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Applying for a Home and Our Allocation Process

Your guide to our updated allocations policy and our
online application process

Glen Oaks
HOUSING ASSOCIATION



This booklet outlines where our homes are located, how our updated banding system works, what size of property you may qualify for, and how to apply through our online process.

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Glen Oaks Housing Association is committed to offering our available homes fairly and efficiently based on your need for housing. We want to alleviate and prevent homelessness, maximising your access and choice.

Who is an applicant?

Anyone aged 16 or over can apply for a home with Glen Oaks. This includes new customers and existing tenants looking to move due to changes in circumstances.

Making it easier to apply

We have introduced an online application process, which reflects best practice across the housing sector. The online system makes it easier to apply, upload documents, and you can monitor your application.

What is an allocations policy?

Our Allocations Policy sets out how we make fair and consistent decisions about who is offered a home. It is based on:

- 🏠 Housing law
- 🏠 The Scottish Social Housing Charter
- 🏠 Good practice guidance
- 🏠 Glen Oaks' commitment to fairness and transparency

Consultation with Tenants and Applicants

As part of our commitment to good governance, we always consult our tenants and applicants on any significant changes to our Allocations Policy. During our most recent review, over 250 people took part in the consultation, and the majority supported moving to a clearer and fairer banding system, which has now replaced the previous points-based approach.

Making it easier to apply

We have introduced an online application process, which reflects best practice across the housing sector. The online system makes it easier to apply, upload documents, and you can monitor your application.

Accessibility

We want our online application to be accessible for everyone. If you genuinely need help, if you're unable to complete a digital form independently or don't have internet access, our Allocations Team can assess your needs and arrange an appointment to provide support. Please contact us if you think this applies to you.

Our Banding System – How we prioritise applications

Glen Oaks uses a banding system to prioritise applicants based on their level of housing need. This approach is designed to be fair, clear and easy to understand. Applicants are placed into one of five bands depending on their circumstances.

To ensure offers are made fairly across all groups, each band has its own allocation quota. This means homes are offered across different bands rather than only to one group. When a property is allocated to a band, the applicant who has been waiting the longest within that band will be offered the property first.

Band 1 – For the most serious circumstances, including:

- 🏠 Domestic abuse
- 🏠 Serious harassment
- 🏠 Severe overcrowding (short by 3+ bedrooms)
- 🏠 Severe under occupation (3+ extra bedrooms)
- 🏠 Urgent medical needs
- 🏠 Management transfers in exceptional situations

Band 2 – For significant housing need, including:

- 🏠 Medical needs that mean a move would help
- 🏠 Overcrowding (short by 2 bedrooms)
- 🏠 Under occupation (2 extra bedrooms)
- 🏠 Unsafe or unfit housing
- 🏠 Nonsecure accommodation
- 🏠 Leaving Armed Forces
- 🏠 Sharing essential facilities with nonfamily

Band 3 – For moderate housing need, including:

- 🏠 Transfer applicants
- 🏠 Overcrowding (short by 1 bedroom)
- 🏠 Under occupation (1 extra bedroom)
- 🏠 Needing to move to give or receive support
- 🏠 Sharing facilities with family

Band 4 – For applicants with no urgent or specific need but who still qualify for housing.

Band 5 – Homeless Referrals / Nominations

This is not a lower priority band as it is a different route into housing, used when someone is referred to us by Glasgow City Council, usually because they have made a homeless application.

Glasgow City Council is responsible for assessing homelessness, and we work closely with them to help people who need housing urgently. Glen Oaks agrees each year to provide a set number of homes to people who are statutory homeless. This is part of our legal partnership with the Council, and these lets are managed through a separate process.

This includes people who are:

- 🏠 **Referred to us by the Council** under Section 5 of the Housing (Scotland) Act 2001
- 🏠 **Nominated by the Council** as part of our joint working arrangements

If you are homeless

If you are homeless or at risk of becoming homeless, We will signpost you to the homelessness prevention support team, CONNECT, as they must assess your situation and decide what support and housing options you are entitled to.

What size of property do I qualify for?

We follow the Scottish standards for bedroom requirements.

General rules

- Children under 10 of different sexes may share a bedroom
- Children aged 10+ of different sexes should have separate bedrooms
- Children age 16+ require their own bedroom
- Maximum two people per bedroom



- Single person
- Couple



- Parent(s) + 1 child
- Parent(s) + 2 children



- Parent(s) + 2 children
- Larger families



- Larger families

Types of housing we offer

We provide two main types of accommodation:

- General Needs Housing
- Amenity Housing (usually for applicants aged 60+ or with specific needs)

How do I apply?

You can apply online using our new digital application system.

1. Create an account on the Tenant Portal

- 🏠 Visit our website **www.glenoaks.org.uk/apply-for-a-house**
- 🏠 Click on the link in the section – Apply online. This will take you to our online application page, where you need to create an account.
- 🏠 To create an account, you will need:
 - 🏠 Your name
 - 🏠 Your date of birth
 - 🏠 An email address

If you don't have an email address, please contact our Allocations Team and they will help you.

Creating an account lets you save your progress as you go.

2. Upload your documents

You will be asked to upload documents that prove your identity (and the identity of anyone else in your household).

You can take a photo of these on your phone and upload it.

Already have an account?

- 🏠 Log in to your Tenant Portal Account.
- 🏠 Update any information on your application.

If you can't log in, or if it has been more than 12 months since you last used it, you may need to create a new account and start a new application.

Need help?

We want the process to be accessible to everyone.

If you find it difficult to complete the online application, or you don't have internet access, we can arrange an appointment to support you.

What information will I need?

We will ask you for:

- 🏠 Photographic ID for each adult on the application
- 🏠 Two recent proofs of address for each adult on the application
- 🏠 Birth certificates for each child moving in with you
- 🏠 Proof of National Insurance Numbers for each adult on the application
- 🏠 Medical evidence (if relevant)
- 🏠 Landlord references

Housing Options – Considering all your choices

Glen Oaks follows a Housing Options approach. This means we help you explore all available housing choices, not just Glen Oaks homes.

We will encourage you to:

- apply to other Housing Associations - www.glasgow.gov.uk/housingassociations

- apply to Glasgow City Council - www.glasgow.gov.uk/housingoptions
- consider different areas and property types
- access support or advice services if needed - www.cas.org.uk

Because turnover of Glen Oaks homes is limited, applying to multiple landlords gives you the best chance of securing a home.

What happens after I apply?

1. **Your application will be processed.**
2. **We will assess your banding** based on the information you have provided.
3. **We will verify your information**, including any supporting documents.
4. **We will place you on the relevant area list** (Arden, Pollok or Darnley).
5. **We will send confirmation of your band in a letter available on your online account.** You will receive an email or SMS notifying you when the letter is ready. We aim to complete this within 15 working days, provided all required information has been supplied.
6. **You will receive an annual waiting list review letter**, which will be available in your online account. This letter will confirm whether you wish to remain on the list and gives you the opportunity to update your details or reapply if your circumstances have changed.
7. **We cannot provide updates on your exact position on the waiting list.** The next time you hear from us may be when a suitable property becomes available, and this can sometimes take a long time due to high demand.

Housing Emergency in Glasgow – Why waiting times are long

In 2024, the Scottish Government declared a national housing emergency, with Glasgow facing severe pressures due to rising housing need and homelessness.

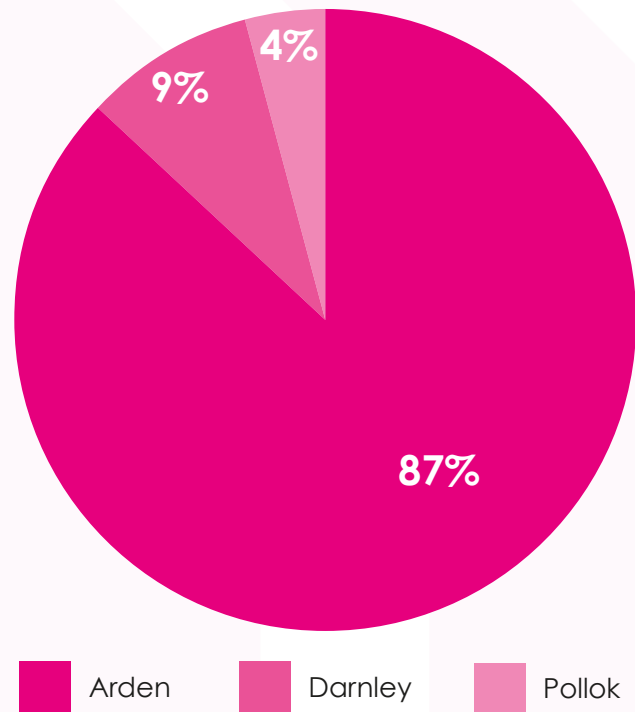
Because demand is extremely high and turnover is low:

- waiting times may be long, even for higher priority bands
- newbuild areas (Pollok & Darnley) have particularly long waits
- you are more likely to receive an offer in Arden, where most of our stock is located. A high proportion of Arden properties are tenement flats.

Where am I most likely to receive an offer?

Demand is high in all areas, especially for newer homes, so we cannot predict waiting times.

% of properties allocated



Offers of housing

When a home becomes available, it will be allocated to a specific band, in line with our allocation quotas. The applicant who has been waiting the longest within that band will be offered the property first.

Once an offer of housing is made, you will have two working days to respond.

What if I refuse an offer?

You are not suspended for refusing offers.

However:

- ▲ after two refusals, we will review your application
- ▲ if we cannot meet your preferences, it may be cancelled.

Suspensions – When your application may be paused

Your application may be suspended if you have:

- ▲ relevant arrears
- ▲ antisocial behaviour
- ▲ provided false information
- ▲ damaged a property or left it in poor condition
- ▲ threatened or abused staff

You will be informed in writing and told how to resolve it.

What if I am unhappy with the band allocated or my housing offer?

You can appeal against our housing decision on the following grounds:

- 🏠 You have been given a low priority rating when you believe you should have had a higher one.
- 🏠 In your view we took too long dealing with your application or you believe we processed it badly.
- 🏠 You believe we have discriminated against you unfairly or treated you badly.

Our Customer Services Director, will review your application, and give a decision on your appeal in writing. If you remain dissatisfied after your appeal, you can escalate through our complaints process. See Booklet 3 – **Complaint handling procedure** for more information.

What if I am homeless?

If you have nowhere safe to stay, contact Glasgow City Council's homelessness service. Phone **0141 287 0555** or visit **www.glasgow.gov.uk/Information-and-advice-on-alternative-accommodation**

They may make a Section 5 referral to Glen Oaks.

Under Section 5, homeless applicants normally receive one offer, unless unsuitable.

You can also apply to us directly at the same time.

Where are our homes located?

Glen Oaks homes are mainly in:

Arden

Large neighbourhood with a mix of tenements and a small number of new builds



Pollok

Modern new-build homes built within the last 15 years



Darnley

A desirable area close to shops, transport links and services

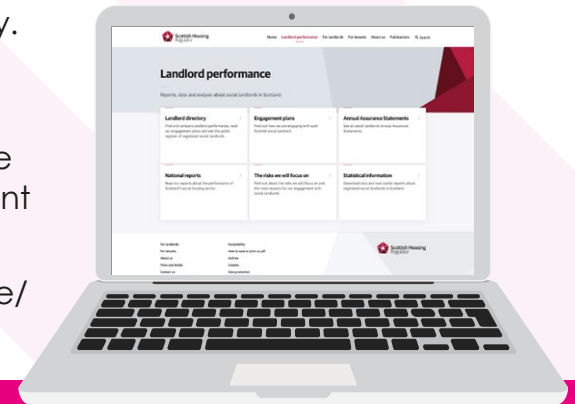


Rents

Rent levels vary depending on the size and type of property.

You can find up-to-date rent information on the Scottish Housing Regulator's website, which includes an online comparison tool where you can compare the performance of different landlords, including average rent charges, tenant satisfaction, quality indicators and more.

Visit: www.housingregulator.gov.scot/landlord-performance/



Frequently Asked Questions

1. How long will I have to wait for a home?

Waiting times can vary depending on your banding, the areas you choose, and the size of property you need. Glasgow is currently experiencing a housing emergency, which means demand is extremely high and waiting times can be long. We cannot give updates on your position on the list, and the next time you hear from us may be when a suitable property becomes available.

2. When will I hear from you about my application?

After you receive your banding letter, you may not hear from us again for some time. We do not provide regular updates on waiting list position, because this can change daily. You will receive:

- 🏠 an annual review notification via the online portal or a letter to confirm that you still want to stay on the list

- 🏠 and the next contact may be an offer of housing - which might be a long time later due to high demand

Our new online application system lets you check that your details are up to date and shows some information about your application, but it won't provide waiting times or list position updates.

3. Do I need to apply to other housing associations or the Council as well?

Yes, we strongly recommend applying to other housing associations and to Glasgow City Council. Because Glen Oaks has a limited number of homes becoming available each year, applying to multiple landlords gives you the best chance of securing a suitable home. This forms part of our Housing Options approach.



4. Why do you use a banding system instead of points?

We use a banding system because it is fairer, easier to understand, and aligns with good practice across the sector. We always consult tenants and applicants on any major policy changes, and over 250 people took part in our consultation, with the majority supporting a move to a banding system.

Helping You Access and Understand This Information

This document is available in a range of accessible formats, including large print, Braille, audio, and alternative languages. If you need this information in another format, or if you have any questions or comments about the content of this booklet, please speak to a member of staff who will be happy to help.

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Any feedback or questions?

Help us improve this document and our services by sharing your feedback - we want to make sure everything is clear, fair and accessible. Complete this short survey [here](#) to tell us what you think and ask any questions.

