

**HOUSING APPLICATION INFORMATION LEAFLET**

**Providing An Accurate Application Form**

It is vitally important that you provide accurate information when completing the form. If you are having difficulty filling in the Housing Application form, our staff will be happy to help you.

It is better to provide too much information than to lose valuable points or an opportunity for housing as result of incomplete information.

It is also important that the information on your form reflects your true circumstances, some of which may be of a personal nature.

**This information is confidential and is protected under the Data Protection Act 1988.**

**How To Apply**

We own over 930 properties and let around 60-75 each year.  Most lets are made to applicants from our waiting lists and some are let to homeless referrals made by East Renfrewshire Council.

A list of the types of properties and their location can be found at the end of this leaflet.

We operate an open housing list which means that anyone over the age of 16 years old can apply to us and be admitted to our housing list.  Our Allocations Policy sets out how we allocate our homes and we have included a summary in this leaflet. You can see the full version of our policy through our website.

Most of the properties which become available to let are 1 & 2 bedroom tenement flats in Barrhead.  We have a limited number of larger family homes and even fewer of them become available for letting.

**The Application Process**

Once you have submitted your completed application form with appropriate documentation, we will aim to contact you again within 15 days to confirm the outcome of your application.  Your provisional assessment letter will include the points your application has been awarded, the size of property for which you qualify the type of property you have chosen and your area preferences.

You will also be given an application reference number, which you can use when enquiring about your application.

**Homelessness**

The Association shall fulfill its legal responsibility under Section 5 of the Housing

(Scotland) Act 2001 to help local authorities to secure housing for statutory homeless people in priority need by:

• By having robust procedures and monitoring these to meet the requirements of

Section 5 of the Housing (Scotland) Act 2001;

• Direct Applications.

If you are, or about to be made homeless and contact the Association directly will be invited to complete an application and given advice in respect of the local authority and housing association statutory duties.

**Important Note**

Applicants may have housing-related debt, such as former tenant rent arrears owed to us, or that of another local authority or Registered Social Landlord. In letting our houses, no account will be taken of any of the following factors:

* Housing debt such as rent arrears that is less than one month of the rent payment. Although the debt is not dependant on the allocation. We will make a suitable former tenant arrangement to clear the debt.
* Housing debt of more than one month where an agreement, to repay is in place and the applicant has made repayments as well as keeping to the agreement for three consecutive months.

**What Choices Can I Make?**

Waiting List applicants can choose as many or as few areas as they wish to put on their application. No suspensions will apply for amending these choices during the life of the application. The size of house that an applicant will be eligible for is outlined our policy and will be confirmed when you receive your award of points letter from us.

**Applicants should note that by limiting their choices they are restricting the potential to receive offers of a suitable property.**

Staff at our office will be happy to advise applicants on any issues relating to choices made on their application.

**Changes in circumstances**

It is very important that, if your circumstances change after you have submitted the form, you notify our staff as soon as possible in writing of these changes, e.g. you have a baby; someone moves out of the household; or you move address.

This will allow your application to be amended to your new circumstances and ensure you are awarded the correct points.

**If you fail to do this you may miss out on points that you are entitled to or may even have an offer of housing withdrawn if you have been incorrectly pointed.**

**The Waiting List & Annual Review**

**How long will I be held on the waiting list for?**

Applications are held on the waiting list indefinitely until you are housed. However, regular reviews of the list are carried out and you must complete and return a review form if and when required.

**Failure to return a review form may result in your application being cancelled.**

Therefore, as already mentioned above, it is very important to notify the Association of any change in your circumstances, especially if you move address.

**Shortlisting**

When we are notified that a property is going to become empty, we run a shortlist from our housing list. The shortlist is ranked with the applicant with the most points being at the top of the list. If your name appears on the shortlist we will contact you to arrange a pre-allocation visit/office interview.

If your award is as initially assessed and you are best placed for the property we will seek references for current and/or previous tenancies. If these are acceptable then we will make a provisional offer to you and arrange for you to view the property. At this stage we will also seek any final verifications/proofs relating to any points that you have been awarded. If we are happy with the information received and you are happy to accept this offer, we will make you a formal offer and arrange for you to come into these offices to undertake a sign-up and issue you with a Tenancy Agreement.

The Tenancy Agreement is an important legal document and, in signing this, you will be entering into a contract with Barrhead Housing Association. This contract lays out your responsibilities as a tenant and Barrhead’s responsibility as a landlord. Your main responsibilities are:

* To pay your rent;
* To live quietly without disturbing your neighbours;
* To treat the property respectfully and not cause wilful damage to it.

Barrhead’s responsibilities include keeping the property in a wind & water tight condition.

**Number of Offers**

There will be no limit to the amount of offers you are made with us. However, we will ask you to amend your area preference if you are coming up for the same type of area regularly.

**BARRHEAD HOUSING ASSOCIATION**

**SUMMARY ALLOCATION POLICY**

**Barrhead Association is committed to providing high quality affordable rented accommodation. Our Allocations Policy plays a central role in achieving this, and allocations will be done in a fair and transparent way.**

In line with the law our Allocation Policy ensures the following groups are given reasonable preference:

* People who are homeless and those threatened with homelessness;
* People living in housing that is below the tolerable standard;
* People living in overcrowded houses (statutory definition);
* People living in unsatisfactory housing conditions;

**We do not take account of the following factors:**

* Length of time an applicant has resided in the East Renfrewshire area.
* Housing debt e.g. rent arrears owed by the applicant/s that is less than one month’s rent payment.
* Housing debt of more than one month where an agreement to repay the debt is in place and has been maintained for three consecutive months.
* Applicant’s age unless it is sheltered housing.
* Income of the applicant and the applicant’s family.
* Any property currently or previously owned, by either the applicant or the applicant’s family.

**Suspending Applications**

In line with the Housing (Scotland) Act 2001 we will in certain circumstances suspend a housing application e.g. if you owe more than one month’s rent arrears and have not maintained an arrangement to repay the debt for at least three consecutive months. In these situations you will not be eligible to be offered a property until you have maintained a suitable repayment arrangement. More information is contained within our full allocation policy.

**Cancelling An Application**

In accordance with the Housing (Scotland) Act 2001 and current guidance we may cancel an application for the following reasons:

The applicant is allocated a house, and confirms they wish to be removed from the Waiting List.

The applicant is under 16 years old

The death of an applicant

The applicant has requested removal from the register

Failure to Return a Review Form

It is, therefore, in your best interests to maintain regular contact with staff and notify them as soon as possible of any changes in your circumstances.

Any material change in circumstances could lead to a change in your points level or list on which you are held.

Applicants who have been removed from the waiting list due to lost contact, will have the opportunity to request reinstatement within a year. Following a request the application will be reassessed. The assessment will include all circumstances from the original date of application unless a tenancy has been secured during the period of lost contact.

Where no request has been made within 12 months, the application date will be from the date of a new application being made.

**Basis of selection and allocation – The Points System**

We work in partnership with East Renfrewshire Council to tackle homelessness. Each year we set a target of allocating 30-40% of our void properties to people who the Council assesses as statutorily homeless.

Remaining properties are allocated through our own Waiting List which contains a range of applicants including existing Association tenants and people wanting to be re-housed by BHA.

Our points’ system is designed to ensure that priority is given to those in most housing need. The selection and allocation of a property will be based upon applicant’s housing need. Applicants with the highest point level for a house size, area and house type following assessment will normally be considered for an allocation.

**What Proofs We Will Need & When**

**Proof of Identity & People Living With You – When Submitting Application Form**

We need proof of all people who will reside with you. We need this proof as this affects the house size you will be eligible for. You will need to provide us with the following documents with your application form:

* Passport or Driving Licence
* Birth Certificate – for everyone on the application
* Proof of National Insurance
* Proof of Address
* National ID Card (if applicable)

**Proof of Pregnancy – At Application Stage and/or Change of circumstances**

We need proof of pregnancy as this affects the house size you will be eligible for.

It can also affect the level of priority your application is awarded for instance, overcrowding.

We will need to see correspondence from the hospital/health visitor confirming the pregnancy, such as a Mat B1 form.

**Access to Children – At Point of Offer**

We need proof of residential access arrangements if you want to be considered for an extra bedroom for any children for whom you have residential access. Evidence can be a letter from the parent who is the primary carer or a letter from a solicitor providing details of the shared care arrangements.

**Mortgage Difficulties – At Point of Offer**

We need proof if you are experiencing difficulty maintaining your mortgage payments, have been advised to sell your home, if your lender is threatening legal action because you have fallen behind with payments, or if you are entering into any Trust Deed or similar to avoid a re-possession. We also want to know if you have applied for the Mortgage to Rent Scheme and what the outcome of the application was.

**Harassment – With Application Form**

If you tell us that you are being harassed at your current home, then we will seek some evidence of the incident(s) from any agency that has been involved in enforcement action against the perpetrator or in supporting you, or advocating for you. This could include the police, victim support, any local Anti-Social Behaviour Partnership Group, social work or health services, for example. We will provide you with a leaflet to complete if you tell us you are being harassed.

**Non UK Citizen – With Application Form**

If you are not a UK citizen, we need to see your passport in order to be satisfied that you are entitled to apply for social rented housing. We will retain a copy of your passport. Useful information about immigration, asylum and refugees is available at the Shelter Scotland web-site.

**Appeals & Complaints**

If you are unhappy about the way your application has been assessed, you can ask a senior member of staff to review the assessment, who was not involved in the original decision. We will undertake a full review and you will be notified within 28 working days of our decision.

If you wish to complain about how we have applied our Allocations Policy, please ask for a copy of our Complaints Policy.

We will provide help, or engage services from external sources, to anyone who experiences difficulty in making a written complaint, including translation services for those whose first language is not English.

**Size of Accommodation**

The table below outlines the size of accommodation you will be considered for.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Household Size** | **Number of bedrooms the household will be considered for** | | | | | |
|  | **0 (bedsit)** | **1** | **2** | **3** | **4** | **5** |
| **Single Person** | \* | \* |  |  |  |  |
| **Couple** |  | \* |  |  |  |  |
| **Two adults (not couple)** |  |  | \* |  |  |  |
| **Couple or single adult with one child** |  |  | \* |  |  |  |
| **Couple or single adult with two additional adults or dependant children**   * **Both under 10 (different gender)** * **Both under 16 (same gender)** * **Different gender, on child 10 or over** * **Same gender, one child 16 or over** |  |  | \*  \* | \*  \* |  |  |
| **Couple or single adult with three additional adults or dependant children**   * **All same gender and under 16** * **All same gender and one 16 or over** * **All same gender and two 16 or over** * **All same gender and all 16 or over** * **One gender over 10 and two remaining same gender and under 16** * **Two same gender but one over 16, remaining child under 10** * **Two same gender but one over 16 and remaining child 10 or over** |  |  |  | \*  \*  \* | \*  \*  \*  \* |  |
| **Couple or single adult with three additional adults or dependant children**   * **All same gender and under 16** * **All same gender but one 16 or over** * **All same gender but two or more 16 or over** * **Different genders but all under 10** * **Different genders but one or more 10 or over** |  |  |  | \*  \* | \*  \*  \* | \*  \* |

**OUR HOUSING ARREARS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Letting Area** | **Types of Properties** | **Bedroom Sizes** | **Streets** | **Total Number of Properties** |
| Auchenback | Bungalow  Flat  Four in a Block  Semi Detached House  Terraced  Town House | 1 bed  2 bed  3 bed | Auchenback Court, Aurs Drive, Aurs Glen, Aurs Road, Braeside Crescent, Braeside Drive, Calder Avenue, Campbell Drive, Clyde Avenue, Craigton Drive, Crebar Drive, Divernia Way, Fenwick Drive, Fingleton Avenue, Kelvin Drive, Killoch Drive, Langton Crescent, Newton Avenue, Rockmount Avenue, Roebank Drive, Shanks Avenue, Springfield Drive, Weir Avenue | 153 |
| Centre 1 | Flat  Four in a Block  Maisonette  Semi Detached House  Terraced | 0 bed  1 bed  2 bed  3 bed | Barnes Street, Bellfield Crescent, Cogan Street, Connor Road, Gladstone Avenue, John Street, Kelburn Street, Roberston Street, Saunders Court, Simpson Gardens | 206 |
| Centre 2 | Flat  Maisonette  Semi Detached House  Terraced | 1 bed  2 bed  3 bed  4 bed  5 bed | Centre Way, Craighead Street, George Street, Henry Street, Lowndes Court, Main Street, North Park Avenue, South Park Avenue | 186 |
| Centre 3 | Flat | 1 bed  2 bed  3 bed | Carlibar Road, Centenary Court, Cross Arthurlie Street, Mill Road, Walton Street | 83 |
| Dunterlie | Bungalow  Detached  Flat  Four in a Block  Semi Detached House  Terraced | 1 bed  2 bed  3 bed  4 bed  5 bed | Carlibar Road, Crossmill Avenue, Glasgow Road, Stewart Court, Stewart Place, Stewart Street, Tait Avenue, Tower Avenue, Waulkmill Avenue, Waulkmill Way | 122 |
| Neilston | Flat  Four in a Block  Semi Detached House  Terraced | 1 bed  2 bed  3 bed  4 bed | Commore Place, Harelaw Avenue, Hillside Road, Kingston Avenue, Main Street, McCulloch Way, Station Road | 49 |
| Newton Mearns | Bungalow  Flat  Four in a Block  Semi Detached House  Terraced | 1 bed  2 bed  3 bed | Clark Place, Culzean Crescent, Gemmell Place, Hill Avenue, McKay Place, Moorhill Crescent, Moorhill Road, Netherplace Crescent, Netherplace Road, Ritchie Place, William Mann Drive, Wilson Place | 16 |
| Rankin Way/  Rankin  Court | Flat  Semi Detached House  Terraced | 1 bed  2 bed  3 bed  4 bed | Rankin Court, Rankin Way | 61 |
| Sheltered Housing Complex | Sheltered Housing | 1 bed  2 bed  3 bed | Main Street | 28 |
| Thornliebank | Flat  Four in a Block  Maisonette  Terraced | 1 bed  2 bed  3 bed | Addison Grove, Eastwood Court, Elizabeth Crescent, Hutcheson Road, Inglestone Avenue, Lochiel Road, Main Street, North Park Avenue, Robslee Road, Westfield Road, Woodfarm Road | 27 |

**Other Housing Providers In the Area**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| There are also a number of other housing associations, local authority who have homes for social rent in East Renfrewshire. These landlords have a range of sizes and types of properties, some catering for the elderly and those with disabilities. To find out more about the homes they have in the local area, and to be considered for these you can use the contact details below.  **East Renfrewshire Council**  211 Main Street, Barrhead  (Tel: 0141 557 3701)  Web: www.eastrenfrewshire.gov.uk  **Hanover (Scotland) Housing Association**  Web: www.hsha.org.uk (Tel: 0141 553 6300) | | |  | |
|  | | |  | |
| **Link Housing Association Ltd**  Web: www.linkhousing.org.uk  (Tel: 03451 400 100) |  | |

|  |  |
| --- | --- |
| **Horizon Housing Association**  Web: www.horizonhousing.org  (Tel: 0330 303 0089) | |
| **Trust Housing Association**  Web: www.trustha.org.uk (Tel: 0131 444 1200) | |
| **Cube Housing Association** (part of the Wheatley Group)  Web: www.cubehousing.co.uk/home  Tel: 0800 479 7979 | |
| **Abbeyfield Scotland Ltd**  Web: [www.abbeyfield-](http://www.abbeyfield-) scotland.com  (Tel: 01727 857536) |

**Contact Information**

If you require any further information, advice or assistance you contact us at:

Barrhead Housing Association,

60-70 Main Street

Barrhead

G78 1SB

Tel: 0141 881 0638

E-mail:Enquiries@barrheadha.org

Copies of our full allocation policy is available from our website or from our office on request.