

<b>KNOWES HOUSING ASSOCIATION LTD</b>	
<b>Policy Name</b>	Allocations (Interim)
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<b>Links to other Policies</b>	Void Management Policy Tenancy Management Policies Homelessness Policy High Risk Offenders Policy
<b>Consultation</b>	Internal – Staff and Committee

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## 1. POLICY AIMS & OBJECTIVES

1.1 In order to promote a stable and balanced community within Faifley and Duntocher, it is important for Knowes Housing Association to have a detailed Allocations Policy and Procedure, which outlines how the Association allocates its properties. A key objective is to make best use of our housing stock and this involves meeting housing need and also individuals housing aspirations. This Policy outlines how the Association allocates housing and administers waiting lists for varying needs.

1.2 Housing Need is a general term used to describe individuals or households who would benefit from alternative housing. Specifically this can include factors such as Overcrowding, Current Property medically unsuitable or homelessness.

Knowes Housing Association recognise housing need factors and applicants are pointed within their appropriate Group according to that need. There are however other Groups where the applicants do not have a recognised housing need, but wish to move for other reasons, usually aspirational. We examine individual applicants' current housing circumstances and their requirements and our allocations reflect this.

1.3 Through the implementation of this Policy, the Association aims to be **Consistent, Open and Confidential**. By treating applicants with similar characteristics in a similar manner the Association will ensure consistency and this will be done by processing the personal circumstances of individual customers in a confidential manner.

## 2. LEGAL FRAMEWORK & COMPLIANCE

2.1 This policy complies with best practice information produced by the Scottish Housing Regulator, the Scottish Federation of Housing Associations and the Chartered Institute of Housing.

This policy also adheres to the legal requirements contained within:

- The Housing (Scotland) Act 2001, including the National Standards for Information and Advice
- The Housing (Scotland) Act 1987
- The Homelessness (Scotland) Act 2003
- The Matrimonial Homes (Family Protection)(Scotland) Act 1981
- The Race Relations Act 1976
- The Race Relations (Amendment) Act 2000
- The Disability Discrimination Act 1995
- The Sex Discrimination Act 1975
- The Data Protection Act 1998

- The Access to Personal Information (Housing)(Scotland) Regulations 1993
- The Human Rights Act 1998
- Freedom of Information Act 2004

2.2 We adhere to the regulatory standards specified by the Scottish Housing Regulator in the allocation of housing.

**Access to Housing (Activity Standard 1.1)**

We ensure that people have fair and open access to our housing list and assessment process. We work with others to maximise and simplify access routes to our housing.

**Lettings (Activity Standard 1.2)**

We let houses in a way that gives reasonable preference to those in greatest housing need; makes best use of available stock; maximises choice and helps to sustain communities.

**Tenancies (Activity Standard 1.3)**

We offer the most secure form of tenancy compatible with the purpose of the housing. The agreement makes it clear the rights and duties of the tenant and landlord. We act to uphold these rights and duties in a fair and responsible manner.

**3. RISK MANAGEMENT**

3.1 As a Registered Social Landlord, Knowes Housing Association has a duty to comply with Part 1 of the Housing (Scotland) Act 2001, which outlines the legislative framework for admitting applicants to housing lists, and also allocating properties. The Association must comply with this legislation and be able to demonstrate compliance through its policy, procedure and practices.

3.2 Without a comprehensive and compliant Allocation Policy and Procedure, the Association are open to allegations of bias, unfairness and inequality. This, in turn, is unprofessional and would fall short of current legislation and Best Practice.

**4. GENERAL ISSUES**

4.1 All information provided by applicants will be treated as strictly confidential. Where the Committee is required to discuss a case, the identity of the applicant will not be revealed. No information about an applicant will be given to any other person unless the applicant has signed a mandate, which permits this.

- 4.2 Applicants can request in writing that files and records covered by the Data Protection Act (1998) and relating to their application are shown to them.
- 4.3 The Association will normally seek repossession of any tenancy, which it considers to have been granted on the basis of false or misleading information or the withholding of relevant information.
- 4.4 In addition to the standard rules governing the allocation of houses the Association may agree Local Lettings Initiatives to achieve aims specific to a particular development, area or tenement block.

Local Letting Initiatives shall be developed where the Association is convinced that specific and targeted action is required to try to achieve balance and stability in particular communities or to achieve the aims of a specific development. Any initiatives such as these would be the subject of a report to the Housing Services Sub-Committee of the Association.

- 4.5 The Association will offer Scottish Secure Tenancies (SST) to all tenants, except where the tenants meet the legislative criteria for the award of a Short SST. This is in accordance with the Housing (Scotland) Act 2001 and the Associations Policy on SSSTs.
- 4.6 Accommodation of a suitable size as per the Allocation Policy will normally be offered. Due to a shortage of 5 and 6 apt properties the Association offer additional points for those “under occupying” these larger dwellings.

## **5. ACCESS TO LISTS & ROUTES TO HOUSING**

- 5.1 The Association maintains open lists for housing so that any one can apply at any time to be assessed for housing. All applicants will be asked to state whether or not, to their knowledge they are related to any current or former Committee or Staff Member. This will ensure that the Association complies with statutory requirements regarding the granting of benefits to current or former Committee Members or Staff of the Association, or their relatives. This is in accordance with Section 63, Schedule 7 of the 2001 Housing (Scotland) Act.
- 5.2 Applications will be considered from anyone aged 16 and over. The Association will seek to ensure that all applicants who have never held a tenancy or had their own home, are interviewed when their application is received to identify any relevant support needs. We will work in partnership with external partner agencies to ensure all applicants can be given the best possible information and signposted to other organisations if required.

- 5.3 Ambulant disabled, adapted or amenity housing will be allocated, when possible, only to households with at least one member with specific needs who would benefit from the features of the property available.
- 5.4 All applications will be dealt with in accordance with this Policy regardless of whether the applicant is a current tenant, former tenant or indeed has never held a tenancy or owned a property.

## 6. SUSPENSIONS & EXCLUSIONS

6.1 The Chartered Institute of Housing with the Scottish Executive in their publication, "Suspending Applicants on Housing Registers – *A Guide for Housing Professionals*", provided the following definitions:

- An **exclusion** happens when an applicant applies to go on to a housing register but is refused **access** to that register (No one can be excluded from a housing register of a local authority or Registered Social Landlord provided they are over the age of sixteen);
- A **suspension** happens when someone has been assessed for and accepted onto a housing register but is told that he or she will not be eligible for an allocation to, or offer of housing, until either a certain period has elapsed, their conduct has changed or a change in circumstances has occurred.

6.2 There are 2 scenarios which should not be confused with the above and that is firstly, where there is a delay in collating information required in order to process the application. This may include applicants who refuse to consent for a former tenancy check, and these applications are referred to as **Delayed Applications**. Secondly, if the applicant does not wish to be considered for housing at that time – e.g., in prison or armed forces etc, then these applications are referred to as **Deferred Applications** although these applications will be kept live on their respective list and by-passed until such times as the applicant has intimated a desire to be rehoused.

6.3 There are a number of **scenarios** (outlined below) where the issues of suspending applicants arise and the Act attempts to be clear about what is permitted and not within these parameters.

Suspended applications will initially be suspended for a set period of time, depending on the reason for suspension. When the suspension review takes place, a further suspension will be placed on the application if there has been no change to the original circumstances. When a second review takes place and there has still been no change, a 6 month suspension will be applied. Following on from this, a third review will take place and if no change, then a one year suspension will be applied and yearly thereafter (or until circumstances have changed).

6.3.1 **Debt** - Landlords can suspend applicants who have rent arrears or certain other debts. ie. service charges/rechargeable repairs. However suspensions are not permitted in the following scenarios: -

- Where the applicant has paid the rent arrears, or former tenant arrears off;
- Where there was a debt but it is less than one months rent;
- Where there was a debt but a suitable repayment arrangement has been made and the repayment arrangement has been adhered to for 3 months and is continuing to do so;
- Where the debt is not linked to the tenancy of the house, eg. Council Tax arrears
- Where the debt was not the responsibility of the applicant, i.e. they were not the tenant.

**Knowes Housing Association will therefore suspend applicants who have either current or former rent arrears or other associated tenancy debts, which are more than one months rent and where there is either no suitable repayment arrangement in place, or that suitable repayment arrangement has not been adhered to for 3 months. Debt Suspensions will be reviewed initially on a 3-monthly basis.**

**An application will be suspended either on receipt of information or when an applicant is being considered for an offer. Applicants are reminded at the point of application and when their application is reviewed annually, of the suspension criteria.**

**A suspension can be lifted if an applicant reduces the outstanding debt to a minimal level or adheres to the agreed suitable repayment arrangement for a 3 month period.**

6.4.2 **Residency Requirements** - Knowes do not intend to impose any local connection residency qualification on applicants.

6.4.3 **Income or Property** - Knowes will not consider an applicant's level of income or whether they own a property as a prerequisite to being considered for housing. However we will make clear to applicants who own a home that it is a legal requirement that they must occupy a tenancy as their only or principal home. We will not impose a requirement that a property be sold.

6.5 **ANTI-SOCIAL BEHAVIOUR** - In assessing whether or not an applicants anti-social behaviour is to be used as a reason for suspension, Knowes will only suspend where the breach of tenancy is serious.

- 6.5.1 The 2001 Act sets down criteria to assess whether a tenant should be evicted and it's useful to consider these for applying a suspension for this reason. We will consider: -
- The nature, frequency and duration of the conduct;
  - The extent to which the conduct is the consequence of acts or omissions of other people other than the tenant;
  - The effect which the conduct is having on other people;
  - Any alternative action taken by the tenant to address the problem.
- 6.5.2 Applicants may be suspended from the housing list where:
- The applicant or anyone being rehoused has been evicted for anti-social behaviour in the last 5 years (3 year suspension from date of application), or
  - The applicant has an ASBO granted against them relating to their conduct in a previous home (6 month suspension from date of application), or
  - The applicant has been evicted for causing substantial damage to the landlords property within the last 5 years (3 year suspension), or
  - Where a landlord has served a Notice of Proceedings on the grounds of ASB, and the NOP is valid, this will form the basis of a 6 month suspension for Category A & B cases. For Category C cases, a 3 month suspension will be applied.
- 6.5.3 Violence or threatening behaviour towards staff is a ground for suspending an applicant but again careful consideration needs to be exercised. The circumstances and level of seriousness and frequency should be considered and whether the behaviour could or would lead to the applicant being charged. These suspensions will be authorised by the Depute Director and will be reviewed every 6 months.
- 6.6 **Condition of Property/Breach of Tenancy** - Applicants may be suspended for the condition of their property, or indeed bypassed for an offer if the condition of their current tenancy is in breach of their conditions, e.g. hazardous, rubbish, vandalism, control over pet's etc. However this will relate to the tenancy and not the applicants personal housekeeping standards. Suspensions under this remit will be reviewed after 3 months.
- 6.7 **Refusal of Offers** - Knowes will not apply suspensions to applicants who turn down offers of accommodation. Instead they will be interviewed to assess exactly what they are looking for and to avoid future abortive offers. They may be by-passed for future offers if we are still re-assessing their choices; i.e. they have not responded to our requests to discuss choices.
- 6.8 **High Risk Offenders** - if an applicant or a member of the applicant's household is required to register with the Police then the applicant must inform the police that they are considering moving. In West Dunbartonshire, there is a procedure for housing high risk offenders. On receiving applications from High Risk Offenders, these will be

suspended and referred to West Dunbartonshire Council in accordance with the aforementioned procedure.

## **7. JOINT ARRANGEMENTS**

- 7.1 Knowes HA operates among other housing providers within West Dunbartonshire, and through a series of arrangements with these providers, we will seek to provide the best rehousing opportunities to applicants. Notwithstanding the existence of a Nominations Agreement with West Dunbartonshire Council, all local housing providers including Knowes Housing Association are working towards the establishment of a Common Housing Register within West Dunbartonshire. This is in accordance with Section 8, Part 1 of the Housing (Scotland) Act 2001.
- 7.2 The Association has a Nominations Agreement with West Dunbartonshire Council. A large number of the Associations vacancies (50%) are offered to the Council and persons who wish to be housed by the Association are encouraged to also apply directly to WDC. This includes the rehousing of homeless applicants via the Section 5 Homeless Protocol. The Section 5 (Homeless) Referrals contribute to the majority of the “50% quota”.
- 7.3 Section 5 of the Housing (Scotland) Act 2001 places a legal duty on Associations to comply with requests from the Council to re-house homeless households. Knowes Housing Association, along with the other local housing associations within West Dunbartonshire, have agreed a joint working arrangement with West Dunbartonshire Council which ensures our duties are met. The “Section 5” lets will generally be seen as being part of the 50% Nominations Agreement, however this could be exceeded depending on the demand from Homeless households. Those applicants who have been accepted as Homeless/Potentially Homeless (but who do not have a Priority Need) will be placed on the appropriate Needs Group, e.g. Singles or Waiting List with 30 points on receipt of their notification letter – there will be no other points allocated in this scenario.

## **8. HOW DOES IT WORK?**

- 8.1 The Association have a number of Groups where applicants are placed in according to their individual household circumstances. These Groups are as follows: - **Medical, Overcrowded, Singles, Transfer, Underoccupied, Waiting List**, and in addition there is provision for Nominations and Section 5 Homeless referrals.
- 8.2 When Knowes Housing Association are undertaking a new build development and tenants are required to move out of their home or are given “priority to return” to new build accommodation, their applications will be placed in date of tenancy order on a Development List.

Discretion may be exercised to go out of rotation to this group if there are applicants requiring accommodation.

- 8.3 These Needs Groups will be allocated to in rotation (alphabetical order) for tenement flats and when allocating cottages they are also allocated to in rotation provided there is a quota available at time of allocation. The Quota system is explained in more detail at Section 12.
- 8.4 An applicant can only be on one Group at a time, and applicants will be advised which Group they are likely to be rehoused more quickly from. If, for example, an applicant is grossly overcrowded and has only been awarded 10 medical points, then the likelihood is that the applicant will be advised to stay on the Overcrowded Needs Group. In this example, medical priority is not accrued in their points total.

## 9. GROUP CRITERIA

- 9.1 **Medical** - Knowes carry out a self assessment for all medical applications received. This is explained further in the next section.
- 9.2 **Overcrowded** - This Group is for householders only (tenants of private landlords, social landlords and owner occupiers) who are overcrowded as per the eligibility criteria outlined at Section 11.3.
- 9.3 **Singles** - This Group is for single persons who are seeking rehousing, and are not currently tenants of Knowes H.A. The main purpose of this list is to ensure that single persons are treated fairly and given a fair share of suitable housing. Given the limited supply of 2apts, the Association will make available a number of 3apts also to this Group. If Single Persons have access arrangements to children, then they will be placed on the Waiting list (the Singles Group will be included in the rotation for every second 3apt).
- 9.4 **Transfer** - This Group is only for tenants of Knowes Housing Association who wish to move to another property, new build or otherwise, yet have no registered housing need. This Group is not points led and applicants are instead placed in order of original date of application with the Association.
- 9.5 **Underoccupied** – This Group will consist of Knowes’ tenants who are underoccupying 5apt and 6apt properties.
- 9.6 **Waiting List** - This Group will include all other applicants without a KHA tenancy. Points will be awarded based on whether the applicant is sharing amenities with another household.

## **10. APPLICATIONS FOR MEDICAL PRIORITY**

- 10.1 Where the applicant or a member of their household suffers from any medical condition where rehousing would alleviate the medical problem, points may be awarded in recognition of this situation. The applicant will be required to complete a Medical Assessment Form which will enable a decision to be made on the suitability for rehousing.
- 10.2 There are 4 gradings placed on an application for medical priority, and these are described below –

**Priority A** Where an applicants' current accommodation is potentially life threatening or causing severe aggravation to his/her medical condition and where re-housing is extremely urgent. This refers mainly to housebound cases or cases where there is severe difficulty accessing the accommodation.

**50 points**

**Priority B** Where an applicants' current accommodation is causing serious aggravation to an applicants' medical condition. This refers to cases where there is difficulty getting to and from the accommodation or the internal layout is unsuitable.

**30 points**

**Priority C** Where an applicants' current accommodation is causing a significant degree of discomfort to the applicants' medical condition.

**10 points**

**Priority D** Where an applicants' current accommodation is not affecting his/her medical condition

**0 points**

- 10.3 Examples of medical conditions which may attract the appropriate gradings are described below –

### **PRIORITY A GRADING**

- Applicants who have wheelchairs and are in unsuitable housing
- Ambulant disabled cases in unsuitable housing
- Severe heart condition or lung condition cases housebound due to the unsuitability of their housing
- Diseases of the nervous system, eg Motor Neurone Disease
- Kidney cases on home dialysis

### **PRIORITY B GRADING**

- Mobility/Access problems where the applicant has severe difficulty in getting to and from accommodation or internal layout of accommodation is totally unsuitable

- Heart trouble where the applicant has difficulty getting to and from accommodation
- Lung conditions where present housing conditions exacerbate the problem
- Any member of a household deserving of a Medical A grading but requiring an independent tenancy, and presently living in suitable accommodation to their medical/mobility needs

#### **PRIORITY C GRADING**

- Applicants providing or receiving support on medical grounds, to or from family living in Faifley, where the provider or recipient currently lives outwith the area

Cases of stress or depression are not normally awarded medical points, and neighbour disputes or anti social behaviour is never considered when reviewing a medical application.

When considering an application for medical priority, the Association may contact either the applicants GP, Occupational Health specialist or our own medical advisors or may carry out a home visit for further clarification.

Should any applicant disagree with a decision on a medical award, they can pursue this through the Associations Complaints Procedure.

## **11. SUMMARY OF POINTS**

### 11.1 Medical Priority

Category A	50 points
Category B	30 points
Category C	10 points
Category D	0 points

### 11.2 Sharing Amenities 30 points

### 11.2 Homeless Points

Homeless, Non Priority	30 points
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### 11.3 Overcrowding

The minimum eligibility criteria is as follows:

- 2 apartment for applicant and/or partner
- 1 bedroom each for any other persons unless 2 children under 10 are the same sex, in which case they can share a room.
- For one bedroom short 15 points
- Each additional room thereafter 10 points

Applicants will only receive overcrowding points up to and including 6 apartments but no higher.

Overcrowding eligibility only applies to those applicants who currently have their own property (regardless of tenure and they will be placed on OVCR Group.)

Should an applicant be pregnant and on the birth of their child they will be Overcrowded, that application will only be placed on the Overcrowded list once proof of pregnancy has been received. When an applicant has a change of circumstances and qualifies for overcrowding points, the date of application would change to the date the household is actually overcrowded. (eg. Date of confinement)

#### 11.4 Underoccupation

Faifley has a shortage of large family type houses and to encourage tenants to free up 5 and 6 apartments, underoccupancy points will be allocated accordingly. These will only be applicable to Knowes H.A. tenants.

- Tenants in 5/6 apartments underoccupying                      100 points

## 12. **QUOTAS**

12.1 Quotas are set to ensure that every Group receive a share of available properties and the size of quota reflects the housing need for each particular group. Quotas do not apply for the allocation of tenement flats as demand is met from all groups with regard to this particular property type. There is also little point in granting a quota to certain groups for flats, when the majority of their applicants only want to be considered for cottage types. The Quota system is therefore to be adhered to for the allocation of non-tenemental flatted properties.

12.2 Properties on the ground floor with level access may be allocated to the Medical Needs Group “out of rotation” and regardless of quotas – this is to ensure that those applicants with serious medical needs are being offered the most suitable housing when it comes available.

12.3 Quotas are set and approved in the Annual Lettings Plan at the start of each financial year, and this provides a guide for the allocations in the forthcoming year. It should be recognised that the quotas are a guide for allocations and it may be that due to the number of available properties for let, or other circumstances, some groups receive slightly more or slightly less than their projected quota figure. If required, groups will be bypassed to ensure the balance of lets is maintained. The Depute Director will explain any variances in quotas in the Annual Lettings Plan each year, and will also have the discretion to adjust quotas accordingly.

### **13. HARASSMENT & VIOLENCE**

- 13.1 Knowes' recognise that people have a right to a life free from harassment, violence and abuse. Should applicants or tenants be victims of abuse of a violent or domestic nature or breaching equalities guidelines they will be given the appropriate advice regarding what agencies will be able to assist in what is essentially an emergency situation. The homelessness process will be explained as will the Associations obligations under Section 5 of the 2001 Act and the Nominations Agreement with West Dunbartonshire Council.
- 13.2 While all harassment complaints will be treated with priority and may have an impact on priority for rehousing, complaints of anti-social behaviour and neighbour nuisance are rarely resolved through rehousing. Knowes Housing Association along with other social landlords have a legal obligation to deal with anti-social behaviour and this is outlined in the Joint Anti-Social Behaviour Policy.

### **14.0 SUSTAINABILITY**

- 14.1 Knowes' are concerned that individual tenancies are sustainable and in order to achieve this we strive to: -
- Match people with appropriate properties, for example meeting physical mobility needs;
  - Housing people in appropriate locations – close to support networks, schools etc
  - Promote stable, balanced communities – this is not straightforward but the ideal is avoiding over concentrations of one particular household or housing need in specific areas, while at the same time trying to avoid potential clashes of lifestyle.

### **15. VERIFICATION OF CIRCUMSTANCES**

- 15.1 Prior to an offer of housing being made it is important to check/verify an applicants' circumstances to ensure that the allocation is being made correctly in accordance with up-to-date needs and circumstances.

<b>Circumstance</b>	<b>Proof Required</b>
All applicants	Proof of identity and letter confirming address
Homeless or potentially homeless	Assessment letter from WDC
Moving to provide / receive support	Medical certificate/letter of support
In need of rehousing as health affected by current housing circumstances	Medical Assessment Form

Access arrangements	Letter from child's other parent or lawyer
Household member temporarily living away from home	Letter from individual confirming position

15.2 Although all applicants are treated the same, by virtue of their circumstances being different, there are different ways to verify applications. For applicants who are currently tenants of a local authority or Registered Social Landlord, then we will already have a tenancy report. Should that have been received more than 6 months prior to consideration of an offer, then it would be considered reasonable to contact their existing landlord with a view to confirming circumstances or carrying out a further inspection. The general rule with regards to other applicants is that they may be visited to confirm that the circumstances are as stated on the application. This will be at the discretion of the Senior Housing Officer/Depute Director.

## **16. OFFERS & REFUSALS**

16.1 Every offer of tenancy will be first made by telephone (when possible) followed up by a standard offer letter advising of the address, the monthly rent and any other relevant details. Should an applicant be interested in viewing the property, this will be arranged at a mutually convenient time.

16.2 No applicants will be penalised for refusing offers of accommodation. This is a direct bid to ensure that we have quality information on the applicants and we are making offers, which our applicants want.

16.3 Every withdrawal or refusal will be recorded against individual properties to highlight any identifiable refusal patterns or emerging trends. This is recorded monthly on the Offer Details Report and reported quarterly to the Housing Services Sub-Committee.

## **17. REVIEW OF ALLOCATIONS & APPLICATIONS**

17.1 The Association will formulate an audit trail to demonstrate how and why a particular let was allocated. This will be a manual audit system.

17.2 All applications and allocations will be co-signed, usually by the Senior Housing Officer. This can be over-ridden in periods of leave/absence but will certainly always be signed by 2 officers of the Association.

17.3 All applications for housing will be reviewed on an annual rolling basis, with all applicants being asked to confirm that the information held on the waiting list is up-to-date and accurate. The aim of the review is to

ensure a response from as many applicants as possible. The review will also be used as an opportunity to update applicants on their current position regarding housing allocation.

Where applicants fail to respond to the review, they will be removed from the list following a reminder. All applicants will be informed of the implication of failing to respond to the review, and will receive written confirmation of their removal from the list.

If, following a review cancellation, an applicant makes contact within one month, their application will automatically be re-instated at their request. For applicants making contact after one month, they will be asked to put their request in writing and this will be treated as an informal complaint/appeal

## **18. CANCELLING APPLICATIONS**

18.1 An application can only be cancelled if:

- The applicant has died
- The applicant has requested removal from the list – we would ask that this request is made in writing in order to ensure that all parties are clear of the applicant's desire to be removed from the list
- The applicant fails to respond to a periodic review of the housing list

When an application is cancelled, the applicant will be advised of this in writing.

## **19. PROCEDURE**

19.1 Knowes have a detailed Allocations Procedure, which complements this Policy, and describes the different stages an Application for Housing will go through following receipt by the Association. The Procedure identifies what the Association does when allocating properties and also outlines the New Tenant Sign Up process.

## **20. APPEALS**

20.1 Any applicant who feels their application for housing has been unfairly dealt with has a right of Appeal. This is detailed in the Complaints Policy, which is available at the Associations office.

20.2 Initially the Depute Director or Director of the Association will deal with the appeal, and if the applicant is still unhappy they can appeal further to the Management Committee of the Association. Ultimately, the

applicant has a final right of appeal to the Public Services Ombudsman. The Complaints Policy details the way in which a customer can complain and the timescales for responding.

## **21. POLICY REPORTING**

21.1 Each quarter the Housing Services Sub-Committee receives detailed reports on the following:

- Lettings Report
- Tenancies Ended Report
- Offer Details Report
- Application Analysis Report
- Section 5 Analysis Report
- Nominations Analysis Report

21.2 On an annual basis, the Housing Services Sub Committee is presented with an Annual Lettings Plan, which reports on the number of lets made the previous year, and to which groups. This therefore identifies and focuses on which needs were met and whether the Policy Outcomes met the original objectives and targets of the Allocation Policy. The plan then goes on to look at the projections for the forthcoming year based on previous experience and emerging trends, for example, legislative changes.

## **22. CONSULTATION**

22.1 This policy has been developed in the past with external consultation, and subject to internal audit and inspection by the Scottish Housing Regulator. The minor amendments contained within which forms this interim review have been a result of internal consultation. The decision not to proceed to external consultation was taken due to the interim nature of this Policy and the expectation that a comprehensive consultation exercise will be deployed prior to the anticipated Common Allocations Policy which is currently being worked on.

## **23. EQUALITIES COMMITMENT**

23.1 Knowes Housing Association Ltd is committed to tackling discrimination on the grounds of sex or marital status, racial grounds, or grounds of disability, age, sexual orientation, language, social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

23.2 Knowes' seek to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work.