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Your guide to...

# Applying for a home and our allocation process

Ensuring you are allocated a home fairly and efficiently

**Glen Oaks**  
HOUSING ASSOCIATION



This document explains our allocations policy, the way in which we allocate our homes, what size of a house you will qualify for and how to apply for a Glen Oaks home.

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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?

An applicant is anyone looking for a property with us, whether that's a new customer looking to move to one of our houses for the first time, or an existing tenant looking to move due to a change of circumstances.

## Who can apply?

If you are 16 or over, you can apply for a property. If you are applying for your first tenancy, we will encourage you to consider whether you can afford to run a home. See our Local Information leaflet for information on agencies that can advise you.

## What is an allocations policy?

An allocations policy is the set of rules we use to decide how to give out our housing. Some of the rules are based on the law, Housing (Scotland) Act 2014, and some are individual to us. Other housing associations' allocations policies may differ from ours slightly.

## Aims of the policy

We aim to offer available accommodation fairly and efficiently based on your need for housing. We want to alleviate and prevent homelessness, maximising your access and choice.

## Priorities for housing

Depending on your circumstances of housing we will give priority to you, if you are:

- Living in a home that is not fit to be lived in or poor housing conditions
- Living in an overcrowded house
- Homeless or threatened with becoming homeless
- Suffering from harassment or abuse
- Severely or urgently unwell or unfit, with medical needs.
- An existing tenant due to be rehoused due to our plans for demolishing properties
- An existing tenant looking to change property

## Points system

We offer housing using a points based system. The amount of points awarded depends on your circumstances and ensures priority is given to applicants who are most in need of housing. This is done by our computer system.

# How are points awarded?

The amount of points we award for each separate priority is detailed below.

## Housing standards

Home not fit to be lived in..... **40 points**

Inadequate heating  
(no full central heating) ..... **15 points**

Property due to be  
demolished..... **40 points**

## Overcrowding

For each extra bedroom  
needed (overcrowding) ..... **20 points**

A home is considered to be over  
crowded if:

- More than a couple or single applicant is living in a property with only one living room and one double bedroom
- More than one person shares a single bedroom
- More than two people share one double bedroom
- Two people of different sexes and aged 10 or over, share one double bedroom
- Two people, aged 16 or over, share one double bedroom and are not a couple

## Under occupancy

For each bedroom not  
needed (under occupied) ..... **20 points**

A home is considered to be under  
occupied if:

- Home is too big for their household needs.

## Sharing rooms or facilities

Sharing a living room, kitchen,  
toilet or bathroom ..... **10 points**

## Medical priority

Emergency cases  
(severe physical disabilities) ..... **50 points**

Severe medical problems  
(serious problems getting  
around & the current property  
is causing problems)..... **30 points**

Less severe medical problems  
(current housing is damaging  
health) ..... **20 points**

The medical points awarded depends on  
the seriousness of the medical condition  
and if it is related to or made worse by the  
condition of the present property.

**You will need to fill in a self assessment form and provide evidence of medical circumstances if we ask for it.**

## Social factors

High priority (applicant in danger in their current home due to actual abuse or violence) ..... **50 points**

Medium priority (serious harassment or neighbour problems) ..... **30 points**

Low priority (differences in lifestyle)..... **20 points**

We will try to get supporting evidence from official agencies, for example, Police Scotland, Local Authority Social Services and any other relevant agencies.

## Insecure tenancy

Confirmed as homeless by Glasgow City Council..... **60 points**

Young care leavers (leaving care through GCC Care Leavers protocol) ..... **50 points**

Homeless people ..... **40 points**

Home needed after a relationship has ended ..... **40 points**

Property is being repossessed by bank..... **40 points**

Living with immediate family ..... **20 points**

Current short term assured tenancy agreement..... **20 points**

Applicants with no fixed address..... **20 points**

## Physical environment

Living on first floor..... **5 points**

Living on second floor..... **10 points**

Living on third floor ..... **15 points**

Cannot maintain current large garden ..... **10 points**

Young children (aged 10 years and under) are living on or above the fourth floor..... **10 points**

We will award points in this category only if we have not awarded medical points for the same reason. The maximum points we award are 20 points.

## Need for support

Approved for adoption, fostering or for kinship care..... **20 points**

To be closer to family for social and medical reasons, to continue to live independently ..... **10 points**

To be nearer to essential facilities e.g. schools, hospitals, job opportunities. .... **10 points**

Move needed due to distance or financial difficulties with travelling to work ..... **10 points**

# What size of property do I qualify for?

The size of property you will be offered is dependent on the number of people who will be living with you, and their ages or sex.

1

bedroom  
property

- Single person
- Couple

2

bedroom  
property

- Single person or couple with one child
- Single person or couple with two children under 10
- Single person or couple with two children of same sex under 16

3

bedroom  
property

- Single person or couple with two children of different sexes, and one aged 10 or over

4<sup>+</sup>

bedroom  
property

- Single person or couple with three children, two aged 16 and over.
- Single person or couple with four or more children

**There are circumstances in which we may be able to offer a larger or smaller property than shown above.**

If you are unsure of what points or property you qualify for, please speak with our Housing Services staff and they will be happy to explain this to you.

## How do I apply?

You will need to fill in an application form, which will ask for any relevant information we need in order to assess your housing need and award the correct points to you.



If you need assistance with completing the form, please contact Housing Services on **0141 638 0999 (select option 2)**



Emailing **go@glenoaks.org.uk** visit our visit or facebook.

## What happens when I send in my application form?

**Before your application can go live on our system and you become eligible for an offer, there are a couple of steps that need to happen first.**

**Step 1** – We will process your application onto our computer system.

**Step 2** – You will be invited to attend a housing options interview at our office, where you will have the opportunity to discuss your application, preferred choice of areas and timescales for potential offers.

At the interview we will also discuss your full housing options, which may not result in a property with us.

We aim to carry out your interview within 10 days of receiving your application.

**Step 3** – We will notify you of your points information within 10 working days, if all necessary information, such as current landlord reference, has been received.

**Step 4** – When a property becomes available that matches your housing need and if you have the highest number of points, you will be made an offer of housing.

**Step 5** – You will be invited in for a viewing of the property you have been offered and given 24 hrs to accept the property.

## Why would my application be suspended?

We will suspend your application, preventing you from receiving housing offers if you:

- fail to provide relevant information required from your application
- are behind with your rent, factoring charges, charges for rechargeable repairs and have not made or maintained a payment arrangement to bring your account up to date.
- Have intentionally caused your current housing situation
- Have been found guilty of anti-social behaviour
- You are a registered sex offender and a risk assessment advises against housing you
- Give false or misleading information
- Try to bribe our staff
- Have verbally or physically abused our staff
- Or your partner are under immigration control

## What happens if I refuse an offer?

If you refuse more than three offers, we will invite you back in for another interview to ensure the information on your application form reflects what you are looking for.

## Can I access the full allocations policy?

Our full allocations policy is available on our website [www.glenoaks.org.uk](http://www.glenoaks.org.uk) or we can provide you with a copy in any format that you prefer, such as by email, post or audio etc.

## What if I am unhappy with the points 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 Housing 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 do I do if I am homeless?

If you don't have a place to stay, your first stop should be the housing department at your local council, to make a homeless application.

The council should provide you with somewhere to stay while they look into your situation, and you should be able to move into this temporary accommodation.

When the council is finished its enquiries, it will explain to you the type of help you are entitled to and why.

You do not need to fill in one of our applications forms if you are homeless, as Glasgow City Council will send us your details if we can offer you accommodation.

We have agreed a procedure with them under section 5 of the Housing (Scotland) Act 2001, that we will allocate a percentage of our properties annually to homeless people.

The agencies below can provide you with more information.

## 🏠 **Homeless Casework Team**

Rowan Park, Govan  
0141 276 8201 or 07746501744

## 🏠 **Glasgow Homelessness Network**

0141 420 7272  
[www.ghn.org.uk](http://www.ghn.org.uk)

## 🏠 **Shelter Scotland**

0808 800 4444  
[www.scotland.shelter.org.uk](http://www.scotland.shelter.org.uk)

## 🏠 **Citizens Advice Scotland**

Greater Pollok Citizens Advice Bureau  
0141 881 2462  
27 Cowglen Road  
G53 6EW

## 🏠 **Glasgow City Council**

0141 287 2000  
0800 838 502 (out of hours)  
[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

For more information on agencies that could offer advice or support if you are homeless or threatened with homelessness, see our Local Information booklet.

# Where are Glen Oaks' properties located?

Our properties are in the South West of Glasgow, in Arden, Pollok and Darnley. We have 1297 properties in total, 78%, in Arden.





## Pollok

Our properties in Pollok are in the Cartloch area and are new build style properties built within the last 15 years.

Pollok is home to the Silverburn Centre which opened in October 2007, replacing the old Pollok Centre. The centre, is the largest of its kind in Scotland.



## Darnley

This was the first area where we built new houses & cottage flats and remains a very desirable place to live.

Darnley is a large retail area that includes a supermarket, petrol station, pharmacy, a large DIY store and various famous restaurant franchises.



## Arden

Most of the properties in Arden are two or three bedroom homes in a tenement style.

We have also carried out several phases of new build properties within the last 10 years.

Arden is well-placed with local shops including a post office and continental-style delicatessen in the local shopping parade.

There is also a doctor's surgery and dental surgery within the estate.



## Where am I most likely to be offered a house?

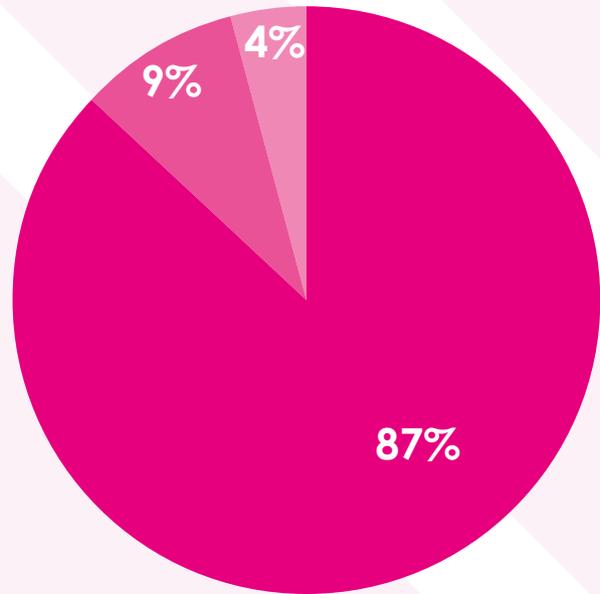
The chart opposite shows the percentages of our properties, (on average) allocated per area, in a year.

We cannot tell you your position on the list or a timescale for when you will be offered a property as this changes every day.

Our new build style houses are always the most popular, but only make up just over a third of the properties we have.

Houses in Darnley or Pollok can have very long allocation waiting times.

% of properties allocated



■ Arden ■ Darnley ■ Pollok

## How much rent will I pay?

The amount of rent you will pay depends on the location and the size of the property you rent. This table gives you an idea of what to expect but your rent amount may vary from this.

Average weekly rent (all areas)	One bedroom	Two bedroom	Three bedroom	Four bedroom
	£77.78	£81.64	£88.72	£110.29

See our website for more detailed and up to date information on our areas, the properties available and our current rent levels or contact our Housing Services department on 0141 638 0999, option 2.



# Contact Us

Glen Oaks Housing Association Limited, 3 Kilmuir Drive, Arden, Glasgow, G46 8BW

 0141 638 0999

 07860 027 496

 [www.glenoaks.org.uk](http://www.glenoaks.org.uk)

 [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)

 [Glenoakshousing](https://www.facebook.com/Glenoakshousing)

 [@GlenOaksHousing](https://twitter.com/GlenOaksHousing)

Our office opening hours are:

**Monday, Tuesday & Thursday:** 9am - 5pm

**Wednesday:** 9am - 1pm

**Friday:** 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.



INVESTORS  
IN PEOPLE



Charity No. SCO34301

Financial Services Authority Reg No: 2402R(S)

Scottish Housing Regulator No: HCB24