



APPLYING FOR A KNOWES TENANCY



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

YOU AND YOUR APPLICATION



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.

GENERAL INFORMATION

Knowes currently have over 1000 properties in Faifley, Duntocher and surrounding areas. 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 current 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:-

Group	Points
Management Transfer	No points awarded – priority granted and application added to this group only in exceptional circumstances and as authorised by the Housing Manager.
Medical	Grade A 50 points Grade B 30 points Grade C 10 points Grade D 0 points
Overcrowded	One bedroom short 15 points Each additional bedroom short 10 points
Transfer	No points awarded Applications in order of date of application
Under occupied	For each bedroom under occupied 10 points BTax Case – KHA tenants only additional 5 points
Waiting List	Private Let with date to leave 30 points Tied accommodation with date to leave 30 points Armed Forces Personnel with date to leave 30 points No Fixed Abode 30 points Separating spouses 30 points Temporary accommodation 30 points

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 than others, such as Medical & Overcrowded.

IS EVERYONE ACCEPTED ONTO THE WAITING LIST?

YES! Providing they are 16 or over 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.

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 anywhere in the United Kingdom and from applicants living 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 be placed on the list within 5 working days. 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 may be delayed if we are not able to process it until further information is received.

All applicants must provide photographic ID with their application form.

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.

HOW LONG WILL I HAVE TO WAIT FOR A HOUSE ?

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

- 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 within West Dunbartonshire on the pages 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.

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 Section 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

E-Mail: info@knowes.org

Website: www.knowes.org

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

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
32 High Street
Dumbarton
G82 1LL

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



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