

Allocations Policy

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ALLOCATIONS POLICY

1. Introduction

- 1.1. Rosehill Housing Association finally acquired 373 houses from Glasgow City Council on the 29th of January 1988 which was the culmination of many years hard work by the tenants, in an effort to improve the condition of their housing and environment.
- 1.2. The tenants felt that the only way they could achieve their aims was to form a Par value Housing Co-operative, in which the members collectively own, manage and improve their houses by pooling the rents they pay.
- 1.3. Rosehill currently owns and manages approx. 1000 properties consisting of 1, 2, 3, 4 and 5 apartment housing in the southwest sector of Glasgow and is located within the Pollok District close to Silverburn, the Pollok Leisure Pool and Health Centre. The house types comprise of semi-detached bungalows, end-terrace and mid-terrace villas, 4 in a block houses, semi-detached houses and tenement property.

2. Purpose

The purpose of this policy is to:

- Ensure properties are allocated in accordance with all relevant legal requirements and good practice.
- Provide housing for members on the Association's principle in line with Rosehill's rules.
- In general, to allocate houses to those with higher levels of housing need and/or support need, where appropriate.
- Make the best possible use of Rosehill's housing stock through fair and sensitive allocation of houses, thus creating and maintaining sustainable communities.
- Keep the time properties lie vacant as short as possible.
- Provide all sections of the community with continuous opportunity to apply for housing within Rosehill.
- Promote the existence of Rosehill to ensure that those with high levels of housing need, from all sections of the community, have access to another housing opportunity.

- Carry out this policy fairly and efficiently, and without discrimination, and in line with Rosehill's Diversity Policy. As a way of fulfilling this policy Rosehill will collect and regularly monitor statistics on the ethnic origin, gender and disability status of those applying for rehousing.

3. Legal and Regulatory Frameworks

3.1 Legislation

- 3.1.1 We will ensure that this policy complies with current legislation and promotes good practice. The legislation particularly relevant to this Policy includes:

Housing (Scotland) Act 1987 and (amended) Act 2001
 Matrimonial Homes (Family Protection) (Scotland) Act 1981
 General Data Protection Regulations 2018
 Human Rights Act 1998
 Homelessness etc (Scotland) Act 2003
 Civil Partnership Act 2004
 Equality Act 2010.
 Housing (Scotland) Act 2014

3.2 The Scottish Social Housing Charter

- 3.2.1 The Social Housing Charter came into effect in April 2012 and was reviewed in 2017. This sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter replaces the Performance Standards and the outcomes relevant to this Policy are:

Charter Outcome/Standard 1: Equalities

Social landlords perform all aspects of their housing services so that:

- Every tenant and other customer have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Charter Outcome/Standard 2: Communication

Social landlords manage their businesses so that:

- Tenants and other customers find it easy to communicate with their

landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Charter Outcome/Standard 3: Participation

Social landlords manage their businesses so that:

- tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Charter Outcome/Standards 7, 8 and 9: Housing Options

Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- tenants and people on housing lists can review their housing options.

Social landlords ensure that:

- people at risk of losing their homes get advice on preventing homelessness

Charter Outcome/Standard 10: Access to Social Housing

Social Landlords ensure that:

people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Charter Outcome/ Standard 11: Tenancy Sustainment

Social Landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Charter Outcome/ Standard 12: Homeless People

Homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home there are entitled to.

3. Organisational Values

The delivery of our Vision and Strategic Objectives is underpinned by our Core Values:

Our Vision:

"We will provide excellent quality affordable and efficient homes in neighbourhoods that are well managed and maintained; we will

contribute to sustaining communities where people feel safe and want to live by providing housing and other services and working with our voluntary and statutory partners."

Our Values:

Our Core Values are:

We Will

- Invest and Support

We will be

- Engaged and Responsive
- Accountable and Compliant
- Fair and Approachable
- Efficient and Responsible
- Excellent and Committed

5. Important Points to Note

- 5.1 A balanced community is one in which there is not an over concentration of similar household types in respect of age, family composition, and life and employment experiences. To seek to achieve balanced communities, Rosehill does not bind itself to always select the applicant at the top of any queue for a vacancy. However, this does not mean rehousing applicants who are not in need. The intention is to house applicants with a range of

levels of need and a range of life and employment experiences. Rosehill will also consider other measures to achieve a balanced community. For example, in areas where there is an over concentration of young families, the decision may be taken to limit allocations to families with children of secondary school age or older. Such decisions will be made on a day-to-day basis by the Housing Services Manager and will in turn be ratified at the next appropriate Management Committee meeting.

- 5.2 The Housing (Scotland) Act 2001 created a duty on RSLs to comply with a request from the local authority to house a homeless household. This duty came into effect from September 2002.
- 5.3 Rosehill has signed up to a citywide protocol for dealing with homeless referrals from Glasgow City Council. Rosehill will work at local level with the local Homeless Casework Team.
- 5.4 The term '*reasonable preference*' will be used throughout this document this means:

That Local Council's and Registered Social Landlords must give greater priority to people experiencing more acute housing need. There are three specific housing needs which must be taken into account these are:

- Homeless or threatened with homelessness
- Unsatisfactory housing conditions
- Under-occupying existing tenants

Applicants can only qualify for one reasonable preference category.

6. The Basis of Selection

Rosehill operates a points system of allocations; therefore, it is the number of points an application attracts which determines whether or not an offer will be made. The following factors are also taken into account:

- 6.1.1 Section 9 of the Housing (Scotland) Act 2001 provides all applicants aged 16 or over the right to be admitted to the waiting lists of any registered social landlord (RSL) or local authority (LA).
- 6.1.2 Rosehill operates an open waiting list, which provides continuous opportunity for all applicants aged 16 years or over to be admitted to the waiting lists, regardless of whether they have little or no need in terms of this Policy.
- 6.1.3. Within 10 working days of receiving a completed application form, Rosehill aims to:
- a) carry out an assessment of the application
 - b) enter the application onto the relevant waiting list
 - c) notify the applicant of the outcome of the assessment/provisional award of points

- 6.1.4. A points system is operated to reflect the level of the applicant's housing need. All waiting lists will be administered on a point order basis which means those with the highest level of points will be placed at the top of the lists. Where two or more applicants have the same level of points, the date of application will be used to determine the order applications are held. The points provided are provisional until a verification visit has been completed.
- 6.1.5. Rosehill administers two main waiting lists: internal transfer and an external list. Applications are then grouped together, in point order, based on house size required i.e. 2 apt applications, 3apt applications and so on.

7. Types of Applicant

- 7.1 There are three main routes for the allocation of houses:

7.1.1 Internal Transfers

Rosehill will maintain a list of internal transfer applicants in point order. Undertaking a transfer releases stock for other applicants.

Rosehill is aware that its own tenants may experience changes in circumstances, which merit a move to more appropriate housing. In meeting the needs of tenants, it is important to establish communities that are popular and sustainable

Rosehill's tenants housing need cannot compete with that of the external waiting list cases due to such factors as insecurity of tenure.

Therefore, to ensure that Rosehill's tenants do have the opportunity to move within Rosehill, up 25% of all relets/new lets will be made available to those tenants requiring a transfer.

In relation to particular projects, e.g. housing for various health and support needs, Rosehill may decide to increase the number of lets to its own tenants by anything up to 50%.

Rosehill believes this is reasonable where there is a relatively large demand from tenants who have a high level of need for such housing. In addition, letting houses to internal transfer cases will release a number of larger houses to be relet to families who actually need that particular size of house. The transfer list will be continually monitored to ensure that no applicant with urgent need is being overlooked.

Decisions to vary the number of transfers will be made, in the first instance, by the Housing Services Manager or the Director and will in turn be ratified at the next appropriate Management Committee meeting.

The Suspensions policy will also apply to internal transfer applicants. Anyone being considered for an internal transfer must have a clear tenancy record as per the Policy. The transfer should also be cost neutral to the organisation so the property must have been looked after by the transferring tenant. Where there are re-chargeable repairs at the property the tenant will be given the opportunity to undertake the work before an offer of transfer is withdrawn.

7.1.2 Local Authority Homeless Referrals

Rosehill will work with the Homeless Casework Team regarding referrals.

Throughout the year Rosehill will receive requests from the Homeless Casework Team which Rosehill will be required to accept unless there is good reason for not doing so.

7.1.3 External Applications

Rosehill will maintain a list of all other applicants who are not included in the above categories, in point order.

7.1.4 Targets

As previously mentioned, Rosehill has three main routes for the allocation of its houses. Broad targets have been set for each of these routes, but it is recognised that there needs to be a flexibility to respond to particular demands. For example, the homeless referral target is a minimum of 45% but due to the Homelessness and Housing Emergency, this may be higher.

Internal Transfers	25%
Homeless Referrals	45%
External List	30%

8. Internal Transfers

8.1 The tenancy must have been satisfactory in all respects. The Suspensions Policy covers internal as well as external applicants

8.2 At the point a tenant applies for a transfer, the Housing Officer/Assistant and Technical Services Officer will be notified in order that a joint property

inspection can be arranged. This inspection enables staff to advise the tenants of action they may be required to take to remedy any unauthorised alterations/improvements or malicious damage.

- 8.3 At the point a tenant is being considered for rehousing, the Housing Officer/Assistant and Technical Services Officer will carry out a follow up inspection to ensure that any repair/maintenance issues raised have been dealt with.
- 8.4 Every Member of the household must transfer to the new house.
- 8.5 If a member of the household is the tenant's married partner or civil partner, they have certain rights under the Matrimonial Homes (Family Protection) (Scotland) Act 1981 and the Civil Partnership Act 2004 respectively. Under the legislation they are classed as "non-entitled spouse" and "non-entitled partner", and their consent must be obtained before the transfer can go ahead.
- 8.6 In the event of two tenants having the same points total, the date of application or removal of suspension should be the determining factor. Subsequently if this is also the same, the tenant with the longest tenancy should be made the offer.

9. Local Authority Homeless Referrals

- 9.1 In line with the Homeless Protocol, the Homeless Casework Team, once they have assessed someone as homeless and potentially eligible for referral for permanent accommodation may contact Rosehill for assistance with rehousing.
- 9.2 The detail governing the referral procedure is the subject of the citywide Homeless Protocol, signed by Rosehill.

10. External Applications

- 10.1 Applicants who do not come under the other main categories will be placed on a general waiting list in point order.

11. Exceptional Circumstances

- 11.1 Rosehill recognises that there may be situations that due to exceptional circumstances may not be covered by this policy. This may be to allow good management of our housing stock or to alleviate exceptional difficulties with a household. The Housing Services Manager will have delegated authority to approve such cases.

12. Suspension of Normal Allocations

- 12.1 Allocations will normally be made through the above routes. However, circumstances may arise where normal allocations will be suspended for a particular period. The most likely instance when this will occur will be when Rosehill becomes the owner of unimproved stock with sitting tenants. Those tenants would then become priority over all other applicants, with the exception of homeless referrals, for rehousing. However, there could be other circumstances in which normal allocations will be suspended.

13. The Points System

13.1 Medical

Under the Housing (Scotland) Act 2014 anybody who is living in 'unsatisfactory housing conditions' including due to medical reasons must be given reasonable preference on a landlord's waiting lists. For the purpose of this policy anyone who qualifies for grade A and B medical grade is deemed as living in 'unsatisfactory housing conditions' due to their health conditions. Those who qualify for either A or B medical priority would not qualify for any other reasonable preference category points. Medical points will be verified when a verification visit has been carried out to ensure the relevant medical points have been awarded.

Applicants must complete the medical form, which is included within the online housing application form if they wish to apply for medical points. Medical points are awarded based on an applicant's current property and how this impacts their health. Medical points are allocated for the household, and not per person. Rosehill will take account of relevant medical factors where it can be demonstrated that alternative housing will improve the quality of life for the applicant. This will be assessed as follows: -

- | | |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 50 pts | Grade 'A' is reserved for urgent rehousing cases. It suggests that the applicant has either no usable home – e.g. an applicant in a wheelchair in a two-storey property with the bedroom and bathroom upstairs, or someone who cannot be discharged from hospital because of the unsuitability of the property. |
| 30 pts | Grade 'B' is to recognise urgent cases. It suggests that whilst the applicant can live in their current property, this is not sustainable for any length of time. For example, the applicant has severe mobility problems making everyday tasks such as using the bath or getting upstairs very difficult |

- 10 pts** **Grade 'C'** recognises where rehousing would be of some benefit to a household moving – e.g. where everyday tasks are difficult, such as climbing stairs or using the bathroom.
- 0 pts** **Grade 'D'** suggests that there would be no benefit at all (from a health perspective) in a move. This may be because the applicants current property is fully suited to their needs (such as a wheelchair user in a fully adapted property), or because the health condition is such that the applicant's situation would remain the same in any property – e.g., arthritis in the hands may mean that it is difficult to prepare and cook food, but this would not be alleviated by a move. Grade 'D' can also be used where it is felt that a condition simply does not warrant the award of priority on health grounds.

Rosehill can consider applicants for rehousing in accommodation where the current property can't be adapted to meet their needs. Official evidence must be submitted e.g. Occupational Therapist assessment to support this.

13.2 **Minor Overcrowding**

15 points will be awarded to applicants whose current property doesn't meet Rosehill's size criteria (page 11) but isn't statutorily overcrowded (points will not be awarded if the overcrowding is caused by unauthorised lodgers).

Statutory Overcrowding

If a person is living in a property which is classed as 'statutorily overcrowded' (based on the existing statutory definition of overcrowding in s135 of the 1987 Act) they will be classed as living in 'unsatisfactory housing conditions' as per the 2014 act and will be awarded **30** points.

People cannot qualify for both point levels. Only one award of a 'reasonable preference' category point level can be given. E.g. A lodger at an address won't be awarded serious overcrowding points.

By applying the size criteria at 13.4 Rosehill aims to meet its objective to fully address overcrowding situations. However, there will be cases where this will not be possible. The largest houses provided by Rosehill are 5 apartments. However, some applicants will require 6 apartment and larger housing. Rosehill recognises the importance of

alleviating serious overcrowding. Therefore, Rosehill will offer advice and assistance to access other housing options to anyone qualifying for 6 apartment housing or above.

13.3 Under-occupation in Social Housing

The Housing (Scotland) Act 2014 introduces a new reasonable preference category of under occupation. An applicant who is under-occupying a social rented tenancy will have a reasonable preference to move to a property which better suits their family needs. This will free up family type properties and make better use of our housing stock

15 points will be awarded for each bedroom in excess of the applicant's needs based on the size criteria at 13.4 up to a maximum of 30 points. To qualify for these points the tenant must reside in a property owned by a Registered Social Landlord or Local Authority and classed as a social rented unit. Mid-market and market rent tenants will not qualify for these points.

13.4 Rosehill's Size Criteria

One bedroom for each of the following:

- The applicant (adult aged 16 years or over) or applicant and partner
- Any other adult aged 16 or over
- Any two children of the same sex aged under 16
- Any two children aged under 7
- Any other child living in the house

13.5 Applicants with Overnight Access to Children

Rosehill will consider applicants who have overnight access to their children for larger housing, but this will be restricted to one extra bedroom. Applicants must provide adequate proof e.g. letter of confirmation from ex-partner, solicitors letter or where possible a court decree that they have legal access to their child/children on an overnight basis. If an applicant who has been awarded an extra bedroom for overnight access is rehoused and subsequently applies for a transfer, under occupation points may not be awarded for a period of 2 years after allocation.

13.6 Requirement for Separate Bedrooms on Medical Grounds

Rosehill will consider couples of any age for 3-apartment housing where there is medical support that separate bedrooms are required. The existing medical category system (level A-D) will be used to determine the level of need for moving to a 2-bedroom house.

In cases where the applicant's current accommodation affords them the use of two separate bedrooms, then medical points will not be awarded. This in itself, however, would not prevent applicants from being placed on the 3-apartment list.

It is possible that whilst applicants have not been awarded medical points in relation to needing a 3 apartment, medical points can be awarded for other reasons e.g. current house has internal stairs, but applicant requires housing all on one level.

If an applicant who has been awarded an extra bedroom for medical reasons is rehoused and subsequently applies for a transfer, under occupation points may not be awarded if the same family composition exists at the point of application.

13.7 Additional Bedroom for Provision of Overnight Care

A single person can be considered for a 3 apt property on the basis that they require overnight care. Confirmation of such an arrangement will be required from an official source i.e. Hospital Consultant, Social Worker, or Occupational Therapist.

13.8 Unborn Children

An unborn child will be included as part of the household for the purpose of calculating the size of house needed, as soon as proof of pregnancy (usually a certificate of confinement) is submitted to Rosehill by the applicant. Once a child has been born copy of birth certificate should be provided.

13.8 Accommodation In Serious Disrepair

The Housing (Scotland) Act 2014 requires landlords to give reasonable preference to applicants who are living in 'unsatisfactory housing conditions' where a person is living in a property which is deemed below tolerable standard (based on the existing statutory definition in s86 of the

1987 Act)

30 points will be awarded to applicants living in accommodation, which is deemed to be in serious disrepair, and where it can be demonstrated that the applicants' use of the property is restricted by the nature of this disrepair. For example, where there is evidence that at least one room cannot or should not be occupied as a result. If the landlord intends to carry out remedial works within a reasonable timescale, then points would not be awarded.

Tenants of RSLs, including Rosehill, and local authorities do not qualify for serious disrepair points.

13.9 Rehousing of Urgent Cases

Due to Rosehill's low turnover of housing, it is virtually impossible to offer immediate housing opportunities to those who need it including victims of racial or other harassment, domestic abuse and homeless applicants.

Rosehill recognises the importance of assisting such individuals in securing accommodation. Therefore Rosehill, where possible will work closely with other landlords through a referral system and the local authority, through the homeless referral system, to address the housing problems of these individuals.

In cases where the applicant (external and internal list) requires rehousing for reasons of personal safety e.g. fleeing domestic violence, victim of racial and other harassment, it is important to consider where the applicant is relocated to. In very serious cases Rosehill will not consider rehousing the applicant within the area he/she currently resides.

However, each case will be considered on an individual basis with all relevant factors being taken into account to determine the suitability and feasibility of the applicant's rehousing options.

13.10 Homelessness

Rosehill believes in a broader definition of homelessness which includes all people who have no security of tenure or are unable to remain in their current accommodation. All applicants are considered to have no security of tenure if they are living with family or friends.

Rosehill's points system is designed, in normal circumstances to give greater priority to applicants with no security of tenure as opposed to those with security of tenure.

The Housing (Scotland) Act 2014 requires landlords to give reasonable preference to applicants who are homeless or threatened with homelessness'. Rosehill consider people with no security of tenure or facing domestic, racial or any other form of serious abuse or harassment qualify under this reasonable preference category.

All applicants who have no security of tenure or are suffering any form of abuse will be advised to contact the local authority in order that an assessment within the terms of the legislation can be made. As previously mentioned Rosehill will be restricted in directly assisting applicants who require immediate rehousing. The Homeless Protocol with Glasgow City Council is viewed as the key mechanism for assisting the Council with tackling the problem of homelessness.

Points for 'homeless or threatened with homelessness' will be awarded as follows:

Notice served by Private Landlord within 2 months – **30** (where ASB or other tenancy breaches are the reason for the notice the Suspensions Policy may apply)

Lodger– **30**

Mortgage repossession within 2 months – **30**

Tied accommodation where employment ends within 2 months – **30**

Domestic abuse – **30**

Racial or any other form of serious harassment – **30**

13.11 Domestic Abuse

Rosehill believes that everyone is entitled to a life, which is free from violence and abuse. Rosehill will deal with any cases of abuse in a sensitive and caring manner and will not make any judgements of the applicant in such circumstances.

Applicants who were forced to leave their previous accommodation because of such abuse will be dealt with in terms of the homelessness policy and awarded the appropriate points.

Regarding external applications, if the points attained are not sufficient to give the applicant priority attention, Rosehill would consider, with the applicant's consent, accepting the case as a referral from the applicant's landlord. Any consideration for a referral is subject to the availability of stock.

In cases where the problem exists within Rosehill's own stock, the individual will be awarded management transfer points. However, where rehousing in the area is not appropriate, Rosehill will liaise with other landlords.

Where Rosehill has assessed any of its tenants as potential homeless cases due to factors such as domestic abuse, it can refer such cases to the South Community Casework Team for advice. The Community Casework Team may also be able to provide the tenant with assistance in terms of rehousing through a referral to another landlord. In all cases of domestic abuse, internal and external, the applicant will be provided with advice on their housing options, including referral to the Local Authority, and their rights in terms of the Matrimonial Homes Act. In addition, applicants will be advised to contact agencies such as Women's Aid. Any action taken in relation to an applicant's case will be done with the applicant's knowledge and consent.

If any Rosehill Tenant is convicted of abuse or harassment Rosehill will take action to remove them from the property using the powers within the Housing (Scotland) Act 2014

13.12 Marital/Relationship Breakdowns

Internal Cases

Where a marriage or partnership breaks down, the partners may amicably agree as to who shall have the tenancy.

Where an amicable decision cannot be reached, the persons concerned would be advised to pursue the courts to decide who is entitled to the tenancy.

In all such cases, all parties involved would receive as much advice and assistance as possible to acquire rehousing.

Where the partner requiring rehousing has indicated he/she would like to remain in the area, Rosehill would attempt, where possible, to rehouse them.

A housing application would be required to be completed, which would be treated as an internal transfer and awarded **20** points in terms of this policy the application will be reviewed with the tenant on a three-monthly basis.

External Cases

Applicants who have experienced a marital/relationship breakdown but remain in the “marital home” will be offered all appropriate advice and assistance. Such applicants will normally be advised to contact their local Community Casework Team for further advice and assistance. Any applications received from external applicants will be awarded a total 20 points.

13.13 Management Transfer Points

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A management transfer awards a priority status to a transfer application because of the applicant's circumstances which may require the tenant to move out of the property into suitable alternative accommodation. It is not designed as an alternative route to the internal transfer list but as a route to be used in very urgent cases. Management transfer points can also be awarded where a tenant is required to move for urgent repairs or improvements to be undertaken or where a property has been earmarked for demolition.

- **Threats to life and limb:** A threat to life or limb occurs when a tenant or member of the tenant's family who live at the same address is the victim of a threat of physical harm. A threat would be considered where the applicant can demonstrate that the perpetrators have been physically engaged in actions aimed at causing personal injury to either the applicant or other persons. This can include physical damage to their property or belongings. In deciding if the threat is credible, we will consider any current or previous actions or patterns of behaviour displayed by the perpetrators.
- **Escalating threats to the person:** An escalating threat to a person occurs when there is a continuous pattern of more severe threats to the applicant. In these situations, the combination of all previous incidents suggests that a serious threat, assault or other forms of physical harm is more likely to be carried out against the tenant or member of the tenant's family who lives at the same address.

Properties in need of major work or demolition: This is when a property is in need of major work that cannot be reasonably carried out with the tenant

in occupation. The tenant's individual circumstances will determine if they can be expected to occupy the premises whilst the works are carried out. This will include residents of properties being improved by Rosehill in partnership with other organisations.

The examples above should not be seen, as mutually exclusive and it is recognised that there may be other situations which will be considered within the category of urgent management transfer.

Supporting Evidence: All applicants are required to prove that they qualify for management transfer points. We consider all forms of evidence that an applicant can supply to prove their circumstances, these may include their own statements, witness statements or any other forms of evidence e.g. visual/audio recordings, photos etc. In all circumstances applicants will be required to provide supporting evidence or references from other professional people or agencies like the Police, Social Services, hospitals, domestic violence agencies, citizens advice bureaux, surveyors and Environmental Health Officers. The Housing Officer/Assistants will play an active role in requesting this evidence from these agencies or professionals. If we are unable to obtain any supporting evidence from external agencies or professionals, it is unlikely that we will award management transfer points.

We will review management transfer applications with the applicant every month for a six-month period. After 6 months if we have been unable to find the applicant an alternative property, he/she will have to re-apply for management transfer points. If an applicant re-applies for management transfer points, he/she must provide fresh evidence that the same circumstances still apply

13.14 Social Points

Points may be awarded to applicants in exceptional circumstances, where it can be demonstrated that they need to move because of special reasons and/or circumstances:

Social/Community/Family Support

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Applicants who may need to move nearer family and/or friends to provide or receive assistance to sustain a tenancy, particularly important where it is someone's first tenancy. Points will not be awarded if the applicant currently lives within two miles of where family/friends reside.

Where circumstances e.g. overcrowding conditions, prevent a family unit from living together then social points should be awarded. Family unit may be a couple forced to live apart, parent(s) separated from children, etc.

Appropriate evidence should be obtained to support the award of social points e.g. letter from the person receiving/providing support to the applicant, confirming level of support provided/received. The examples above should not be seen, as mutually exclusive and it is recognised that there are many other situations which will be considered within the broad category of "Social Points". Only one award of points will be given within this category.

14. Other Housing Options

14.1 Mutual Exchanges

A tenant has a right to exchange his/her house with another tenant, providing that both tenants are Scottish Secure tenants and that the landlords of both tenants have given their consent.

Exchanges can occur between tenants of Rosehill as well as tenants of other landlords.

If a member of the household is the tenant's married partner or civil partner, they have certain rights under the Matrimonial Homes (Family Protection) (Scotland) Act 1981 and the Civil Partnership Act 2004 respectively. Under the legislation they are classed as "non-entitled spouse" and "non-entitled partner", and their consent must be obtained before the exchange can go ahead.

Rosehill's Mutual Exchange Policy sets out the conditions for granting an exchange and details the grounds for refusal. Copies of the Policy are available on request.

Rosehill operates its own mutual exchange book, which is located in the reception area of the office and can be accessed by both Rosehill tenants and external tenants. Periodically the existence of the mutual exchange book will be publicised in Rosehill's newsletters.

14.2 Referrals

Rosehill will consider referrals from other agencies/organisations and landlords. Where Rosehill wishes to target a particular client group for rehousing, it will work closely with agencies and organisations that specialise in working with particular client groups and their specific needs.

Rosehill will, where possible, accept referrals from other landlords who urgently require a tenant to be rehoused either because they are not in a position to do so or the tenant needs to move out of the area. Such cases may include tenants who suffer from domestic abuse, racial or other harassment. Normally, such referrals accepted would be done so under a reciprocal arrangement.

15. Membership

- 15.1 Everyone who becomes a tenant will be encouraged to become a member. Information about membership will be provided at tenancy sign up, at the settling-in visit and at the annual house visit. We will also include information about becoming a member in each newsletter.

16. Permission To Reside

- 16.1 Permission to reside will normally be granted on request only if it does not result in overcrowding. If the person/family refused permission to reside makes an application for housing to Rosehill, they will NOT be allocated any points.
- 16.2 Anybody who applies from a Rosehill tenancy who hasn't applied for permission to reside will be encouraged to do so.

17. Joint Tenancies

- 17.1 Tenants have a right to hold a joint tenancy with one or more individuals so long as the house is or is intended to be the only or principal home of the individuals(s).
- 17.2 The tenant must obtain the consent of Rosehill and must have lived at the property as their only and principal home for the preceding 12 months and have notified Rosehill in writing and have received written permission to reside.
- 17.3 Rosehill must grant the joint tenancy unless it has reasonable grounds for not doing so.

- 17.4 Rosehill's Joint Tenancy Policy details the criteria in relation to joint tenancy requests and sets out the grounds for refusal. Copies of the policy are available on request.

18. Home Visit

- 18.1 Rosehill's staff will visit applicants for housing and its own tenants prior to an offer of housing being made. All points awarded prior to home visits are provisional and may be subject to change following a visit.

19. Tenancy Report

- 19.1 Where the applicant is or has been a tenant, Rosehill will request a tenancy report from the landlord.

Points can also be provisional pending receipt of a tenancy report from landlord.

20. Suspensions

Rosehill operate a suspensions policy as per the Housing (Scotland) Act 2014. This policy outlines when and for how long applicants can be suspended from the Housing List.

21. Appeals

Rosehill operates an internal appeals process for dealing with any dispute which may arise regarding a decision made by Rosehill.

Throughout this process applicants may wish to take advice from an independent source such as the Citizens Advice Bureau, Law Centre or Solicitor.

22. Making Best Use of Stock

Rosehill will always aim to make best use of its stock. Wherever possible properties will be offered to ensure that the facilities within the property are matched to an applicant/family who needs them. E.g. an adapted ground floor property will be offered to applicants with medical priority for that type of accommodation even if there are applicants with more points but not needing specialist facilities.

23. Complaints

We aim to get things right first time and provide a good quality service to our tenants. However, we acknowledge that things can go wrong and that some tenants may be unhappy with the service provided.

We promote our Complaints procedure through our website and periodic articles in our newsletters. In addition, we initially issued all of our tenants with a copy of the new Procedure introduced in October 2012. This information leaflet is also issued to all new tenants as part of the signing up pack.

24. Reviews

24.1 Allocations Policy

To ensure that this Policy continues to reflect current thinking and practice in respect of allocations, it will be reviewed at least every three years or sooner if required, taking account of any relevant legislative changes and best practice.

24.2 Waiting Lists

Rosehill will carry out an annual review of all applications held on its transfer and external waiting lists to ensure the information held is still valid. If an applicant's circumstances change within this period, they should notify Rosehill immediately in writing. Applicants who do not return their review information will have their applications cancelled. This is to stop the waiting lists being congested with people who no longer require rehousing.

25. False Information

If an applicant has provided false information or withheld relevant information Rosehill will withdraw an offer of rehousing if applicable. The application may also be suspended as per the Suspensions Policy.

26. Information to Applicants

Rosehill aims to assess application forms on a weekly basis. Normally, applicants will receive notification of the outcome of the assessment within 10 working days. This may vary depending on whether further information is required from the applicant or medical advice is sought.

Applicants can request an appointment to discuss their application in person with a member of staff. Applicants should contact the office to

request an appointment.

Copies of the Allocation Policy and the Suspensions Policy are available on request.

27. Equalities and Human Rights

Rosehill's Equality and Human Rights Policy (January 2024) outlines our commitment to zero tolerance of unfair treatment or discrimination towards any individuals or group of individuals, particularly those belonging to a protected characteristics (as defined by the Equality Act (2010)). This includes ensuring everyone has equal access to information and services, by making copies of all policies available in a variety range of alternative formats (i.e. large print, translated etc.) in response to reasonable requests.

Rosehill is aware of the potential for policies to inadvertently discriminate against individuals or groups of individuals. To help address this we carry out Equality Impact Assessments (EIA) to help identify any part of a policy that may be discriminatory so this can be addressed (please see Section 9 of our Equality and Human Rights policy for more information).

In accordance with our Equality and Human Rights Policy, the Association carried out an EIA on this policy which is appended to the end of this policy.

28. Data Protection

- 28.1 On the 25th May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR). Following the UK's exit from the EU, and the end of the transition period which followed, the GDPR formed part of the retained EU law and became the UK GDPR which together with the Data Protection Act 2018 constitute the UK's data protection legislation.
- 28.2 We hold a variety of Personal Data relating to individuals including tenants, waiting list applicants, factored owners, other service users, employees and Committee Members. Our Privacy Policy sets out the basis on which we can process and share such data with third parties, it also sets out how we will securely store individuals' data, whether electronically or in paper format. It also provides information on individuals' rights under GDPR including: to view personal data held about them by us; to request a restriction of processing of their data; the right to be forgotten and a right to object to us processing their data. In terms of the rights to be forgotten and to restrict or object to processing of Personal Data, any such requests will require to be considered on their

own merits, and legal advice will need to be obtained in some circumstances. We have the responsibility for accepting or refusing such requests and will do so in writing.

- 28.3 Under GDPR we are required to provide all customers whose Personal Data we hold with a Fair Processing Notice (also known as a Privacy Notice). The Notice sets out the Personal Data we process and the basis for doing so.
- 28.4 We will only keep and process Personal Data for the original purpose we gathered it for, and we will not keep it for any longer than necessary. Attached to our Privacy Policy is a table of Retention Periods for Personal Data held and processed by us. We recognise that not all Personal Data can be processed and kept for the same period of time, and this will vary depending on the individual circumstances of each person whose Personal Data we hold.
- 28.5 The Privacy Policy sets out what should happen in the event of a Data breach e.g. does the breach require reporting to the Information Commissioner's Office and whether the individual affected should be notified. Timescales are set out for dealing with data breaches.
- 28.6 Full copies of our Privacy Policy are available upon request at our office or from our website www.rosehillhousing.co.uk

29. Tenant Participation

One of our strategic objectives is to engage effectively with tenants and service users so that our service delivery meets their requirements. In order to ensure we do this effectively we have a tenant participation strategy. Tenants are encouraged to engage with the operational design of services. As this policy affects applicants as well as tenants we will endeavour to consult and engage with applicants on our waiting list and the wider community on any changes to this policy and regularly ask about people's opinion on its effectiveness.

Further details of this can be found in our Tenant Participation Strategy. Copies of this are available in our office or online at www.rosehillhousing.co.uk

30. Risk Management

In all the key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy

and from these flows our Risk Register. We have identified our material risks which are regularly monitored by our Management Team and Audit Sub-Committee.

Key to the mitigation of the risks associated with allocations issues and the subsequent impact on the reputation of Rosehill and possible litigation risk is having a comprehensive policy in place to govern the management of allocating our properties and ensuring we meet our statutory and community obligations.

31. Policy Review

This Policy will be reviewed at least every three years or sooner to ensure it continues to reflect current thinking and practice and to comply with legislative requirements and regulatory guidance.

Any tenant wanting to get involved with the review of any Rosehill policy can do so. Further details of this can be found in our Tenant Participation Strategy. Copies of this are available in our office or online at www.rosehillhousing.co.uk

Location of Properties

Rosehill owns houses in Househillwood, Craigbank, Nitshill and Priesthill. Detailed below are a list of relevant streets in these areas:

Househillwood

HARTSTONE PLACE
HARTSTONE TERRACE
HOUSEHILLWOOD ROAD
HOUSEHILLWOOD CRES
ROSEHILLCOURT
ROSEHILL GATE

Craigbank

BANKBRAE AVENUE
GLENLORA DRIVE
GLENLORA TERRACE
GLENTYAN DRIVE
GLENTYAN PLACE
JOHNSBURN DRIVE
JOHNSBURN ROAD
LUNDERSTON CLOSE
LUNDERSTON DRIVE
LUNDERSTON GARDENS
OVERTOWN AVENUE
ROSEHILL CRESCENT
ROSEHILL DRIVE

Priesthill

DUNSIDE DRIVE
ELLISTON CRESCENT
ELLISTON DRIVE
HOUSEHILLMUIR ROAD
LINNHEAD DRIVE
NEILSTON AVENUE
PRIESTHILL ROAD
RAVENS CRAIG DRIVE
RAVENS CRAIG TERRACE
PEAT ROAD

Nitshill

GALSTON STREET
MAYBOLE STREET
MCCLOY GARDENS

NEWMILNS STREET
PINMORE STREET
PINMORE PLACE
SEAMILL PATH
SEAMILL STREET

THE POINTS SYSTEM

Category	Points Awarded	Notes
Social Points	1-20 points	Will be awarded to applicants in exceptional circumstances, where it can be demonstrated that they need to move because of special reasons and/or circumstances.
Medical Points	10, 30, 50 pts	Account may be taken of relevant medical factors where it can be demonstrated that alternative housing will improve the quality of life of the applicant. Applicants will be required to complete the self-assessment form. Verification from an official source will be sought where appropriate.
Minor Overcrowding	15 points	<p>Will be awarded in total for minor (nonstatutory overcrowding)</p> <p>One bedroom for each of the following:</p> <ul style="list-style-type: none"> ▪ The applicant (adult aged 16 years or over) or applicant and partner ▪ Any other adult aged 16 or over ▪ Any two children of the same sex aged under 16 ▪ Any two children aged under 7 ▪ Any other child living in the house <p>(Points will not be awarded if the overcrowding is caused by unauthorised lodgers).</p> <p>In addition, an extra room can be allowed for a non-resident carer to provide overnight care to a disabled tenant or partner.</p>

Statutory Overcrowding	30 points	If a person is living in a property which is classed as 'statutorily overcrowded' (based on the existing statutory definition of overcrowding in s135 of the 1987 Act) they will be classed as living in 'unsatisfactory housing conditions' as per the 2014 act
Under Occupation	15 -30 pts	Will be awarded 15 pts for each bedroom in excess of the applicants needs up to a maximum of 30 points and will be calculated based on Rosehill's criteria.
Accommodation in Serious Disrepair	30 points	Awarded to applicants living in accommodation which is in serious disrepair based on the existing statutory definition in s86 of the 1987 Act This will require technical appraisal by Rosehill or a report on condition from a Local Authority.
Unsatisfactory Housing with Unmet housing need /Homeless or threatened with homelessness with unmet housing need	30 points	Served notice by private landlord Lodger Mortgage repossession Tied Accommodation with notice Domestic abuse Racial or other harassment
Management Transfer	70 points	Urgent transfer of Rosehill tenant



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A registered society under the Co-operative and Community Benefit Societies Act 2014 No. 2220R(S) and with
The Scottish Housing Regulator (Number HAC174).