



# **Hjaltland Housing Association Ltd.**

# **Allocation Policy**

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## **Introduction**

Hjaltland Housing Association Ltd has over 500 units throughout Shetland. This policy details the way in which the allocation of these properties will be undertaken.

This policy has been created in line with the legal requirements set out in the Housing (Scotland) Acts 1987 and 2001.

## **1. Admission To Waiting List**

### **Application Process**

If you are interested in being registered on the Association's waiting list you must first complete an application form detailing your present housing circumstances.

Hjaltland Housing Association and Shetland Islands Council have developed a joint application form. This means that applicants who wish to be housed by either the Association and/or the Council only need to complete one form. The Association will then make arrangements to pass a copy of your application form to the Council.

Applications can be obtained from

Hjaltland Housing Association, 2 Harbour Street, Lerwick, Shetland  
Shetland Islands Council, North Ness Business Park, Lerwick  
Online at [www.hjaltland.org](http://www.hjaltland.org).

### **Admission to the Waiting List**

In line with the Housing (Scotland) Act 2001 Applicants who are 16 or over will be accepted on to the Association's waiting list. The application will be awarded points based upon the information provided by you in the application form.

You will receive written confirmation that you have been accepted on to the waiting list and this letter will detail your points level.

As part of the awarding of points to your application you may be required to confirm or provide proof of your circumstances. Prior to the allocation of a property a home visit will be undertaken to confirm the details provided by you in your application.

## **Change of Circumstances**

It is important that you keep the Association updated on any changes to your circumstances as this may effect your points level. This would include information such as

- Change in the make up of your family e.g. new partner, child born etc
- Change of Address
- Any other information you feel may effect your housing situation.

Please inform the Association in writing of any change to your housing situation.

## **Review of your Application**

Every 6 months from the date you originally applied we will write to you to ask you to confirm that you wish to remain on our waiting list. It is important that you contact us within 3 weeks of receiving the letter if you wish to remain on the list. In line with our data protection procedures your application will be cancelled and shredded if you do not confirm that you wish to remain on the waiting list.

## **Data Protection and Confidentiality**

We will gather, use and hold information in line with the requirements of the Data Protection Act 1998. We are registered under the Data Protection Act.

In processing your application we will need to gather, confirm and hold information regarding your housing, social and medical needs. It is important that you are aware that we will undertake checks regarding your housing situation which may result in us sharing information with others such as

- Your previous landlord
- Health Authorities, including your GP and NHS Shetland
- Social Work
- Law enforcement agencies such as the Police
- Environmental Health or other relevant organisation regarding antisocial behaviour.
- Government departments e.g. the benefits agency, HMRC and the Home Office
- The MAPPA (Multi Agency Public Protection Arrangements) in the case of sex offenders
- Those who provide services to the Association

We will not discuss your application with anyone else unless we have permission from you or we are permitted to do so by law. Please note that where applicants have chosen to apply to both the Association and the Shetland Islands Council using the common housing application form, information regarding applicants will be shared between the two organisations.

You have certain rights to access the information held about you. If you wish to do this you can write to the Association requesting access to your file.

A copy of our data protection policy is available at the Association's office.

## **Equal Opportunities**

The Association will seek to ensure equality of access in its allocation of housing and will not discriminate against any groups or individuals based on

- Race and ethnic origin
- Religion or belief
- Gender
- Sexual orientation
- Transgender
- Disability
- Age

The exceptions to this are:

- Where it is appropriate to take disability or age in to account when allocating houses which have been specially built, adapted or designated for such groups.
- In relation to sex offenders a property may be allocated following a joint assessment with the Police, Social Work and SIC housing, in line with the agreed multi-agency public protection arrangements (MAPPA). The allocation will be based on a risk assessment undertaken through the Mappa process.

Additionally, where a sex offender applies for a property, a risk assessment under the Mappa arrangements will be undertaken. If this highlights that an allocation of a property would be inappropriate the applicant would not be offered the property.

- If you have an ASBO (Anti Social Behaviour Order) granted against you and the allocation of a property may increase the risk of anti social behaviour reoccurring.

## **2. Allocation Process**

### **Choice Based Lettings**

The Association operates a choice based lettings scheme. This means that the Association will advertise properties to let in the Shetland Times and on its website, [www.hjaltland.org](http://www.hjaltland.org).

Applicants who are on our waiting list and who are interested in being considered for a property which is advertised must register an interest prior to the closing date. You can register an interest either by phoning our office on 01595 694986 or emailing us at [mail@hjaltland.org](mailto:mail@hjaltland.org). It is the applicant's responsibility to put their name forward for a property advertised. Another person can register an interest on behalf of an applicant, if the applicant has given them permission to do so e.g. family member, friend or carer etc.

Properties advertised will detail

- The address of the property
- The rent and service charge
- Whether the property will be available for
  - Hjaltland Applicants and Transfer Applicants including which points group or
  - Nominations by Shetland Islands Council of General Needs or Homeless Applicants
- The closing date for registering an interest

### **Local Authority Nominations and Section 5 Referrals**

The Association, in line with Scottish Government targets and a local agreement with Shetland Islands Council, aims to allocate 50% of its lets to nominees from the Council. It has been agreed with the Shetland Islands Council that the nomination arrangement will be undertaken through the choiced based lettings scheme.

A copy of the Nomination agreement is available at the Association's Office.

### **Section 5 referrals**

It is a requirement that the Association has a Section 5 Protocol in place between the Association and Shetland Islands Council. This protocol enables the Council to refer homeless applicants to the Association for consideration for rehousing.

A copy of the Section 5 Referral agreement is available at the Association's Office.

## Groups Plus Points Scheme

In the assessment of applications, Hjalmland operates a groups plus points scheme, which gives priority to those in greatest housing need.

There are seven points groups:

1. **Sub-standard - including Mobile Homes**
2. **Sharing Amenities**
3. **Social Needs**
4. **Overcrowded**
- 4a. **Underoccupying**
5. **Insecure Tenancies**
6. **Medical**
7. **Support**

Applicants are eligible to be awarded points from within any of the points groups, if they meet the relevant criteria.

## Allocation of properties: Lettings Plan

Annually, as part of its business plan the Association establishes a lettings plan for the coming year. This details the percentage of properties that are to be allocated to general needs and transfer applicants and in the case of general needs lets the proportion to be let to each of the 7 points groups.

This enables the Association to meet a range of housing need across those who apply for housing with the Association.

Detailed below is the existing lettings plan which is currently in operation for the year 2010/2011:-

Group/Area	2010/2011
	%
<b>General Needs</b>	85
<b>Transfer</b>	15
<b>Sub-standard Accommodation</b>	2
<b>Sharing Amenities</b>	22
<b>Social Needs</b>	3
<b>Occupancy</b>	13
<b>Insecure Tenancy</b>	44
<b>Medical</b>	13
<b>Support</b>	3

## Size of Accommodation Offered

The size of accommodation offered is determined by the size of the applicant's household. The following size standards will be used

Each member of the household should have their own single bedroom, except where the household includes:

- a) A couple including same sex couples, single parent or pregnant woman in a double bedroom
- b) Two children under five in a double bedroom
- c) Two children of the same sex under the age of 16, where the age difference is less than 3 years in a double bedroom

The exception to this is where

- In non-pressured areas the Association reserves the right to allocate a property to those in greatest housing need without reference to the size of the household, provided the property is not then overcrowded.
- An applicant has contact with children who do not live with them permanently. In these circumstances the Association will take into consideration the level of contact and the number of children involved when deciding on the size of property that will be offered. For example an applicant with irregular contact to 1 child may only be considered for a 1 bedroomed property.

### **Application checks prior to Allocation**

The Association will undertake the following checks prior to the formal offer of accommodation

- Home visit to confirm details on application form. Points may be added or removed to reflect the applicant's circumstances. Where points are removed this may result in the property not being offered to the applicant.
- A tenancy check will be sought from the applicant's landlord. This will seek information about how the applicant has managed their tenancy.
- Rent Arrears – you may not be allocated a property if you have outstanding arrears in relation to a house of which you were the tenant. The exceptions to this are where:-
  - you owe rent equivalent to one month's rent; or
  - you have arrears but you have made arrangements with your landlord to pay the debt; and
  - you have made the agreed payments for at least 3 months; and
  - you are continuing to make those payments

It is therefore important for you to make arrangements to pay off any outstanding debt that you owe your landlord.

- Anti-social behaviour – you may not be allocated if you or a member of your household have previously been evicted for anti-social behaviour or have an ASBO (Anti-Social Behaviour Order).

### **Applicants living outwith Shetland**

If you are not currently resident in Shetland you will not be made an offer of accommodation unless you:

- Are employed, or have been offered employment in Shetland – written confirmation will need to be provided.
- Wish to move to Shetland to seek employment - you will be asked to provide copies of correspondence relating to any job applications you have made.
- Wish to move to Shetland to be near a relative or carer – written confirmation will be sought.
- Have special social or medical reasons for requiring to be housed in Shetland – consideration will be given to the nature of the social or medical need and contact will be made with relevant agencies or persons in coming to a judgement about whether a move to Shetland is appropriate.
- Are subject to harassment and wish to move to Shetland – confirmation that you are being harassed will be sought from appropriate agencies including the Police, your existing landlord and the local Social Work department.
- Run the risk of domestic violence and wish to move to Shetland – confirmation of your circumstances will be sought.

### **Allocation of properties**

**Choice Based Lettings: Properties to be allocated to those on the Hjaltland waiting list.**

In reaching a decision on the allocation of a property the following approach will be taken

- 1 Best fit – all applicants who have applied for the property whose family make-up matches the size of the property advertised will be identified, then
- 2 group points will be considered – those applicants with points in the points group advertised for the property will be identified then
- 3 Total points will be considered - the applicant with the highest overall points (which must include the priority points group advertised for the property) will be allocated the property
4. In the event that applicants have the same points level the allocation of the property will be based on the date order of their application with the applicant who registered their application earliest being preferred.

### **Transfer Applicants**

The Association is keen to ensure that existing tenants are given the opportunity to transfer to alternative accommodation where a need for a move is identified.

Existing tenants who wish to be considered for a move must complete a housing application form and will be pointed according to the points system contained within this policy. Transfer applicants will be entitled to 5 transfer points.

When advertising properties through the choice based lettings scheme the adverts will highlight that the properties are available to Hjalmland Transfer Applicants.

In the case of Transfer Applicants, in reaching a decision on the allocation of a property the following approach will be taken:-

- 1 Best fit – all transfer applicants who have applied for the property whose family make up matches the size of the property allocated will be identified, then
- 2 Total points will be considered - the transfer applicant with the highest overall points will be allocated the property
3. In the event that transfer applicants have the same points level the allocation of the property will be based on the date order of their application.

In order to ensure the best and most efficient use of the Association's housing stock, the Association reserves the right to allocate a property to a transfer applicant, in line with the Lettings Plan, even where their overall points is not greater than the general needs applicants who have applied.

### **Choice Based lettings: Shetland Islands Council Nominations and Homeless Nominations**

In line with the existing Nominations agreement between the Association and Shetland Islands Council, properties identified as SIC Nominations will be allocated in the following way:-

1. Best fit – all applicants who have applied for the property whose family make up matches the size of the property advertised will be identified, then
2. In the case of SIC general needs lets, the highest SIC pointed applicant
3. In the case of SIC homeless applicants, in date order of their SIC homeless assessment.

Where couples, including same sex couples, apply and are allocated a property they will normally be issued with a joint tenancy.

## **Summary of Points**

## GROUP 1: SUB-STANDARD ACCOMMODATION

An applicant's accommodation will be considered to be sub-standard where it falls below the tolerable standard as defined in the Housing (Scotland) Act 2001, Section.102 or where it lacks a bath, shower or wash-hand basin, or is affected by other major deficiencies. This group is only concerned with the physical condition of the property and not with any difficulties of an applicant.

Structurally unstable/Hazardous property or poor condition - mobile homes	2
Outside WC	2
Water ingress - roof/walls/windows	2
No wholesome water	2
No internal bath/shower	2
No hot water supply	2
Antiquated electrical wiring	2
Penetrating or rising damp	1
Hazard arising from poor layout - internal	1
Hazard arising from poor access -external	1
Inadequate kitchen facilities	1
Inadequate heating or lighting	1
No wash-hand basin	1
Condensation	1
Chemical toilet	1
For each year in sub-standard accommodation	1
	Up to a maximum of 5

### Pointing Procedure

Applicants are eligible to be awarded points from all categories, depending on which amenities are lacked.

**Maximum points in group: 27**

## Group 2: Sharing Amenities

An applicant will be eligible for points from this group if, in their present accommodation, the WC, kitchen or bath/shower are shared with people outside their own household. **A household is defined as the people who you want to be rehoused with.**

Category	Pts
Applicant living with friends or relatives	15
Applicants living in an Institution	15
Applicant sharing private let or bedsit	20
And in addition the following points are added if the applicant is sharing with 4 or more people not in their household	5

### Pointing Procedure

The criteria will be applied as follows:

- a) Applicant must provide details on their application of who they are living with and their relationship to them
- b) Applicant must provide details on their application of the type of accommodation they reside in. Evidence may be required to confirm that they are residing in a private let e.g. tenancy/lease agreement, letter from landlord
- c) Applicant must provide details on their application of who they are living with and their relationship to them. Points will be awarded where they are sharing with 4 or more people not in their household.

**Maximum points in Group** **25**

### Group 3: Social Needs

This group is concerned with social needs.

Category Incoming Workers defined as moving into Shetland from either the mainland of Britain or other country **Or** moving to different area within Shetland. 25

**Or Essential Worker** i.e. emergency response workers such as Fire Service, On call hospital staff, ambulance, ferry workers required to live within a certain area. Applicants already living in the area will not be eligible for these points.

(Clear evidence required)

Category Applicants who are forced to move from a property due to continued racial or sexual harassment, or domestic abuse or anti-social behaviour (Clear evidence required) 20

Category Applicants who have to travel undue distance to their place of employment when they have no means of transport and there is inadequate public transport e.g. unsocial hours or a ferry journey is required. 15

Category Applicants who are forced to move from an area due to continued racial or sexual harassment, or domestic abuse or anti-social behaviour 10

#### Pointing Procedure

The categories of this group are mutually exclusive. Applicants will not be eligible to be awarded points from more than one category.

**Maximum points in group: 25**

#### **Group 4: Overcrowded**

Applicants will be considered to be overcrowded where their present accommodation falls below the following occupancy standard:

Each member of the household should have their own single bedroom, except where the household consists of:

- a) A couple including same sex couples, single parent or pregnant woman in a double bedroom
- b) Two children under five in a double bedroom
- c) Two children of the same sex under the age of 16, where the age difference is less than 3 years in a double bedroom

Living with people you want to be rehoused with	
1 bed space lacked	5
2 bed spaces lacked	10
3+ bed spaces lacked	15
Living with other people	
1 bed space lacked	10
2 bed spaces lacked	18
3+ bed spaces lacked	25

#### Pointing Procedure

Points will be calculated according to the size of the accommodation and the composition of the household and not according to the household's use of the existing space. Points will be calculated according to the size of the accommodation and all those presently residing in the property irrespective of whether they will be moving with the applicant.

**Maximum points in group: 25**

#### **Group 4a: Underoccupying**

An applicant already living in social rented housing will be considered to be underoccupying where, according to the occupancy standards detailed above, there is surplus space in their present accommodation.

1 surplus bed space	5
2 surplus bed spaces	14
3+ surplus bed spaces	25

#### Pointing Procedure

Points will be calculated according to the size of the accommodation and the composition of the household and not according to the household's use of the existing space. Points will only be awarded in this category where rehousing the applicant would free their current accommodation into the social rented sector

**Maximum points in group: 25**

#### **Group 5: Insecure Tenancies**

This group is concerned with the degree of insecurity of the applicant's accommodation, and deals with applicants whose accommodation is short term or where there is a threat to or loss of that accommodation.

Category 1: 15

1. Private rented accommodation
2. Tied tenancy.
3. Holiday Let
4. Applicant living with friends or relatives
5. SIC Temporary/emergency accommodation including children leaving care
6. Bed and Breakfast or lodgings with board or part board
7. Applicant Living in Institution

Category 2: 20

1. Marriage break-up (accommodation insecure)
2. Owner occupier **obliged** to sell and unlikely to be able to buy suitable accommodation with proceeds and existing income. (written evidence required)

Category 3: 25

1. Private Rented with Notice to Quit (written evidence required)
2. Holiday let with Notice to Quit (written evidence required)
3. Tied accommodation with Notice to Quit (written evidence required)
4. Applicant with no fixed accommodation (we define this as "NFA" which differs from those in SIC homeless accommodation)  
The 25 points are awarded as a provisional assessment. Final assessment would be based on the accommodation in which applicant most commonly finds him/herself. Where a property is identified the points relating to that property will be assessed. If no property can be identified, then the only points the applicant will be entitled to are NFA and medical points.
5. Owner occupier obliged to sell and unlikely to be able to buy suitable accommodation with proceeds and existing income. With fixed entry date (written evidence required)
6. Applicant living with friends or relatives with Notice to quit. (written evidence required)
7. Bed and Breakfast/ Lodgings with board/part board where Notice to Quit(written evidence required)
8. Applicant living in an institution with discharge date

### Pointing Procedure

The categories of this group are mutually exclusive and applicants will not be eligible to be awarded points from more than one category.

Points are removed where a notice to quit date has expired and the applicant remains in the accommodation. The exception to this is where there is evidence that a landlord is taking court action, in which case the points will remain in force until the decision of the court has been obtained.

**Maximum points in group: 25**

### **Group 6: Medical**

Applicants are awarded medical points where rehousing is needed as part of the treatment of their condition. Points will be given on the basis of the assessment by an independent medical practitioner, using the following guidelines.

Category1: Awaiting assessment	5
Category2: Low need	10
Category3: Serious	15
Category4: Severe	20
Category5: Urgent	25

### Pointing Procedure

Applicants who indicate that they have a medical condition will be awarded 5 points pending the outcome of the independent assessment. The Applicant will be sent a medical form to complete and this is then sent directly to the Director of Public Health who awards the medical points.

**Maximum points in group: 25**

## Group 7: Support

This group is concerned with certain other specific reasons for an applicant wishing alternative accommodation

Category 1:	Special Needs Accommodation e.g. Sheltered Housing or ILP required to receive/provide support of family, friends, or social support groups	25
Category 2:	Child contact form specifying contact arrangements in which an average of three nights over the week to be spent with the applicant	15
Category 3:	General Needs Accommodation required to receive/provide support of family, friends, or social support groups, <b>OR</b> Child contact form specifying regular contact arrangements eg averaging two weekends a month or regular holiday breaks are to be spent with the applicant	10
Category 4:	Child contact form confirming from the former partner that children visit, even if infrequently	5

### Pointing Procedure

The categories of this group are mutually exclusive and applicants will not be eligible to be awarded points from more than one category.

Where an applicant indicates that they have child contact a child contact form will be sent to them. They are required to complete the form and then send this to their ex-partner who will be asked to confirm details regarding the contact arrangements. Points will only be awarded where this information is provided. Where there is a conflict in the information provided the Association may contact Social Work to clarify the child contact arrangements. Points in the child contact categories are only awarded to an applicant where they are no longer residing in the family home.

**Maximum points in group: 25**

The Association presently has 13 sheltered units. Applicants who are interested in being considered for sheltered housing must submit an application form and this will be pointed in line with this policy.

When a sheltered unit is advertised through the choice based letting scheme it will be identified as a sheltered unit. The successful applicant will be considered on the following basis:-

1. Best fit – all applicants who have applied for the property whose family make up matches the size of the property advertised will be identified, then
- 2 Total points will be considered - the applicant with the highest overall points will be allocated the property pending a sheltered housing assessment being undertaken
- 3 Sheltered housing assessment procedure to be followed to assess whether the applicant requires the support of the Housing Support Worker. Where support is required, the applicant will be offered the property.

### **Sharing Ownership and Shared Equity properties**

Applicants who are interested in being considered for Sharing Ownership (part mortgage/part payment to Hjaltland) or Shared Equity (low cost home ownership units) must complete a housing application. Their application will be pointed in line with this policy.

Any Shared Ownership or Shared Equity properties that become available will be advertised under the choice based lettings scheme. The property will be offered on the following basis

1. Best fit – all applicants who have applied for the property whose family make up matches the size of the property advertised will be identified, then
2. Total points will be considered - the applicant with the highest overall points will be offered the property

The Association reserves the right to offer the property to a transfer applicant who applies if this will make best use of the Association's stock.

### **Independent Living Project Properties**

These units provide supported accommodation to individuals with learning and/or physical disabilities. The Association has an agreed allocation procedure in place with Social Work for the allocation of these units.

Copies of these procedures are available at the Association's office.

### **Adaptation of Properties: New build and existing units**

There may be circumstances where there is an applicant with specific needs for an adapted property and to meet these needs a new build or existing property has to be adapted.

The following procedure will be followed;

1. person must submit a housing application and will be pointed in line with this policy
2. An Occupational Therapist report will be sought by the Association to determine the level of adaptation required.
3. Where it is assessed by the Association that the level of adaptation required is significant then a property may be pre-allocated to enable the works to be undertaken.
4. This decision will be taken by the Housing Services Manager and the Chief Executive
5. The decision to alter a property will also depend upon the availability of funds to undertake the work required. Where funding cannot be secured the adaptation will not progress.

### **Housing Of Sex Offenders**

We will not refuse an application on the basis of an applicants offence. The applicant's application will be assessed for housing under the terms of this allocations policy.

When it comes to the allocation of a property the Association will work jointly with Social Work, the Police and SIC Housing under the MAPPA (Multi agency public protection arrangements). This will assess community safety issues and will determine whether a property is appropriate to be allocated to the applicant.

#### Pointing Procedure

All categories of points apply where appropriate.

### **Prisoners**

An application from an applicant in prison will be accepted and pointed in line with this allocation policy.

#### Pointing Procedure

All categories of points apply except for overcrowding points.

### **Special Cases**

Where individual applications being considered for allocation fall outwith the scope of this allocation policy existing policy, the Housing Services Manager or Senior Housing Officer will present the case to the Association's committee of management. The information provided will not include the names and

address of the applicant but only information necessary for members of the committee to affirm or otherwise the decision made by staff.

## **Pet Policy**

The Association will not allocate properties with shared garden areas to applicants with dogs or cats. An exception may be made for those who require a guide dog.

## **Mutual Exchanges**

Hjaltland tenants may apply for a mutual exchange with tenants from another Housing Association or Local Authority. There are certain criteria that need to be met prior to a mutual exchange being granted. In reaching a decision the Association will take the following into account

- A tenancy check will be under taken, in the case of tenants from other organisations a written tenancy report will be requested.
- Applicants to have resided in their property for at least twelve months before an exchange can be considered.
- The exchange must not result in overcrowding or any other breach of existing Association policy. In addition, mutual exchanges are likely to be refused where significant under-occupation would result e.g. two bedrooms in excess of required bedroom need.
- Each tenant must have a clear rent account and not been the source of anti-social behaviour. If there are exceptional circumstances that warrant relaxation of this rule, then the Housing Services Manager will report this to the Chief Executive for decision.
- Each house must be inspected, prior to consent being given, to ascertain its condition. The parties to the exchange will be required to agree in writing to accepting the other property in its present condition. In respect of the Association's tenants, where such inspection reveals unauthorised works to the property, this may require to be reinstated, at the tenant's expense and to the satisfaction of the Association, prior to consent to the exchange being granted.
- It is a requirement that, in giving consent to a mutual exchange, both parties must reside in their new properties for at least twelve months. An application to exchange will be refused if there is reason to believe that one or both parties do not intend to reside in their new properties for this minimum period.
- In any instances where one of the parties fails to take up occupancy of the property to which they agreed to exchange or a mutual exchange without the consent in writing of the landlords, then the

Association reserves the right to commence legal action requiring the parties to vacate the properties which they exchanged.

- Before transferring, each tenant will be required to terminate their existing tenancy and each shall sign a Tenancy Agreement with respect to the new tenancy.
- Routine repairs will only be carried out in the normal way by the Association. Where major refurbishment or planned maintenance is programmed, this will be carried out as part of the Programme in the normal way. A change of tenancy will have no effect on programmed work.
- Where consent is refused, then the tenant will be given reasons for refusal in writing.

The Association and the Shetland Islands Council encourage their tenants who are interested in a mutual exchange to register on the Homeswapper website. This is a national organisation that assists tenants to be matched with other tenants who wish to move. It is free of charge for Hjalmland tenants to register on the system at [www.homeswapper.co.uk](http://www.homeswapper.co.uk).

### **Assignment of tenancy**

Tenants may apply to assign their tenancy with the approval of the Association, which may be granted,

1. provided that the assignee has been using the house as their only or principal home for at least six months, and
2. the tenant has conducted their tenancy in a satisfactory manner,
3. the transfer would neither lead to overcrowding nor, in a pressured area, significant under-occupancy, and
4. the Association is satisfied that there are no other reasonable grounds to withhold permission.

### **Advice and Assistance**

Applicants should not hesitate to contact the Association if they require assistance in completing forms or wish to seek advice about the housing options available to them.

If an applicant requires a large print, on tape or Braille version of the policy the Association will arrange to make this available.

If an applicant requires assistance because their first language is not English the Association will make arrangements to either provide an interpreter or material in the appropriate language where required.

### **False Information**

If an applicant attempts to gain advantage by giving false information or by withholding vital information, the Association reserves the right to remove the applicant's name from the waiting list or withdraw any offer of housing. At the point of allocation, following a home visit, an applicant's points will be confirmed, and any points not relevant to the applicant will be removed. This may result in the applicant no longer being eligible to be offered the property.

### **Appeals**

Applicants who have a grievance about the handling of their application or an allocation may make a complaint using the Association's complaints procedure.

A copy of the complaints procedure is available at the Association's office.

### **Monitoring and Evaluation**

The Association monitors the management of the application and allocation process every two months at the Operational Management Committee. The reports are available on request from our office.

### **Review**

The allocations policy was reviewed in 2010 and will be reviewed every 3 years.

Policy Agreed: 25 March 2010

Live Date: 15 April 2010