



TOLLCROSS
housing association

Allocation Policy

Prepared By	Housing Manager
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CORPORATE FIT	
Internal Management Plan	✓
Risk Register	✓
Business Plan	✓
Regulatory Standards	✓
Equalities Strategy	✓
Legislation	✓

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Tha am poileasaidh seo ri fhaotainn ann an deifir chànanan agus ann an cruthan eile mar clò-sgrìobhadh mòr, teip agus Braille.

ਬੇਨਤੀ ਕਰਨ ਦੇ ਇਹ ਪਾਲਿਸੀ (ਨੀਤੀ) ਅਲੱਗ-ਅਲੱਗ ਬੋਲੀਆਂ ਅਤੇ ਦੂਜੇ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਟੇਪ ਅਤੇ ਬ੍ਰੇਲ ਦੇ ਉਪਲਬੱਧ ਹੈ।

نعم ريسايه به گونوهی داواکاری به زمانی جزواو جزور و شهنوهی تر وه کور چایی پئی گهوره، کاسهتی دهنگ و برابیل ناماده کراوه و دهستههر ده کورنت.

یہ پالیسی گزاریش کرنے پر مختلف زبانوں اور مختلف صورتوں یعنی جلی حروف میں، ٹیپ پر ریکارڈ شدہ اور بریل لکھائی (ٹایپو افراد کے پڑھنے والی لکھائی) میں دستیاب ہے۔

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Section 1 – Introduction

Introduction

A Registered Social Landlord's (RSL) Allocation Policy is the set of rules they use to decide how to allocate their available properties. Each RSL has its own rules for allocating housing. These rules are based on the law, and others are up to the individual RSL to decide.

This Policy will clearly outline what Tollcross Housing Association's rules are for letting our properties. We will explain what we are required to do in accordance with legislation and our regulatory framework and we will outline measures that have been put in place to meet the needs of the Association's stock profile and service users.

Background

Tollcross Housing Association is a Registered Social Landlord based in the East End of Glasgow. The Association is a non-profit making organisation, established in 1974 with the primary remit being to provide good quality affordable rented accommodation, demonstrating value for money. Its areas of operation are Tollcross, Braidfauld, Carmyle, Lilybank and Newbank and it currently owns and rents over 2200 properties.

Key Aims and principles

The Allocation Policy is vital to ensuring that the Association allocates available housing within its stock in a manner that is fair and equitable, and in line with good practice guidelines. The Allocation policy is needs based in order to reflect its statutory duty to identify and give reasonable preference to those categories of housing need specified in the Housing (Scotland) Act 2014. Therefore, when allocating properties the Association's key aims are:

- Be consistent with the relevant themes set in our Internal Management Plan - Engage with Tenants and other Customers; Sustain Financial Viability and Invest in and develop our Assets.
- Clearly outline what our tenants and other customers should expect from us when applying for housing with us.
- Do our best to maintain affordable rents that are consistent with our tenant's ability to pay but also taking into account the current supply and demand for our properties
- To manage access to our houses in a way which is clear, fair to all, and tackles discrimination on grounds of the 9 protected characteristics - age, disability,



gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex; and sexual orientation.

- Provide access to good quality, affordable rented housing to people in the greatest housing need;
- To support regeneration of the Tollcross area, by meeting local housing needs (including those resulting from demolition and redevelopment) to help to create a stable sustainable community.

Customer Expectations

To ensure the expectations of our tenants and customers are met this policy will clearly outline what someone should expect if they apply for rehousing with the Association:

- we will provide clear information about our housing to help inform those choices and good quality advice and information about other re- housing options in the area;
- let empty houses in line with set time scales thus maximising income from rents;
- work in partnership with other housing providers to tackle housing need, for example, working with Glasgow City Council to address homelessness;
- assess performance regularly and inform tenants and other service users of progress, for example, through our annual report;
- deal with appeals and complaints in line with existing procedures



Section 2 - Legal Framework and Regulatory Requirements

This Policy will comply with all legal and regulatory requirements.

Legal Framework

The legal framework for the allocation of social rented sector homes has evolved through the years with the initial piece of legislation being the Housing (Scotland) Act 1987. Over the years the 1987 Act has had changes and amendments made and were then updated to the:

- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2014

In addition this Policy will also need to comply with Homeless rules set out in Part II of the 1987 Act (as amended by the 2001 Act and the Homelessness etc (Scotland) Act 2003).

There is also other legislation that will be relevant to this policy. They are:

- Race Relations (Amendment) Act 2000
- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- Sex Discrimination Act 1975
- Data Protection Act 2018
- Human Rights Act 1998
- Equalities Act 2010

Regulatory Requirements

The Scottish Social Housing Charter was introduced by the Scottish Housing Regulator in 2012. The charter sets the standards and outcomes for all social landlords when performing their housing activities. The outcomes that are relevant to this policy are:

Equality – Outcome 1

This should ensure 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.

Communication – Outcome 2

This should ensure 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.



Participation – Outcome 3

This should demonstrate how landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their Landlord's decisions at a level they feel comfortable with.

Housing Options - Outcome 7, 8 and 9

These outcomes should ensure that:

- People that are looking for rehousing get information that will help them make informed choices and decisions about the range of housing options available to them
- That tenants and people that are on housing lists can review their housing options, and;
- People that are at risk of losing their home get advice on preventing homelessness

Access to social housing – Outcome 10

This should 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 their prospects of being housed.

Tenancy Sustainment – Outcome 11

This ensures that landlords provide information to their tenants on how to obtain support to remain in their home and to ensure suitable support is available, including services that are provided directly by the landlord and other organisations.

Homeless People – Outcome 12

This should ensure that 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.



Section 3 – The Association’s Housing Stock

The Association’s stock is within 5 areas of operation, Braidfauld, Carmyle, Lilybank, Newbank and Tollcross. We have over 2200 properties. Regardless of the location all stock will meet Tollcross Housing Association standard. Area preference for all applicants will only be considered where there is a specific reason (e.g. domestic violence). The range of housing stock is as follows:

Mainstream

The vast majority of the Association’s stock is mainstream flats and houses. The size of these properties range from 1 bedroom to 5 bedroom flats with the majority being 2 bedroom flats. Selection for these properties will come from the main Housing Lists.

Sheltered and Very Sheltered Housing Accommodation

The Association manages 2 Complexes that provide both Sheltered and Very Sheltered Housing for applicants who through age, disability or vulnerability may need additional support to sustain their tenancy. Each complex consists of 29 properties and a staff office. Due to the specialized nature of the stock a separate housing list will be maintained with applicants being assessed in terms of their need. Applicants should also complete a Sheltered Housing Application Form

Applicants Applying for Sheltered Housing

Applicants wishing to apply for our Sheltered Housing Service should be able to live reasonably independently with some support. Selection for these properties are generally restricted to applicants who are aged 60 years or over and can demonstrate that they can live independently with minimal support.

Applicants applying for Very Sheltered Housing

Applicants wishing to apply for our Very Sheltered Housing Service will generally have more extensive support needs, however, should not require care that would more appropriately be provided in a residential care situation.

Further guidance on how we allocate sheltered housing can be found at section 5 of this policy.

Wheelchair Adapted Housing

The Association has a small amount of wheelchair adapted properties. Selection for these properties will be restricted to applicants who can clearly demonstrate the need for such accommodation and must have medical verification.

Adapted Accommodation

The Association has a small amount of accommodation with specialised features (e.g. medically adapted flats with handrails, walk in showers etc.) Selection for these properties will be allocated to applicants in terms of their housing need.

The tables below show the number of properties owned by the Association in relation to bedroom size and property type. This information should assist applicants when making a decision on whether or not to apply to the Association for Housing.

Table 1 – Total stock based on bedroom size*

1 bedroom	2 bedroom	3 bedroom	4 + bedroom	Total
655	1180	381	44	2260

Table 2 – Total stock based on property type*

Houses	Tenemental	4 in a block	Other Flat/Maisonette	Total
369	1520	272	99	2260

****please note these figures are based on 2018-19 ARC return and could change as a result of demolition or new build.***



Section 4 – Applications and the basis of Selection

The Association operates the following 3 lists which applicants can be considered for given they are 16 years or over:

- General Waiting List (open to all applicants who are not TXHA tenants)
- Transfer list (open to all existing TXHA tenants)
- Section 5 Referrals (statutory Homeless applicants who will be referred by the local authority)

Anyone who wishes to apply for housing from the Association must complete either an application form or a sheltered application form. Every applicant must provide all of the requested identification and proof of residency. If this is not provided an applicant will not be offered a property until it is received. All applications will be processed within 5 working days of receiving the application and supporting information. The only applicants who may not require to provide supporting documentation at the application stage are the following:

Section 5 Referrals

These applicants will already have had their identification verified by the local authority and in accordance with the Homeless protocol can be accepted based on the information provided on the resettlement plan provided by the caseworker.

One offer of accommodation will be made and if this offer is refused the Homeless Casework Team will assess or not the Association has obligations to make a further offer.

Applicants who may have lost information in a fire or flood

It is recognised that in some instances applicants may apply for housing due to a fire or flood and it is inevitable that their documentation may have been destroyed. HM staff can apply some discretion in these cases, however the documentation must be obtained retrospectively and before any offer of accommodation can be made. In such cases the assistance of the homeless casework team may be required to verify an applicant's details.

Victims of Domestic Abuse

Applicant who have fallen victim to domestic abuse, in some instances, may find it hard to provide supporting documentation due to the nature of their circumstances. HM staff are able to use discretion in such cases and can verify the applicant's details through any support groups or any other information that the applicant can provide.



Support and advice when applying for Housing

Our staff on receipt of an application with supporting documentation will provide advice and assistance to applicants and provide them with their housing options. This is an opportunity for staff to provide the proper guidance on what an applicant requires to apply for housing with us and to also discuss areas of choice and property types. It is also an opportunity for the applicant to provide the member of staff with as much information as possible to ensure their points can be maximised within the guidelines set out in this policy. This area of the process is vital to ensuring that we suit the appropriate applicants to our available property types and in turn will ensure high levels of tenancy sustainment if carried out effectively. The procedure note will clearly outline staffs responsibilities when completing an application with an applicant.

When we have received all of the relevant information to process the application we aim to write to applicants detailing their point's value and property type queued for.



Section 5– Housing Need and the Points System

Housing Need

Housing need is not legally defined but is described in good practice guidance. We also recognise that housing need is subject to change as standards evolve. For this reason, we assess levels and types of need on a regular basis and make changes when and where it is relevant but also in accordance with Legislation and Regulatory requirements.

We will regard you as being in housing need where:

- You are homeless or do not have a secure tenancy
- You are living in property in a very poor condition
- You are living in unsatisfactory housing conditions, including lacking or sharing amenities
- Your home is overcrowded (too small for your household) or under occupied (too large for your household where you have a RSL tenancy)
- Your current home is unsuitable for your particular needs due to a medical condition
- You need to move provide, receive, or improve family support arrangements
- You need to move because of a relationship breakdown
- You need to move to Tollcross to improve Travel to Work/ Study arrangements
- You need to move as a result of harassment in your existing accommodation
- You have to leave property, which is being demolished as part of a Regeneration Strategy in the Association's area of operation, and it has been agreed that Tollcross Housing Association, will provide re-housing for people losing their homes.

Factors not taken into account

The factors which Landlords must not take into account when allocating properties are set out in Section 20(2) of the 1987 Act (as amended by section 10(3) of the 2001 Act). They are:

- Residency



- Outstanding Liabilities
- Age
- Income
- Other factors

All relevant issues are covered within our Allocation procedures so that allocations meet legal requirements. These procedures are held internally and can be made available to applicants on request.

Reasonable Preference Groups

There are some groups that we also need to give reasonable preference to. This is when a level of priority is given to applicants under certain circumstances and the Landlords, through their Allocation Policy, must give a reasonable level of priority to those applicants who fall within one of the reasonable preference groups. The groups are as follows:

- homeless and persons threatened with homelessness and who have unmet housing needs
- people who are living under unsatisfactory housing conditions and who have unmet housing needs; and
- tenants of houses which are held by a social landlord, which the Social Landlord selecting it's tenants considers to be under-occupied

No Housing Need

There may be some applicants that apply to us that have no priority need. These may be applicants that live in suitable accommodation and only wish to move for aspirational needs. Whilst this Policy operates on a need basis the Association is happy to accept an application from these applicants however they will be placed in the "Zero Points" category. There is one exception to this category and it is as follows:

If you own a property and are suitable housed the Association would not accept an application from such applicants, there are however exceptions to some cases that are the following:

- In cases where the property has not been let, but the owner cannot secure entry to the property. This could, for example, be where it is not safe to enter the property due to severe structural faults or where there are squatters living in the property.
- Where it is probable that occupying the property will lead to abuse from someone currently living in the property.

- Where it is probable that occupying the property will lead to abuse from someone who previously resided with the applicant whether in the property or elsewhere; and
- Where occupation of the property may endanger the health of the occupants and there are no reasonable steps that can be taken by the applicant to prevent that danger.

Applicants who own their property may also be eligible for Housing if they meet the criteria that is set out in “*Factors not taken into account*” in Section 5 of this Policy.

Anti-Social Behaviour

If the Association has knowledge or evidence that you or someone in your household have been involved in anti-social behavior we can refuse you access to our housing lists. In addition if allocated a property and you or someone in your household has been involved in anti-social behavior the Association may place you on a Short Scottish Secure Tenancy.

House Type and size required

Normally houses will be allocated on the basis of accommodation required as follows and will help you decide if you are entitled to overcrowding or under-occupation points:

Household members	Bedrooms needed
Each Couple (of same or opposite sex)	1
Single Adult (aged 16 or over)	1
Adult and 1 child	2
2 People of same sex (age 16 or over)	2
2 Children of same sex (up to 16 years)	1
2 children of different sex (10yrs or less) up to age 10	1
2 children of different sex (age 10 and over)	2

Guidance on House Type and size required

- A pregnant woman is regarded as two people; points are awarded 18 weeks prior to the date of confinement.
- Additional rooms may be needed on medical grounds. In such cases the HM staff would need to seek written or verbal confirmation from a medical professional to confirm this (further guidance for staff is provided in the Allocation procedure).



- We consider members of the applicant's household who are temporarily absent as part of the household when assessing overcrowding levels. Proof of temporary nature of their current residence is required
- In cases where households are split, we consider children as part of the household if they stay with the applicants for a few days or more. Applicants should be aware that this may affect the amount of housing benefit they are entitled to.
- Applicants may be considered for housing that alleviates their overcrowding, although it doesn't fully resolve it.
- Proof of residence will be necessary for the award of overcrowding points

The Points System

The Assessment of housing need is on a points' basis and will be based upon the following criteria:

	Category	Points Award
1.	<p><u>Demolition</u></p> <p><u>For TXHA tenants</u></p> <p>If your property has been designated for demolition through a local strategy</p> <p><u>For tenants of other RSL's</u></p> <p>If your property has been designated for demolition through a local strategy and your Landlord has made a request that has been discussed and agreed by the Housing Manager</p> <p><u>For all other applicants</u></p> <p>If your property has been designated for demolition and through a local strategy and you can evidence you have no means to fund the purchase of another property.</p>	<p>200 Points</p> <p>100 Points</p> <p>100 Points</p>



<p><u>2.</u></p>	<p><u>Homelessness</u></p> <p>Where a referral is made by Glasgow City Council under Section 5 of the Housing (Scotland) Act. These referrals will be prioritised in date order with the oldest referral having priority. These cases will be placed on a specific queue and only other referrals from the local authority will be on this queue.</p> <p><u>Other Homeless applicants</u></p> <p>Statutory Homeless applicants that are roofless, no fixed abode or a homeless unit</p> <p><u>Others that are threatened with Homelessness</u></p> <p>Victim of violence or abuse in present accommodation</p> <p>Victim of severe racial or other harassment in their present accommodation</p> <p><i>Guidance for Homelessness</i></p> <p><i>Homelessness – this is when we have received a referral from the Local Authority (Glasgow City Council) and after reviewing it we have accepted the referral</i></p> <p><i>Other Homeless Applicants – when the applicant has received a letter from the local authority detailing that the applicant is deemed potentially homeless but we have yet to receive a referral.</i></p> <p><i>Others in threat of Homelessness – if someone is experiencing violence, harassment that includes racial in their current accommodation, Housing staff can use their discretion to award additional points. In some instances we may ask for some supporting information, however will deal with each case on an individual basis. Cases that should fall into this category are deemed an emergency situation e.g. Domestic Abuse</i></p> <p><i>**Please note applicants can only be awarded a form of Homeless points or Insecure Accommodation (not both)</i></p>	<p>150 Points</p> <p>80 Points</p> <p>80 Points</p> <p>80 Points</p>
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<p><u>3.</u></p>	<p><u>Medical Points</u></p> <p>High Priority</p> <p>Moderate Priority</p> <p>Low Priority</p> <p><u>Additional Medical Points</u></p> <p>If more than one applicant in each household will benefit, additional points per person will be awarded.</p> <p><i>Guidance for medical points</i></p> <p><u>High Priority - Medical</u></p> <p>Points will be awarded where it is demonstrated that the current accommodation is:</p> <ul style="list-style-type: none"> • Greatly exacerbating the medical condition or health problem • Severely restricting the person's access to essential facilities within the property • Rendering the person housebound • Severely restricting the person's daily activities • The present accommodation is total incompatible with the person's physical disabilities (e.g. an applicant with a qualifying condition living on the 3rd floor and requires ground floor) <p><u>Moderate Priority - Medical</u></p> <p>Points will be awarded where it is shown that the current accommodation is:</p> <ul style="list-style-type: none"> • Aggravating the medical condition or health problem • Restricting the applicant's mobility within the property • Making it difficult for the sufferer to enter and leave the property independently (e.g. an applicant, with a qualifying condition, living on the 2nd floor accommodation requiring ground floor accommodation). 	<p>125 Points</p> <p>100 Points</p> <p>50 Points</p> <p>30 Points</p>
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	<p><u>Low Priority - Medical</u></p> <p>Points will be awarded to applicants that demonstrate that their current accommodation is:</p> <ul style="list-style-type: none"> • Aggravating the medical condition or health problem • making it difficult for the sufferer to move freely about the property • causing the person mental and/or emotional problems (e.g. depression) to such a degree that continued and long term assistance is required from a medical professional. (e.g. an applicant with a qualifying condition, living on the 3rd or 2nd floor requiring 1st floor or 1st floor requiring ground floor. <p>In all cases where we award medical points we may ask for proof of a disability benefit (PIP, DLA, Attendance Allowance or any other appropriate benefit). This should assist staff on making a decision when awarding medical points and what level. Further guidance for staff is detailed in the Allocations procedure.</p>	
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<p>4.</p>	<p><u>Insecure Accommodation – Preventing Homelessness</u></p> <p>These points should be awarded to applicants who are living with Family and friends and are:</p> <ul style="list-style-type: none"> • Under the threat of Eviction (this must be evidenced) • Having to sell their current property but have no financial resources to buy another. • In tied accommodation • A TXHA tenant, or the partner of a tenant, and are resident in the property with your partner, and are seeking to separate because of a relationship breakdown • Private tenants who have difficulty making rent payments due to excessive rent charges(evidence must be provided) • Under the threat of eviction but cannot provide evidence – a notice to quit (Housing staff must be satisfied with explanation provided by applicant) <p><i>Guidance for Insecure Accommodation</i></p> <p><i>You can only award one factor of insecure accommodation points(i.e. maximum points in this category is 50 points)</i></p> <p><i>Any applicant in threat of eviction must provide the relevant paperwork – notice to quit or solicitor’s letter.</i></p> <p><i>**Please note applicants can only be awarded a form of Homeless points or Insecure Accommodation (not both)</i></p>	<p>50 Points</p> <p>50 Points</p> <p>50 Points</p> <p>50 Points</p> <p>50 Points</p> <p>25 Points</p>
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5.	<p><u>Under – Occupation</u></p> <p>These points will only be awarded to tenants who are under-occupying their current property.</p> <p>Under-occupying by 1 bedroom</p> <p>Each additional room under-occupied</p> <p><i>Guidance for Under-Occupation</i></p> <p>To comply with the policy principle of making the best use of the Housing stock the Association seeks to encourage applicants under-occupying accommodation intended for larger families to transfer to smaller properties. Applicants who are under-occupying will have the number of bedrooms they need, compared with the number of bedrooms presently available. <i>(Please see the House type and size of property required in this policy).</i></p>	<p>50 points</p> <p>30 points</p>
6.	<p><u>Overcrowding</u></p> <p>These points will be awarded if your current accommodation is overcrowded.</p> <p>For the first bedroom you will receive the following points</p> <p>For each additional bedroom overcrowded you will receive the following points</p> <p><u>TXHA Tenants only</u></p> <p>The Association recognises that some of its properties have smaller bedrooms. HM staff can apply some discretion in these cases and award overcrowding points if they deem this appropriate. The same guidance in terms of awarding overcrowding points should be used. (e.g. if someone lives in a 2 bedroom house but one bedroom is smaller than normal then this can be deemed as a 1 bedroom house and overcrowding points should be calculated in accordance with family composition.</p>	<p>30 Points</p> <p>10 Points</p>

	<p>Guidance for Overcrowding</p> <p>Overcrowding is defined in law. The present standard is, however, not in line with professional definitions of overcrowding that omit the living room when calculating overcrowding levels.</p> <p>Family units living in overcrowding circumstances will have the number of bedrooms required compared with the number presently available to them. Points may be awarded to one applicant only. <i>(Please see the House type and size of property required in this policy).</i></p>	
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7.	<p><u>Social Conditions</u></p> <p><u>Employment</u></p> <p>Points will be awarded to those applicants who wish to move to the area for employment reasons.</p> <p><u>Support</u></p> <p>Points will be awarded to those applicants who need support or have to support, a relative living within TXHA's area of activity</p> <p><u>Other Social Conditions</u></p> <p>The Association recognises that there are some other situations where there are special needs or exceptional social circumstances not adequately covered under the sections of this policy</p> <p>High Rate points such as domestic abuse (not emergency but serious), racial harassment (not emergency but serious)</p> <p>Low rate points such as persistent problems with neighbours that can be evidenced and HM staff must have some record or knowledge of.</p>	<p>40 Points</p> <p>40 Points</p> <p>50 Points</p> <p>25 Points</p>
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<p>8.</p>	<p><u>First Accommodation</u></p> <p>In order to assist those applicants who are not overcrowded or under-occupied and who are applying for their first property and where staff are happy the applicant has demonstrated this is this case points will be awarded</p> <p><u>Guidance</u></p> <p><i>If overcrowding or under-occupation points have been awarded then these points should not be awarded</i></p> <p><i>Staff can use judgement and gather evidence to determine if applicant qualifies for these points.</i></p>	<p>25 Points</p>
<p>9.</p>	<p><u>Lack of Amenities</u></p> <p>If you are in lack of amenities the following will be awarded</p> <ul style="list-style-type: none"> • No bath or shower or WC • No hot water • No Cooking Facilities • Where cooking facilities are in the same room that the applicant sleeps <p><u>Sharing Amenities</u></p> <p>If you share the following facilities you will be awarded points as follows:</p> <ul style="list-style-type: none"> • Bathroom • Kitchen 	<p>20 Points 20 Points 20 Points 10 Points</p> <p>5 Points 5 Points</p>



We will assess applicants for sheltered on the following grounds:

Lower Social Priority

If we feel the applicant would benefit from some levels of social activity that either of the sheltered complexes offer and would benefit their quality of life.

Higher Social Priority

If we feel the applicant would greatly benefit from some levels of social activity that either of the sheltered complexes offer and would clearly benefit their quality of life.

Lower medical Priority

If the applicant has some minor medical conditions and by moving into one of the complexes could improve that condition.

Higher Medical Priority

If the applicant has a serious medical illness or condition and by moving into one of the complexes would greatly improve that condition or illness.

Priority Group – highest priority group 1st	Points Award
Higher Medical & Higher Social	100+30 = 130 Points
Higher Medical & Lower Social	100+10 = 110 Points
Higher Medical	100 Points
Lower Medical & Higher Social	50+30 = 80 Points
Lower Medical and Lower Social	50+10 = 60 Points
Lower Medical	50 Points
Higher Social	30 Points
Lower Social	10 Points
If there are 2 applicants with medical or social priority an additional award points can be awarded	Additional applicant has any Social Priority then an additional 20 points can be awarded Additional applicant has any Medical Priority then an additional 40 Points can be awarded.

We may carry out a pre allocation visit to assist us with our decision to establish if you are eligible for Sheltered and Very Sheltered Housing.

Guidance on how to award priority points for sheltered or very sheltered is detailed in the Allocation procedure.



We use the above system to ensure that we:

- meet our legal obligations and good practice guidance by addressing a range of housing needs
- achieve balanced communities by meeting the needs of different households, for example, single people and families
- promote equality by providing housing for particular needs such as supported housing for older people

If any applicants have the same points on the queue the applications will then be prioritised in date order e.g. the oldest application will have priority.

Offers of Association Accommodation

All completed applications will be entered onto the respective Housing list and offers made to applicants will be based on a housing need and the availability of Housing stock.

Queues and bypass applicants

As the Association is committed to building and maintaining a balanced and stable community it seeks to avoid an excessive number of vulnerable households or a concentration of age range and/or lifestyles in one area. At the same time consideration must also be given to potential problems caused by possible clash of lifestyles. As such the Association is required to consider the needs of the existing tenants in an area as well as the local community before making a specific allocation to an applicant. The Association, therefore, must be able to exercise an element of flexibility and the use of discretion when making individual allocations.

Where it is felt to be inappropriate, inadvisable or against the greater good of the community or the applicant, the Association retains the right to bypass applicants at the top of the Housing list for a particular property. The Housing Manager must approve the bypassing of any applicant on discretionary grounds, clearly providing a written audit of the reason(s). The applicant will remain at the top of the Housing List and will be considered for the next suitable offer of accommodation.

Selections

The Association will select applicants for properties based on the size of the property required and will be prioritised by the applicants who have the most points working in descending order. The applicant who would appear at the top of the queue would be the applicant with the most points.

If applicants are to be bypassed in the queue the Allocations procedure will provide



staff with the guidelines and a range of bypass codes to ensure consistency with the process and to demonstrate an effective audit trail of selections

Removal from the Housing List

The Association will only remove applicants from the list for the following reasons

- The applicant requests that their application be removed from the list
- On the death of an applicant
- Applicant fails to respond to the annual review of the Housing List

Suspension from the Housing List

Applicants may be suspended from the Housing List for the following reasons:

- Making a false statement in an application for rehousing
- Rent arrears and other tenancy related debt
- If an Order for Recovery of Possession has been served on them
- Have previously abandoned a property
- Have refused 3 consecutive reasonable offers
- Where an applicant or a person accompanying an applicant adopts threatening, violent or abusive behavior towards staff
- Has been or someone in their household has been involved in anti-social behavior
- If an unsatisfactory tenancy reference has been received where issues remain unsolved (e.g. rent arrears outstanding with no repayment plan).

Further guidance regarding suspensions and removals from the Housing list is detailed in the Allocation procedure.

Reviewing Applications

We review applications generally once a year based on their registration date. This is important to ensure that information is accurate that serves, in turn, to reduce offers refused.

We write to all applicant and request that they inform us within a reasonable period of time if they want to stay on our housing list. For those applicants who do not respond we issue a reminder letter giving them more time to confirm their intentions.

If applicants fail to respond, their applications will be removed from the housing list. Consent to do this is contained in the application form signed by applicants.

Applicants suspended as a result of a review may register again on the housing list at any time.



Section 6 – Other Allocations

Mutual Exchanges

A Mutual Exchange is the swapping of home and tenancies between two parties. Tenants have the right to exchange their tenancy with the Association's permission, as defined in the Housing (Scotland) Act 2001 and as detailed within the terms of their Scottish Secure Tenancy Agreement.

Applicants wishing to apply must complete a Mutual Exchange Form and submit this to the Association. It is important that both the Association and the other respective Landlord (if applicable) have been submitted applications as written approval must be obtained from both Landlords before any exchange can take place. The Association aims to process any applications within 28 days of receiving it.

In the case of joint tenants, the Association requires the consent of all tenants before the request can be considered. In the case of tenants who have a partner, spouse, or cohabitee (and that partner, spouse or cohabitee is not a joint tenant), the consent of the spouse, partner, or cohabitee is also required.

Should the tenant have their rent registered by the Rent Officer, these rights will NOT be transferred through the Exchange.

After considering your application and discussing with the other Landlord (if applicable) a decision will be reached as to whether or not to grant permission for a mutual exchange to proceed.

Reasons for refusing a Mutual Exchange

The Association is required to provide written consent or refusal on a Mutual Exchange application. Permission will only be withheld for the Mutual Exchange to go ahead where there are reasonable grounds for doing so, such as:

- If sufficient information is not provided by the applicant to allow a decision to be taken. In this situation, the applicant can reapply at any time
- We have served a Notice of Proceedings for Recovery of Possession on the applicant because the applicant has broken the conditions of their tenancy
- If either party has been involved in anti-social behaviour and a Notice of Proceedings for Repossession has been served
- The Association has knowledge or evidence that any of the applicants have been involved in Anti-social behaviour.



- We have a Court Order that allows us to evict the applicant
- If either party does not have a clear rent account (or has other debts with this Association or another Registered Social Landlord)
- Our property will be overcrowded or under occupied as a result of the exchange going ahead
- If either party does not have a good tenancy reference or their tenancy inspection is unsatisfactory
- If the tenancy was let to you in the course of your employment with us
- If your tenancy has been adapted for a person with special housing needs, and there would be no-one living in the house with those needs
- The transaction is for financial gains and/or there is no housing need supporting the exchange

Where the Association does not give consent to the proposed exchange, we will advise the both parties, in our reply, of the reasons for our refusal. The tenants will also be advised of their right to seek further information, review and appeal through the Association's Complaints Policy.

If you are granted permission for the Mutual Exchange to go ahead

If the Association and the other landlord(if applicable) are happy with exchange to go ahead we will consult with the other landlord and both exchange parties and agree a mutual date on which the exchange will take place. The move would then take place and both properties would be accepted as seen. No repairs would be carried out in this type of Allocation.

Advertising for an Exchange

The Association will keep an updated Mutual Exchange Register in the reception areas. This register will contain details of tenants interested in Exchanging. This will be updated as and when interested parties contact the Association.

The Association will also carry out periodic reviews of all exchange requests logged in the Register.



Assignations

An Assignation of a tenancy is when one tenant (or tenants) wish to pass over their tenancy to another person (or persons). The new tenant (or tenants) are known as "the assignees".

Tenants have the right to assign their tenancy with the Association's permission, as defined in the Housing (Scotland) Act 2001, Section 32 and Schedule 5, part 2. and also detailed within the terms of their Scottish Secure Tenancy Agreement.

Tenants shall be permitted to assign the tenancy only with the written permission of the Association, and this will only be given where their request is in accordance with the guidelines set out in this section of the policy. The Association may refuse consent only where it has reasonable grounds to do so.

Applying for an Assignation of tenancy

All applications for permission to assign a tenancy must be made in writing to the Association, using the Association's Assignation Application Form.

In the case of joint tenants, the Association requires the consent of all tenants before the request can be considered. In the case of tenants who have a partner, spouse, or cohabitee (and that partner, spouse or cohabitee is not a joint tenant), the consent of the spouse, partner, or cohabitee is also required.

Guidelines for approving an application for Assignation

If you want to assign your tenancy to another person, the house must have been your only or principal home during the 12 months immediately before the date of your written request to assign the tenancy to someone else. In addition, the person who you wish to assign your tenancy to must have been living in the house as their only or principal home for at least 12 months before the date of your written request and you, a joint tenant or the person who you now wish to assign the tenancy to must have notified us of them moving into the property. The length of time the person you want to assign this tenancy to must have been living in the property starts from the date we are notified that the person is living in the property as their only or principal home.

Where the request is made by the tenant to assign the tenancy to a spouse or partner (including same sex partner), son, daughter or another member of the tenant's household the following rules shall apply:

- The tenant will cease to reside in the Association's property after the assignation has occurred



- The conduct of the tenancy has been satisfactory to the Association in all respects and
- The proposed new tenant is eligible to apply for admission to the housing list
- The proposed new tenant is eligible to apply for admission to the housing list

Grounds for refusing an application for Assignment

Your application can be refused on the following grounds:

- If sufficient information is not provided by the applicant to allow a decision to be taken, however the applicant can reapply at any time.
- If the timescales of residency are not met in accordance with the Housing (Scotland) Act 2014, however the applicant may reapply in the future when the timescales do meet the requirements.
- If the proposed assignee is below 16 years old
- **To a lodger or sub-tenant of the tenant – check this**
- Where the Association has served on the tenant a Notice of intention to raise proceedings for possession, specifying a ground or grounds for recovery of possession.
- The Association has obtained a Court Order for recovery of possession of the house.
- The tenant does not have a clear rent account (or has other debts with the association) and has not adhered to and maintained a reasonable agreed arrangement for a minimum 3 months.
- The proposed assignee owes Tollcross Housing Association a debt and has not adhered to and maintained a reasonable agreed arrangement for a minimum 3 months.
- If the Pre-End of Tenancy Inspection is unsatisfactory and there would not be enough time for the tenant to carry out the necessary repairs, a refusal should be issued to the tenant detailing the outstanding repairs.
- The proposed assignee was previously evicted by the Association or any other RSL.



- The proposed assignee abandoned a tenancy with the Association or any other RSL.
- The proposed assignation would lead to overcrowding of the property within the definition contained within the Association's Allocations Policy or render the occupier guilty of an offence under Section 139 of the Housing (Scotland) Act 1987
- The proposed assignation would lead to under-occupation of the property within the definition contained within the Association's Allocations Policy.
- Where the property has been specially designed or substantially adapted to meet the needs of a person with special housing needs, or is one of a group of properties with support services provided to the tenant, and the proposed assignee does not require housing of that type or require the support services.
- If it appears to the Association, that the tenant is receiving a payment for the assignation.
- The Association proposes to carry out work on the house or on the building of which the house forms a part of, also if the proposed work will affect the accommodation likely to be used by the assignee that would reside in the house as a result of the assignation.
- Where the assignation is proposed to a person or persons ("the proposed assignee") (whether or not being a person or persons as described in 4.1 or 4.2 above) who has/have either:
 - The Association has knowledge or evidence that the future assignee has acted in an anti-social manner in relation to another person residing in, visiting or otherwise engaged in unlawful activity or has pursued a course of conduct amounting to harassment of such a person or a course of conduct which is otherwise anti-social conduct in relation to such a person. The terms "anti-social", "conduct" and "harassment" have the same meanings as are set out in Schedule 2 Part 1, Ground 2(2) of the Housing (Scotland) Act 2001.
- The prospective assignee has deliberately omitted, distorted or given false information on their application.
- Where there is substantial damage or disrepair to the property caused by the tenant, a member of the household or a visitor to the property.



- Whilst this Policy explains certain situations for approval and refusal, it cannot cover every scenario, therefore each request will be examined on its individual merit.

Responding to requests for assignation

The Association will respond, in writing, to the request for permission to assign the tenancy within 28 days of the date on which the request was received. We will also endeavor to complete the Assignation request as quickly as possible.

Where we reply and give consent to the assignation, we will advise the tenant of the date on which the assignation will take place.

Where the Association does not give consent to the proposed assignation, we will advise the tenant, in our reply, of the reasons for our refusal. The tenants will also be advised of their right to appeal any decisions.



Joint Tenancies

A joint tenancy is when two (or more) residents within a household want to jointly share the responsibilities of the tenancy. It should also be noted that, although the term “joint tenant” is used throughout, legally joint tenants are actually tenants in common.

Tenants have the right to ask to change their tenancy to a joint tenancy, with the Association’s permission, as defined in the Housing Scotland Act 2001 and as detailed within the terms of their Scottish Secure Tenancy Agreement.

Tenants shall be permitted to change their tenancy to a joint tenancy only with the written permission of the Association, and this will only be given where their request is in accordance with the terms of this policy. The Association will refuse consent only where it has reasonable grounds to do so.

It is good practice, when signing up a new tenancy, where there is a partner moving in, that both parties should sign the tenancy agreement at the date of entry. It is the Association policy to offer applicants the choice of whether to have a sole or joint tenancy.

Applying for a Joint Tenancy

All applications from tenants requesting permission to change their tenancy to a joint tenancy must be made in writing to the Association, using the Association’s Joint Tenancy Application Form.

Tenants have the right to apply for a joint tenancy with one or more individuals who either live (or intend to live) in the house as their only or principal home.

In the case of joint tenants, the Association requires the consent of all tenants before the request can be considered. In the case of tenants who have a partner, spouse, or cohabitee (and that partner, spouse or cohabitee is not a joint tenant), the consent of the spouse, partner, or cohabitee is also required.

The Association will also consider the welfare reforms and other legislation when assessing the joint tenancy request.

Grounds for granting a joint tenancy

If you want another person to be a joint tenant, the house must have been the only or principal home of the person who is to become a joint tenant for at least 12 months immediately before the date of your written request and you, a joint tenant or the person you now wish to become a joint tenant must have notified us of them moving into the house. The person you wish to add as a joint tenant, and any existing joint tenants must apply to us in writing along with you. The length of time the person you want to add as a joint tenant must have been living in the property



starts from the date we are notified that the person is living in the property as their only or principal home.

We will also consider applications if all of the above is met and;

- The request is reasonable
- The conduct of the tenancy has been satisfactory to the Association in all respects and
- The proposed new tenant is eligible to apply for admission to the housing list

Grounds for refusing a Joint Tenancy

Permission will not be granted for a joint tenancy on the following grounds:

- If sufficient information is not provided by the tenant to allow a decision to be taken, however the applicant can reapply at any time.
- Where the Association has served on the tenant a Notice of intention to raise proceedings for possession, specifying a ground or grounds for recovery of possession.
- The Association has obtained a Court Order for recovery of possession of the house.
- Where creating a joint tenant would result in statutory overcrowding. Statutory overcrowding is defined by the Housing (Scotland) Act 1987, section 135-139.
- Where the Association has knowledge or evidence that the tenant or the proposed joint tenant(s) has been involved in an anti-social behaviour
- Where the proposed joint tenant would be unable to fulfil the terms of the tenancy
- Where the house is not the proposed joint tenants principal home and they do not intend to move in
- Where the proposed joint tenant doesn't meet the eligibility criteria for the property.



- Whilst this Policy explains certain situations for approval and refusal, it cannot cover every scenario, therefore each request will be examined on its individual merit.



Succession of Tenancy

Succession of tenancy is the transfer of a tenancy from a tenant who has died to a qualified person or persons. **Succession cannot take place unless the tenant dies.**

Where a tenant has unfortunately passed away the tenancy may be inherited by one of the following people in the following way.

Level One

A spouse, civil partner or co-habitee if the house was their only or principal home on the death of the tenant; OR

A joint tenant, if the house was his or her only or principal home on death of the tenant.

In the case of a co-habitee, he or she must also have occupied the house as his/her only or principal home for at least 12 months immediately before the death of the tenant. The 12 month period would commence from the point that we were told that the individual was living in the property as their only or principal home.

If more than one person qualifies for the tenancy under Level One, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

Level Two

If no-one qualifies at Level One, or a qualified person does not want the tenancy, it may be inherited by a member of the tenant's family as long as:

- he or she is aged at least 16 at the date of death; and
- the house was his or her only or principal home at the date of death and that the member of the tenant's family have occupied the house as his/her only or principal home for at least 12 months immediately before the death of the tenant to qualify to succeed to the tenancy.

The 12 month period cannot begin unless we have been told that the family member is living in the property as their only or principal home. We must have been told that by the tenant, a joint tenant, or the person who wishes to succeed to the tenancy.

If more than one person qualifies for the tenancy under Level Two, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.



Level Three

If no-one qualifies at Level One or Level Two, or a qualified person does not want the tenancy, it will be inherited by a carer as long as:

- he or she is aged at least 16 at the date of death; and
- the house was his or her only or principal home at the date of death; and
- he or she gave up another only or principal home before the death of the tenant; and
- he or she is providing, or has provided care for the tenant or a member of the tenant's family.

The carer must have occupied the house as his/her only or principal home for at least 12 months immediately before the death of the tenant to qualify to succeed to the tenancy.

The 12 month period cannot begin unless we have been told that the carer is living in the property as their only or principal home. We must have been told that by the tenant, a joint tenant, or the carer who wishes to succeed to the tenancy.

Definition of Care

The Association recognises the rights of genuine carers to succeed to a tenancy where qualifying conditions are met (see 6.4 above). The Association recognises "care" as comprising "Personal Care" as defined within Section 2 (28) of the Regulation of Care (Scotland) Act 2001 or Social Care as defined within Schedule 2 of the Community Care and Health (Scotland) Act 2002.

If more than one person qualifies for the tenancy under Level Three, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

Adapted Properties

If the house was designed or substantially adapted for a person with special needs, no person will qualify under level two or three above unless that person has special needs requiring the type of accommodation in the house. If a person would have qualified, but for this paragraph, we will make other suitable accommodation available.



Additional Information regarding Succession of Tenancy

If someone qualifies for the tenancy but does not want it, they should tell us as soon as possible, in writing, and leave the house as soon as possible. Rent will be charged only for the actual period of occupation.

The tenancy can only be inherited twice under the provisions noted above. If the tenancy has already been inherited twice, the third death will normally end the tenancy. This will not happen if there is a surviving joint tenant whose Scottish secure tenancy will continue. However, if there is still a person in the house who would otherwise qualify to inherit the tenancy under the above paragraphs, the tenancy will continue for up to 6 months after the last death. The Tenancy will not be a Scottish Secure Tenancy for that period.



Section 7 - Letting Targets and Quotas

We set a target each year for houses to be let to individual groups based on expected levels of turnover within our housing stock. This is to ensure we have balanced sustainable communities and that we also meet our legal and regulatory requirements.

The targets can be amended on request to our Management Committee should there be changes in legislation or take account of situations such as Local Regeneration Strategy eg. Clearance and Demolition.

Our targets will be set prior to the commencement of each financial year and senior staff will seek consent for these targets from the Management Committee and/or the Operations Sub Committee.

Section 8 – Audit and Performance Monitoring

Audit

To ensure this policy is effective in the allocation of our properties we will carry out audits to ensure compliance. These audits will be carried out periodically by:

- Senior Members of staff
- External Auditors

We will also submit the outcomes of this policy in terms of Allocations to the Scottish Housing Regulator in our Annual Returns Charter (ARC).

Performance Monitoring

To ensure the Association is achieving high standards of performance in terms of Allocations we will:

- Commit to training and developing our staff in dealing with Allocations
- Will benchmark with similar landlords to gauge our performance and share best practice guides.
- Provide quarterly reports to our Management Committee and Operations Sub Committee in terms of Allocation performance
- Audit Allocations to continuously improve our management of allocations and to ensure there is consistency in our approach to dealing with allocations
- Provide effective procedures for staff whilst implementing this policy
- Provide our Committee with an overview on Allocations and provide training as and when required.



Section 9 - Role of Committee

Code of Conduct

The Housing (Scotland) Act 2010 replaces Part 1 schedule 7 of the Housing (Scotland) Act 2001. The Code of Conduct has provided guidance on payments and benefits to Committee Members, Staff Members and their relatives, which was previously contained within schedule 7 of the Housing (Scotland) Act 2001.

The effect will be that Committee Members/ Staff members cannot put themselves in a position where their duties and personal interests conflict or may conflict and they must not benefit in any way from their connections with the Association.

Housing Association's may grant a tenancy, transfer a tenancy or mutual exchange to an employee, former employee, Committee Member or relative of these groups providing that the person:

- Fully meets the Associations' published Allocation criteria, and
- Has no involvement in or influence over the process by which the Association allocated the tenancy in question

All allocations falling into this category will be approved by the Management Committee prior to an offer of tenancy being made.

Performance Monitoring

Quarterly reports with regards to Allocations will be provided to the Management Committee and Operations Sub Committee detailing monthly allocations and any information regarding the audit of Allocations.

Committee members take no part in deciding individual allocations but are responsible for policy development, Code of Conduct and monitoring of this policy.

Section 10 - Tenant Consultation

Each year, we will provide customers with information about our performance in letting properties and how long it takes us to do this.

We will periodically ask tenants about their experience of applying for a house and report their views on the standard of service we offer and report customer feedback annually to the management committee. This information will mainly be gathered through customer satisfaction surveys and complaints.

We also actively encourage our Tenant scrutiny group (Performance Improvement Network) to provide feedback on areas of this policy and seek recommendations in order to improve policies and processes for our tenants and other customers.



Section 11 - Confidentiality and Access to information

We process personal information in line with legal requirements; this means that it will not be shared with other agencies except with applicants' consent, or as permitted in law.

Therefore, we ask applicants' permission to discuss application details with other agencies as part of our application form. We may contact other landlords, for example, to confirm tenancy details. We do not, though, request personal references.

Applicants may request a mandate from this office to give someone else permission to discuss your application with Association staff.

Information

This policy is available on our website and can also be provided to applicants or other customers on their request free of charge. On request we will also provide this policy to you in any other format i.e. in another language, braille etc.

General Data Protection Regulations

Applicants have a legal right to gain access to personal information supplied in connection with their application. This is covered by the Housing (Scotland) Act 1987. Applicants may also view other personal information supplied to the Association in line with the Data Protection Act 2018. We may only refuse such requests on grounds specified in the Act. We do not charge for this service.

Equalities

We promote equal opportunities throughout all of our policies, including allocations. An equality impact assessment will be carried out in this Policy. This is to ensure that any individual can access this policy or have the support to access it. A separate report for this will be provided to the Management Committee detailing considerations that have been made in line with the 9 protected characteristics.



Section 12 - Appeals and Complaints

Appeals

Applicants can appeal decisions relating to this policy. An appeal may be raised, for instance, if someone believes that insufficient points have been awarded.

Our Director of Housing Services or Housing Manager will assess all appeals as it is unlikely that they would not be involved in awarding points or allocating houses. In any cases where they have been involved in the process the appeal would then be heard in most cases by the Chief Executive.

Appeals may be made in by telephoning, writing, emailing or in person.

Complaints

Appeals are different from complaints and we have a separate procedure for addressing complaints. Complaints might occur, for instance, if you are concerned about the standard of service you have received or the conduct of our staff.

Tenants are provided with a copy of our complaints procedure when they sign their tenancy agreement. This informs them about complaint procedures. You can also find a copy at the reception area of our office or on our website if you are not a tenant or could ask a member of staff.

If applicants remain dissatisfied with the Association's response to the complaint, We give them information about making a complaint to the Scottish Public Services Ombudsman; the Ombudsman deals with complaints involving maladministration.

Review

We will aim to review this policy every 3-5 years or when legislation requires us to do so.

Policy changes are discussed with tenants and other service users as part of our tenant participation strategy.

We will consult with our tenants, other customers and service users on the review of this Policy.

Fiona Mills
September 2019



