supported accommodation now ready to move to other accommodation

c) Applicants subjected to harassment

This applies to applicants who need to be rehoused as a consequence of harassment. The types of harassment we consider include:

- Racial harassment
- Religious or sectarian harassment
- Homophobic harassment
- Transphobic harassment
- Harassment of disabled applicants, including those with a learning disability

The Co-operative believes victims of harassment should not be penalised and all applicants should be made aware of their right to stay in their own home safely or seek alternative accommodation. If they elect to stay in their homes, they will be referred (if they consent) to a relevant organisation for assistance / support.

d) Private sector accommodation with limited security

This applies to private rented sector accommodation that is ending due to actions by the landlord or agency to seek recovery of repossession. For instance, this might apply in cases where the landlord is terminating either an assured or a short-assured tenancy through the correct legal procedures.

A priority award in this category may also be awarded to owners whose home is threatened because of mortgage default. This may happen if owners cannot afford to maintain mortgage payments and lenders have taken court action to recover the property for sale. Priority is awarded once the owner has a date to leave accommodation.

In processing applications, we carry out checks as required to confirm details.

e) Tied accommodation

This applies to applicants living in accommodation as part of their employment duties. A priority ticket is awarded under this category when the accommodation is ending due to termination of employment. A Priority ticket is awarded six months before the person leaves employment.

f) Armed forces personnel

This applies to Armed Forces personnel who occupy service accommodation and want to be re-housed in our community. We encourage applicants to apply as soon as possible before discharge. Applicants require to provide a copy of their certificate of discharge. A priority ticket is awarded six months before the person leaves the services.

g) Relationship Breakdown

This applies to partners in a relationship breakdown who now want to live separately. As applicants for housing, they now form a separate household. It should be noted that the current landlord has no obligation to provide housing for applicants in this category.

h) Shared amenities

Applicants who are living with other households if they share key amenities. The amenities for which points are awarded are kitchen, bathroom or toilet. Applicants need to only be sharing one of these amenities to qualify for the points. Applicants who sublet part of their home or take in lodgers do not qualify for this priority.

i) No fixed address

Applicants with no fixed address are in this group. For clarity, this would cover those applicants whose applications are registered c/o a Government agency such as the Job Centre or Social Work Departments.

j) **Care & Support**

Where a person requires support from a friend or relative and the applicant is either the carer or the person requiring support, a priority ticket will be awarded.

Each application will be assessed on its individual circumstances and a number of factors may be taken into account:

- The current distance between the two individuals involved and whether there are other carers
- The dependency of one person on the other any associated health/emotional problems
- The type and frequency of care being provided
- The recommendations of health/social work professionals in relation to care and support.

There requires to be a fully justifiable reason for the support need and further evidence may be required before a priority ticket in this category is awarded.

k) **Employment**

Applicants who live out with the Drumchapel area who work or are due to take up permanent employment in the Drumchapel area will be awarded a discretionary priority ticket. The onus is on the applicant to provide verification from their employer of their employment and place of work before a priority ticket is awarded. A priority ticket will not be awarded without sufficient supporting evidence.

l) **Children/Elderly at height**

Applicants will be awarded a priority ticket in this category in the following circumstances:

- Applicants with a child or children under 10 years living in multi-storey accommodation.
- Elderly applicants, defined as those people who are 60 or over, living on the third floor or above and wish to move to a lower level property.

m) **Medical**

Applicants will be awarded a priority ticket in this category in the following circumstances:

- Applicants can evidence mobility issues, however, do not fit Priority B with an unmet need

9.6 Needs not covered by the policy

There may be occasions when the Co-operative needs to use discretion and make an allocation of housing out with the terms of the policy. This would only be applied under exceptional circumstances and any offers of housing must be approved by the Management Board.

9.7 Changes to the policy

We will not change our policy on the priority of allocation of houses without consulting applicants on our housing register, our tenants, any bodies registered in our register of tenant organisations or any other persons. Further before we alter any of our rules in relation to priority of allocation of houses, we will have regard to any local housing strategy for our area any guidance published by the Scottish Ministers.

10. Appeals and Complaints

10.1 Appeals

An appeal can be made if an applicant is unhappy with a decision we have made, for example:

- The group or priority awarded;
- A decision to suspend from receiving offers;
- A decision to cancel an application; or
- Any decision made which the applicant believes has not been dealt with in accordance with this Policy

An applicant should appeal in writing within 14 days of the decision to the Senior Housing Officer giving their reason for the appeal. The decision will then be reassessed by a member of the housing services team not involved with the original assessment. A written response will be provided within seven working days advising if there has been a change to the original decision.

10.2 Complaints

If an applicant is dissatisfied with the level of service they have received e.g. published service standards not being met, a complaint should be made to the Co-operative who will respond in accordance with their complaints policy and procedures. Should an applicant remain dissatisfied having exhausted the organisation's internal complaints procedures, the applicant can complain to the Scottish Public Services Ombudsman (SPSO).

11. Equality and Diversity

Our core values include providing a fair and equal service for all housing applicants and we will ensure that in applying this policy we will not discriminate against any individual, household or group on any of the grounds detailed in our Equality and Human Rights Policy.

The following are some examples of how we will achieve this:

- Publication of this choice based allocation policy in other formats and different languages, on request (with any reasonable costs borne by the Co-operative)
- Ensuring our allocation documentation is produced in plain language
- Promoting awareness of this choice based allocation policy to a diverse range of groups
- Providing interpreting services, on request
- Consulting with national bodies, as required, to promote good practice
- In line with our equality commitments, this form can be made available in different languages and in alternative formats.
- Support for applicants with learning difficulties (or other support needs) or who may need support to complete applications by adjusting the way that we communicate, including adapting written communications, making arrangements for meetings, sign-posting to support agencies / advocates, etc.

12. Training and Development

Training is an important element in ensuring that the policy is implemented and monitored effectively. The training requirements of Management Board and staff will therefore be regularly assessed to ensure that they have the skills to effectively implement and monitor this policy.

This includes training on:

- Allocation law and practice
- Allocation policy and procedures
- Information technology systems
- Other relevant legislation

We will monitor training through our training plans and annual staff appraisals and link to personal development needs.

13. Auditing and Monitoring Performance

13.1 Auditing Performance

We will ensure that proper mechanisms are in place to allow individual allocations to be audited.

13.2 Monitoring performance

Monitoring the implementation of this policy is an important part of quality assurance and to measure if we are meeting our stated aims and objectives. It is also essential to ensure that allocation practices are subject to continuous improvement.

We will monitor performance in the following areas:

- The number of new applications received, including whether or not they are processed within targets
- The number of applications suspended and cancelled
- The number of applications reviewed
- Household type and equality information
- The number and percentage of lets against targets
- Numbers and reasons for refusal of offers
- Appeals and complaints information

As part of our Equality and Human Rights Policy, we have an Equalities Action Plan where incidences are recorded and monitored by the Management Board.

14. Policy Review

This policy will be reviewed every 3 years unless amendment is prompted by a change in legislation or monitoring/reporting reveals that a change is required sooner (lack of review will not cause the policy to lapse). A policy review will involve consultation with our tenants, applicants and any other relevant stakeholders. Procedures and working methods may be altered more frequently where this is needed.

We will take account of any views, representations or tenant survey outcomes in revising our policy and service provision to assist in the development of effective service delivery. Including traditionally excluded groups and groups representing protected characteristics.

15. GDPR Privacy Statement

The Co-operative will gather and use certain information about individuals in accordance with UK GDPR and DPA 2018. Staff members have a responsibility to ensure compliance with the terms of the privacy policy and to collect, handle and store personal information in accordance with relevant legislation. The Fair Processing Notice (FPN) details how personal data is held and processed.

DRAFT

Allocations policy

Drumchapel Housing Co-operative Equality Impact Assessment

Name of the policy/ proposal to be assessed	Choice Based Lettings Allocations Policy	Is this a new policy/proposal or a revision?	Revision
Person(s) responsible for the assessment	Marisa McCarthy – Senior Housing Officer		
Our policy has taken account of Article 6 of the Human Rights Act	<p>This article highlights that “People have the right to a fair trial”.</p> <p>The Co-operative will therefore ensure it makes reasonable adjustments to how they communicate with tenants, and others, when developing policies/delivering services which could result in legal action being taken.</p> <p>In particular, the Co-operative will seek to reduce barriers tenants, and other customers, from specific groups might encounter if they are subject to legal action (i.e. ensuring someone with ‘additional support needs’ understands the legal processes and/or the Co-operative work through any third parties or mediators that person works with, if legal action is initiated to someone with English as a second language the Co-operative will ensure they are provided with access to appropriate translation support, etc.).</p> <p>In addition, if someone was appealing against an allocation decision, required access to additional support (i.e. access to translators, assistance with completing forms, sign-posting to support groups, etc.) then the Co-operative would provide all reasonable assistance.</p>		
Our policy has taken account of Article 8 of the Human Rights Act	<p>This Article highlights people’s “Right to respect for private life, family life and the home.”</p> <p>The Co-operative will seek to ensure policies deal effectively with anti-social issues, noise pollution, neighbour disputes, etc., and policies will avoid exacerbating any issues.</p>		
Our policy has taken account of Article 14 of the Human Rights Act	<p>This article highlights the “Prohibition of Discrimination” in any areas of the Co-operative’s work.</p> <p>The Co-operative will seek to ensure its policies and decisions are based on the merits of each case and nothing to do with a protected characteristic. The only exception would be a policy / service designed to help a particular group i.e. sheltered housing, caretaker service (designed particularly to benefit the elderly and disabled).</p>		
1. Briefly describe the aims, objectives and purpose of the policy/proposal	<p>The aims, objectives and purpose of this policy are:</p> <ul style="list-style-type: none"> • How applicants can apply for housing • How an application for housing will be assessed based on housing need • How homes are allocated to meet the needs of housing applicants 		

Allocations policy

2. Who is intended to benefit from the policy/ proposal? (e.g. applicants, tenants, staff, contractors)	Applicants, tenants, staff and any other stakeholders.	
3. What outcomes are wanted from this policy/ proposal? (e.g. the benefits to customers)	To ensure that the co-operative's processes and procedures for allocating properties are: <ul style="list-style-type: none"> • Consistent and fair decisions are made • Delivery equality of opportunity for all applicants and ensure no applicants or groups, are treated more or less favorably, than anyone other applicants (unless it can be justified under the policy) • Ensure that all decisions are open, transparent and justifiable 	
4. Which protected characteristics could be affected by the proposal? (tick all that apply) <div style="display: flex; flex-wrap: wrap;"> <div style="width: 20%;"><input type="checkbox"/> Age</div> <div style="width: 20%;"><input checked="" type="checkbox"/> Disability</div> <div style="width: 20%;"><input type="checkbox"/> Marriage & Civil Partnership</div> <div style="width: 20%;"><input type="checkbox"/> Pregnancy/Maternity</div> <div style="width: 20%;"><input checked="" type="checkbox"/> Race</div> <div style="width: 20%;"><input type="checkbox"/> Religion or Belief</div> <div style="width: 20%;"><input type="checkbox"/> Gender</div> <div style="width: 20%;"><input type="checkbox"/> Gender Reassignment</div> <div style="width: 20%;"><input type="checkbox"/> Sexual Orientation</div> </div>		
5. If the policy/proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here. There are protected characteristics relevant to this policy.		
6. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4.	Positive impact(s) The policy has a positive impact on all groups – it makes all applicants and service users aware of how to apply for housing, how an application will be assessed with the prospect of the applicant being suitably housed by the Co-operative.	Negative impact(s) Race There may be negative impact on those for whom English is a second language who may find it more difficult to understand and navigate the process and fulfil the requirements. Disability Applicants with additional support needs i.e. visual impairments/learning disabilities may find it difficult to complete applications on-line and/or provide supporting documentations. Age Social media may not be the method of choice for applicants of a certain age group i.e. older applicants.

Allocations policy

7. What **actions** are **required** to address the impacts arising from this assessment? (*This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts*).

Race

Amend systems to ensure that prospective tenants are aware of the availability of information in a variety of formats (free of charge) on request.

The Co-operative appoint the services of Happy to Translate and Global Languages to help those applicants navigate the process. We also have the option to change the language on our Website for user whose first language is not English.

Disability

Additional support to applicants with additional needs i.e. visual impairments through the provision of information in alternative formats. The provision of additional support to applicants with learning support to complete applications and / or submit supporting document (provided directly by co-operative staff or through support agencies)

The Co-operative has SPEAK I.T on our website for users who may have difficulty reading. Explicitly written on our website within each section is the following statement: If tenants or applicants wish to view any of our documents in a braille or audio recording format then this can be arranged by calling the office on 0141 944 4902. We signpost or refer tenants/applicants to supporting agencies i.e. Scottish Association for Mental Health.

Age

Different options for applicants who do not use social media i.e. older applicants. Applicants who do not use social media can be added to our list of applicants who receive information on properties for let via the mail or receive support with completion of their application in the office or during a home visit.

Signed:



Job Title: Senior Housing Officer

Date the Equality Impact Assessment was carried out: 28th November 2025

Please attach the completed document as an appendix to your policy/proposal report