



Knowes Housing Association Limited
10 Field Road
Faifley
Clydebank, G81 5BX

Telephone: 01389 877752
Fax: 01389 879858
E-Mail: info@knowes.org
Website: www.knowes.org

*Knowes Housing Association Limited is a charitable organisation
registered under Scottish Charity No. SCO27466*

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APPLYING FOR A KNOWES TENANCY

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YOU AND YOUR APPLICATION

This leaflet is intended as a guide to applying for a house with us.



The Association aims to be non discriminatory in its policies and practices.

We aim to promote equal opportunity by the prevention, elimination or regulation of discrimination between persons on grounds of sex or marital status, on racial grounds, or on grounds of disability, age sexual orientation, language, or social origin or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions unless discrimination is permitted by law.

If you would like this leaflet produced in another format, for example, large print, braille or another language, please let us know.

OTHER LOCAL HOUSING PROVIDERS....

Bellsmyre Housing Association
16 Merkins Avenue
Bellsmyre
Dumbarton G82 3EB

Tel: 01389 765179

Cordale Housing Association
1 Red Row
Renton
Dumbartonshire
G82 4PL

Tel: 01389 761486

Dunbritton Housing Association
Unit 14
Leven Valley Enterprise Centre
Castlehill Road
Dumbarton
G82 5BN

Tel: 01389 761486

Link Housing Association
12 Seedhill Road
Paisley
PA1 1JS

Tel: 0141 840 6380

West Dunbartonshire Council
Council Offices
Rosebery Place
Clydebank
G81 1BL

Tel: 01389 737000

OTHER LOCAL HOUSING PROVIDERS....

Clydebank Housing Association
77-83 Kilbowie Road
Clydebank
G81 1BL

Tel: 0141 941 1044

Cube Housing Association
Skypark 5, Level 3
45 Finnieston Street
Glasgow
G3 7JU

Tel: 0141 248 7851

Dalmuir Park Housing Association
631 Dumbarton Road
Clydebank
G81 4EU

Tel: 0141 952 2447

Faifley Housing Association
Skypoint Centre
Lennox Drive
Faifley,
Clydebank G81 5JY

Tel: 01389 877924

Trafalgar Housing Co-Operative
430a Dumbarton Road
Clydebank
G81 4DU

Tel: 0141 952 4676

GENERAL INFORMATION

Knowes currently have around 1000 properties in Faifley and Duntocher. A full list of the streets we cover is detailed on the Housing Application.

We operate a Groups plus Points system which means applicants are awarded points for each "needs factor" recognised in our Allocation Policy. In addition, we accept nominations from West Dunbartonshire Council for up to 50% of our available properties.

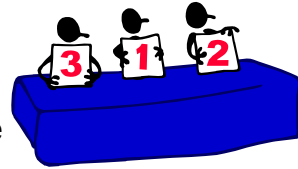
To possibly benefit from a nomination, applicants should fill in the Council's application form and tick the box which asks if you wish to be nominated to Knowes Housing Association.

Any applicant who feels they have a medical condition which is being made worse by their accommodation should complete an Application for Medical Priority.

The full Allocation Policy is available from our office, on request or on the Association's web site www.knowes.org.



GROUPS PLUS POINTS



Your application will be placed on one of the following groups and you will receive points accordingly:-

MEDICAL	Grade A (50 points) Grade B (30 points) Grade C (10 points)
DEVELOPMENT	Date of Tenancy First
TRANSFER	Applications are placed in Date Order
MISCELLANEOUS	100 Points for Under-occupation
OVERCROWDED	15 Points for 1 bedroom short and 10 points for each additional room
SINGLES	10-30 Points for sharing or lacking amenities and non-priority homeless
WAITING LIST	10-30 Points for sharing or lacking amenities and non-priority homeless

Each Group is allocated to in rotation and in each group properties are generally allocated to the person at the top of the group. Properties suitable for applicants with severe medical needs may be allocated to out of rotation.

Cottages are allocated to in rotation as well, although some groups receive a higher quota priority than others., such as Medical & Overcrowded.

WHAT HAPPENS IF I AM HOMELESS?

We will accept your application form and we will encourage you to make an appointment with West Dunbartonshire Council's Homeless Persons Unit who have the legal responsibility for assessing your homeless application.

All applicants who have not held a tenancy of their own will be invited to the office to discuss their housing application and circumstances.

WHAT TO DO IF I AM UNHAPPY WITH HOW MY APPLICATION HAS BEEN DEALT WITH?

If you have a complaint about the way your application has been dealt with, you should ask for a copy of our Complaints Procedure.

WHERE TO RETURN YOUR APPLICATION?

If you are handing in your application to the office, please deliver it to:-

Knowes Housing Association Limited
10 Field Road
Faifley
CLYDEBANK G81 5BX
Tel: 01389 877752
Fax: 01389 879858
E-Mail: info@knowes.org
Website: www.knowes.org

HOW LONG WILL I HAVE TO WAIT FOR A HOUSE?



Unfortunately we are not able to tell you. It will depend on:-

- ◆ Your position on the waiting list. This changes frequently as new applicants, maybe with more points than you, are placed on the waiting list and applications are removed.
- ◆ The type of property you have asked for. We get more flats becoming available than terraces or cottages.
- ◆ The number of properties we have available to let.

For you to have the best chance of being housed, you should apply to as many landlords as possible. We have included a list of local housing providers on pages 9 and 10 of this leaflet. All operate a different Allocation Policy therefore your priority on the list with one Association may differ from that of another landlord.

CAN I APPLY FOR ANY PROPERTY?

In general, yes, however ambulant, disabled and wheelchair adapted properties will be allocated to applicants whose medical condition or disability would benefit from this type of accommodation.

IS EVERYONE ACCEPTED ONTO THE WAITING LIST?



YES! Although this does not guarantee that you will be offered housing with us. There are more people on our waiting list than we have properties to let.

Rent arrears or anti-social behaviour may lead to your application being suspended. Further information on this can be explained at an interview or in the Policy.

It is important to respond to all correspondence. If you do not do this it can lead to your application being removed from the waiting list.

WHO CAN APPLY?

We will accept applications from anyone aged 16 or over.

Applications are accepted from our tenants, tenants of other landlords, or applicants who do not have a house of their own from anywhere in the United Kingdom and from abroad should the necessary visas, etc be in place.

WHAT AREAS DOES THE ASSOCIATION COVER?

Knowes cover most of the rented housing in Faifley and the streets are detailed in the Application Form. We strongly recommend you familiarise yourself with the streets. The more streets you exclude, the more difficult it will be for you to be rehoused as some properties in some streets rarely become available. Please visit www.knowes.org for details and pictures of Knowes' properties.

WHEN WILL MY APPLICATION BE ASSESSED?

Your application will normally be acknowledged within 5 working days, and following relevant checks, you will join the list shortly afterwards.

Some applicants will be asked to make an appointment with us so that we can get further information from you or give you advice. We also need to collect relevant information. For example, get references for applicants who are currently tenants or who have previously held a tenancy.

Your application will be delayed if we are not able to process it until further information is received.

Applicants must be able to provide proof of their circumstances if asked to do so.

House visits may be carried out by our staff in certain situations.

HOW DO I COMPLETE THE APPLICATION FORM?

Please give your full details including flat position and "care of" name if applicable. Incomplete addresses could lead to any letter sent to you being returned by the postal services.

Full details of everyone who lives at the same address as you should be given to allow us to process your form.

Even if your circumstances may change in the future, complete the form with your current details.

You may be asked to verify the details on your application form. If so, you must be able to provide official proof for yourself and for all those living with you. For example, benefit books or council tax registration.

It is your responsibility to tell us of changes in your circumstances. Your application will be re-assessed if your circumstances change. Your priority could be lower or higher because of this.

If you are applying for a house with someone else who lives at a different address, this should be clearly highlighted.