Choice Based Lettings Allocations Policy
Neighbour Disputes and Anti-social Behaviour Policy

Tenant Consultation

Location: Drumchapel Housing Co-operative
Date: 15th January 2026
Time: 2pm

Attendees: Andrew Loen – Tenant
Sarah Loen – Tenant
Lynda Crawford – Tenant
Debbie Anderson – Tenant
Marisa Gioiella – Senior Housing Officer
Caroline Meiklejohn – Housing Officer

Discussion points:

Choice Based Lettings Policy

- **M Gioiella** confirmed there were significant changes made to the allocations policy and the key changes were discussed.
- There was discussion around the change to the Priority A award whereby homeless applicants with duty from the local authority will no longer be awarded a priority ticket unless a Section 5 referral has been received. **A Loen** advised that if homeless applicants are homeless for a valid reason, they should be given priority. **M Gioiella** explained that the local authority has a duty to secure permanent housing for homeless people, if they have selected Drumchapel as their preferred area to be housed, they will be queued to be referred to one of the housing organisations in Drumchapel. She confirmed the Co-operative have an annual Local Letting Plan with Glasgow City Council where homeless referrals are received, we are currently providing 67% of lets to homeless. Homeless applicants can still apply for housing with the Co-operative and will be assessed based on their current circumstances.
- The eligibility for an additional bedroom was discussed for those applicants or household members who are pregnant and separated parents. **D Anderson** queried if foster carers are eligible for an additional bedroom. **M Gioiella** confirmed that they would be eligible and this would be assessed based on supporting evidence being provided.

Neighbour Disputes and Anti-social Behaviour Policy

- **M Gioiella** explained the changes to the ASB policy and there were minimal changes.
- **L Crawford** believes there should be information added to confirm how complainers are updated after an anti-social behaviour complaint has been actioned. M Gioiella confirmed that the complainer should be contacted by telephone or letter and this is currently the case however the policy would be updated to include this.