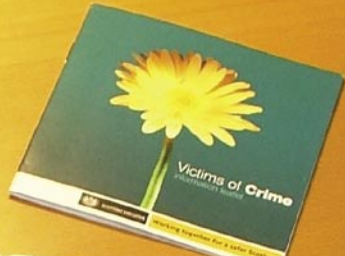


April 2005

Social Priority



SHETTLESTON HOUSING ASSOCIATION



STRATHCLYDE POLICE
Police Headquarters • 173 Pitt Street • Glasgow G2 4J5
E-mail: contactus@strathclyde.police.uk
Web: www.strathclyde.police.uk

HEADQUARTERS - PITT STREET (C'DIVISION)

Alarm System No.	(0141) 532 2020
Control Room	(0141) 532 2024
Community Liaison	(0141) 532 2075
Facilities No.	778855
Fax	

GLASGOW - TOWNHEAD, CONCAWILLIE & CRIMMINDALE ('A' DIVISION)

50 Stewart Street, Glasgow	
Revenue (Div HQ)	(0141) 532 3050
Facilities No.	(0141) 532 3050
Control Room	(0141) 532 3050
Community Liaison	(0141) 544 3101
Fax	(0141) 532 3050

GLASGOW - MARYHILL, BALYVAUGHAN, LANGSHILL, POLKSHAW, BARNDOON & STRATHKELVIN ('C' DIVISION)

1380 Maryhill Road, Glasgow	
Maryhill (Div HQ)	(0141) 532 3780
Facilities No.	(0141) 532 3730
Barnardoon	(0141) 772 1113
Drumchapel	(0141) 532 3050
Kirkcaldy	(0141) 532 4400
Linnhead	
Milngavie	(01766) 312827
Sancton	(0141) 532 4000
Stewarton	(0141) 532 3050
Tampac	(0141) 559 2405

GLASGOW - BRIDGETON, SHETTLESTON, HALLISTON & EASTERHOUSE ('E' DIVISION)

1 Milton Road, Glasgow	
Bridgehead (Div HQ)	(0141) 532 4000
Facilities No.	(0141) 532 4242
Balchance	(0141) 532 4356
Balshagrine	(0141) 532 4100
Barnhill	(0141) 532 4300
Shantallow	(0141) 532 4000
Springburn	(0141) 532 4000

MOTHERWELL COATBRIDGE & MOLLINGS ('F' DIVISION)

217 Windmill Street, Motherwell	
Motherwell (Div HQ)	(01698) 483000
Facilities No.	(01698) 483000
Airth	(01236) 782222
Bathgate	(01698) 742474
Coatbridge	(01236) 502000
Cumbernauld	(01236) 502000
Kilrynn	(01236) 802100
Muirhead	(0181) 779 2190
Wauchope	(01698) 810454
Whitelee	(01698) 312580

OTHER DEPARTMENT

Crash Unit	(0141) 532 4000
Data Protection	(0141) 532 4000
Facilities	(0141) 532 4000
Force Training & Recruitment	(0141) 532 4000
Motorised Search	(0141) 532 4000
Occupational Health & Safety	(0141) 532 4000
Welfare Unit	(0141) 532 4000
Radio Communications	(0141) 532 4000
Support Services	(0141) 532 4000
Traffic	(0141) 532 4000
Traffic Glasgow	(0141) 532 4000
Traffic Motherwell	(01698) 810454
Vehicle Workshops	(0141) 532 4000

If you heard it, or saw it, don't ignore it. **CALL CRIME STOPPERS**
Telephone 0800 555 111 - All calls treated in strict confidence.
EMERGENCY DIAL '999' AND ASK FOR POLICE

building communities
building futures



Social Priority

What is Social Priority?

Social Priority is given to applicants who may be experiencing harassment and abuse within a household. The Association recognises harassment and abuse can take many forms and operate at different levels.

Social Priority is only awarded in exceptional circumstances i.e. where rehousing is the only means of resolving a problem that is not taken account of in the points system.

How do I apply for Social Priority?

If you feel that you are being subjected to harassment or abuse, there is a form at the Association's Office that can be completed detailing the social problems you are experiencing.

A representative of the Association will either visit you at your home or call you into the office, whichever is convenient to you, to discuss your application and seek further information regarding your social problem.

It is important that you recognise that all information given to the Association will be treated with the utmost confidence at all times.

How will my application be assessed?

During the assessment of your application, the Association will seek corroborating evidence e.g. Police Reports, Social Work Reports to confirm the situation.

Contact will not be made to these agencies without your consent. In giving your permission, you will be required to sign the declaration included on the Social Priority Application Form.

Your Application will be considered for either High Priority or Low Priority depending on the level of harassment being experienced.

High Priority will be made to applicants where rehousing is felt essential and that if an applicant was to remain in their current housing situation it may result in serious threat, harassment and abuse.

Any applicant awarded High Priority will be placed on the Social Priority List and their application will be prioritised in Date Order.

If alternative accommodation is needed immediately, it may well be necessary with your consent to liaise with the Local Authority.

If an applicant has placed themselves in temporary accommodation this will not affect their position on the Association's Housing List.

Low Priority Points will be awarded where an applicant is being subjected to conditions that cannot be resolved and are proving to be detrimental to their quality of life. The applicant will not be placed on the Social Priority List but the points awarded may enhance their position on the relevant list.

If I am accepted for Social Priority, what will I be offered?

If you are awarded High Priority, then you will be placed on the Social Priority List and your application will be eligible for urgent rehousing. You will only be entitled to one offer of rehousing, and this will be to accommodation "**broadly equivalent**" to your current accommodation.

If you have been awarded Low Social Priority Points, you will only be entitled to one offer with these points and you will only be made an offer within your chosen locations.

What will happen if I refuse an offer?

If you are on the High Social Priority List and refuse an offer, then you will no longer qualify for the Social Priority List.

If you have been awarded Low Social Priority Points and refuse an offer within your chosen locations then the social priority points will be removed.

What If I wish to appeal a decision?

If you wish to appeal a decision made at any stage of your application, you should in the first instance discuss the matter with the Allocations Officer or Housing Officer. If you remain dissatisfied you will be informed of the Appeals Procedure.

Other agencies

Throughout the Application Process the Association will seek to offer advice on other agencies, who may be able to assist the applicant, e.g. Women's Aid, Police, Social Work Department and other relevant housing advice agencies.

The Association will also advise of alternative rehousing routes e.g. Homemove, (Homes, Jobs and Opportunities), the Glasgow City Council Homeless Case Team, and other social landlords in the surrounding area.

This document can be made available on request in a range of languages. It can also be produced on tape, Braille or large print for anyone who has difficulty with their sight. Please ask at our office.



**SHETTLESTON
HOUSING
ASSOCIATION**

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65 Pettigrew Street, Glasgow G32 7XR
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Email: sha@shettleston.co.uk • Web: www.shettleston.co.uk



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