



Allocations Policy

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Section 1: Introduction

1.1 Policy Aims and Objectives

- 1.1.1 Shettleston Housing Association is committed to the allocation of our properties in a fair, consistent and transparent way. The aim of our Allocation Policy is to ensure that we allocate our properties in a manner that complies with legal and regulatory requirements and makes best use of Association stock.
- 1.1.2 This Policy sets out the standards and general guidance which Shettleston Housing Association will follow to ensure that properties are allocated to those most in need.
- 1.1.3 To meet our aims, we will:
- Operate a system to allocate our properties that is consistent, fair and easy to understand.
 - Ensure that successful applicants are offered accommodation that best meets their housing needs.
 - Make the best use of our housing stock that we have available to let.
 - Provide advice, support and assistance within a reasonable timescale to allow applicants to make an informed decision.
 - Provide housing to those in housing need.
 - Assist the Local Authority and other housing providers to relieve homelessness and other housing needs, including vulnerable individuals through nomination agreements.
 - Allocate our properties to an appropriate letting standard as efficiently as possible to minimise any rental loss.
 - Help make our areas sustainable communities.

1.2 Equality and Diversity

- 1.2.1 Shettleston Housing Association will ensure that this policy is applied fairly and consistently. In implementing this policy, we will not directly or indirectly discriminate against any person or group of people because of their race, religion/ faith, gender, disability, age, sexual orientation or any other grounds.
- 1.2.2 We will ensure that we will provide an allocation service, with no barriers in a manner that is consistent with our Group Equality and Diversity Policy. This Policy is available on our website for further details.
- 1.2.3 This policy, our application forms, information packs and sign-up documentation can be made available in other formats and languages on request, and we will arrange for an interpreter where necessary.

1.3 Our Vision and Values

- 1.3.1 Shettleston Housing Association's vision is to create and have "Thriving and prosperous local communities where all residents enjoy great homes and services, an attractive physical environment, and good life chances".
- 1.3.2 This vision statement is the Association's commitment to our residents and our communities.
- 1.3.3 The Association's vision is underpinned by our core values which staff and representatives of the Association apply to all areas of the business and services provided:
- Customer Service
 - Teamwork
 - Community Focused
 - Fairness

1.4 Allocation of Social Housing

- 1.4.1 Applicants may gain access to our general and supported properties through one or more of these routes:
- Applying to our housing list
 - Nomination from the Local Authority and section 5 referrals (homelessness referral)
 - Nominations from our referral agencies
 - Mutual exchanges
 - Non-standard selections

1.5 Roles and Responsibilities

- 1.5.1 The Director of Customer and Community Services is responsible for ensuring that Shettleston Housing Association is compliant with legislative and regulatory requirements.
- 1.5.2 The Director of Customer and Community Services and The Area Housing Managers are responsible for ensuring adherence to this policy and its associated procedures. relevant to their operation.
- 1.5.3 Shettleston Housing Association Operations Committee are responsible for the oversight of the implementation and outcomes of this policy.

1.6 Consultation

The Association is committed to considering the views of all relevant parties in the development of this policy. As such this Allocation Policy has been circulated to Shettleston Housing Association staff team for consideration and our Stakeholders have been consulted. It has been

discussed with our Tenant Forum Group and both tenants and applicants have been issued a survey to complete in relation to the policy content.

1.7 Policy Approval

1.7.1 This Allocation Policy has been approved by Shettleston Housing Association Board of Management.

Section 2: Legal Framework and Regulatory Requirements

2.1 The Housing (Scotland) Act 2014

2.1.1 The Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2014 details certain rules regarding the allocation of social housing. Some of these rules that we are required to follow include, but are not limited to:

- Provide open access to our housing waiting list.
- Take no account of certain factors (such as applicants age, income, length of residence in our area) when we are letting properties.
- Give reasonable preference, when we are letting houses to:
 - Homeless persons (and persons threatened with homelessness) with unmet housing needs; and
 - People living in unsatisfactory housing conditions with unmet housing needs
 - Social housing tenants who are under-occupying their home.

2.2 Scottish Social Housing Charter

2.2.1 The Policy takes account of the Scottish Social Housing Charter. The Charter outlines standards and outcomes that social landlords should achieve for their tenants.

2.2.2 The Scottish Housing Regulator (SHR) uses the Charter to assess the performance of social landlords. The key outcomes that have been considered in the development of this policy are:

- Outcome 1: every tenant and other customer has their needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
- Outcome 2: Tenants and 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.
- Outcome 3: tenants and customers are offered a range of opportunities that make it easy for them to participate in and influence their landlord's decision at a level they feel comfortable with.

- Outcome 7: people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.
- Outcome 8: tenants and people on housing lists can review their housing options.
- Outcome 9: people at risk of losing their homes get advice and information on preventing homelessness.
- Outcome 10: 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 allocated homes and on their prospects of being housed.
- Outcome 11: 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.

2.3 References and Resources

2.3.1 The Association's Policy considers the following legislation to protect the rights of our customers and to meet our legal requirements:

- Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001, 2010 and the Housing (Scotland) Act 2014.
- Homelessness etc. (Scotland) Act 2003.
- Matrimonial Homes (Family Protection) (Scotland) Act 1981.
- Equality Act 2010.
- Human Rights Act 1998
- General Data Protection Regulation 2018 (GDPR).
- Freedom of Information (Scotland) Act 2002
- Management of Offenders etc (Scotland) Act 2005
- The Social Housing Allocations in Scotland: A practice guide 2019

Section 3: Applying for Housing

3.1 Who can apply?

3.1.1 Anyone aged 16 years of age or over is entitled to apply for housing. Shettleston Housing Association will accept applications from an applicant regardless of any protected characteristics they may have, home ownership, income or financial circumstances.

3.1.2 The application can be made independently, jointly with a partner or another individual who is also planning to reside in the property.

3.2 How to apply

- 3.2.1 To be placed on our housing waiting list you must complete a housing application form. Should you wish to tell us about any medical conditions you or someone moving with you has, you must complete a medical form alongside your application.
- 3.2.2 To assess an application, we must have full and accurate information provided. When completing your application, you must ensure you answer all questions fully.
- 3.2.3 Proof of identity is required for the applicant(s) this includes two forms of identification in relation to the current address used as principle or permanent home. This may include, but is not limited to:
- An official letter/ bill/ statement from a local authority, public agency, Government department, private sector lease, bank.
 - Current photographic driving licence
- 3.2.4 Applications will not be processed until proof of identity is confirmed.
- 3.2.5 Where an applicant has a change in their circumstances it is their responsibility to advise the association of this change.

3.3 Assessing your application

- 3.3.1 We aim to assess your application within 7 working days of receiving all required documentation. The applicant will be informed, in writing, of the award priority given. Shettleston Housing operates a banding system in accordance with housing need and date of registration. Details of the banding system is provided in section 4 (4.2) below.

3.4 Access to Housing

- 3.4.1 Shettleston Housing receives many housing applications and only have a small number of properties available for allocation each year, so we cannot guarantee that we will be able to offer a property to all applications accepted onto our housing list.
- 3.4.2 The Association will provide advice and housing options interviews, where appropriate to discuss other housing options available.

3.5 Types of Tenancies

- 3.5.1 There are two type of tenancies Shettleston Housing can offer you: a Scottish Secure Tenancy (SST) or a Short Scottish Secure Tenancy (SSST).
- 3.5.2 If an applicant is made an offer of housing, we will normally offer you a Scottish Secure Tenancy (SST) in line with our legal responsibilities. You will be provided a copy of this document. An SST means that so long as you do not breach the terms of your agreement you will remain in the property. Should you breach them we can take legal action to recover the property.
- 3.5.3 Where it is necessary and, in some situations, we may offer you a Short Scottish Secure Tenancy (SSST). An SSST is an agreement that is for a

fixed period, this can be extended and there is the option to convert it to an SST, but this will be assessed individually.

- 3.5.4 You may be offered a SSST if you are homeless, have had an anti-social order against you or been evicted, within last 3 years, for anti-social behaviour or receiving housing support.

3.6 House Types and Property Size Eligibility

- 3.6.1 We will attempt to allocate a property in line with the type expressed as a preference on the application form.
- 3.6.2 Eligibility for a particular size of property is assessed in relation to the size of the household on the application form.
- 3.6.3 We aim to make the best use of our stock, and the table below can be used as a general guide to the minimum size of property which we consider necessary for household compositions.

Household	Minimum Property Size
Single Person	Bedsit or 1 bedroom
Couple	1 Bedroom
Couple or single partner + 1 child	2 bedrooms
Couple or single partner + 2 children	2 or 3 bedrooms*
Couple or single partner + 3 children	3 or 4 bedrooms *
Couple or single partner + 4 children	3, 4 or 5 bedrooms *

*Depending on the ages and sex of children. Children over 16 years of age are entitled to a room of their own.

- 3.6.4 Our policy is that no more than two people should have to share a bedroom. We will consider the minimum number of bedrooms required by a household based on who will be living permanently in your household. Those households with children, size requirements will be based on:
- Children of the same sex or opposite sex under the age of 10 years old will normally be allocated 1 bedroom to share.
 - Children of opposite sex who are 10 years old or over will normally be allocated 1 bedroom each.
 - Children of the same sex, under the age of 16 years old will be allocated 1 bedroom to share.
 - A child 16 years old or older, will be considered an adult and allocated a separate bedroom.

- 3.6.5 If an applicant or a member of the applicant's household is pregnant, the unborn child will be considered in the property size calculations from 4 months. You will be required to provide your MB1 Form, provided by a medical professional.
- 3.6.6 Where separated parents have joint custody, the child or children will be counted as part of both households where they are resident with each parent for 3 or more nights. Evidence may be required for this, depending on the individual circumstances.
- 3.6.7 Direct applicants will normally only be considered for a property that has the correct number of bedrooms they require. We may in exceptional circumstances allow a level of overcrowding if it significantly improved a household's circumstance. This would be considered and approved by a senior member of the Customer and Community Services Team.
- 3.6.8 A household currently living in a property where they do not meet our minimum standards set out above will be given overcrowding points. Details of this is provided in section 4 (4.2) below.
- 3.6.9 We may consider you for a property with one extra bedroom if
- A member of your household has a medical condition that requires an additional bedroom, for example for equipment.
 - An applicant or household member has an arrangement for access to children, including grandchildren who do not live with you permanently. Evidence of this arrangement will be required.
 - A household provides foster care, or you have been approved to provide foster care or to adopt children soon.
 - If there is a significant age gap between same sex children who are sharing a bedroom. This will be considered on an individual basis, depending on applicants circumstances.

Section 4: Assessing Housing Need and Allocations

4.1 Letting Plans, Initiatives and Strategies

- 4.1.1 To ensure that Shettleston Housing Association make the best use of housing stock and meet the needs of applicants, we annually review our Letting Plan and any strategies in place.
- 4.1.2 These are approved by our Operations Committee and are published on our website. The Operations Committee are provided with quarterly updates on performance in line with the Letting Plan.
- 4.1.3 The Letting Plan allows the Association to monitor any specific patterns of need and the general housing trends within our area of operation.
- 4.1.4 The Letting Plan sets out the expected number of lets we plan to make to each of our waiting list categories including nominations from the Local Authority and other agencies.

- 4.1.5 Shettleston Housing Association will work in partnership with Local Authority partners when setting nomination targets.
- 4.1.6 As a community-based Association, Shettleston Housing aims to promote stable and balanced communities within our letting areas. To achieve this, we may on occasion where it is necessary operate a local letting initiative.
- 4.1.7 Any local letting initiative will be approved by our Operations Committee. We will also report on performance in line with any agreed local letting initiative on a quarterly basis to our Operations Committee.

4.2 Banding System

- 4.2.1 Shettleston Housing Association operates a banding allocation system for direct waiting list applications. This means that applications are assessed and added to an appropriate band based on their greatest housing need and date of application registration.
- 4.2.2 All applications will be assessed based on their current housing circumstances at the time of application.
- 4.2.3 A banding allocation system uses an applicant's greatest need and assesses the application based on this, there is no option to be placed in several bands.
- 4.2.4 Shettleston Housing Association will place an applicant in one of our 5 bands once an application has been assessed.
- 4.2.5 Once assessed an applicant will be placed within a band, an applicant's priority is based on their date of application or on the date of a change in circumstances which results in being placed within a new band.

4.2.6 Band A/1: Urgent Priority

- 4.2.6.1 The following criteria will be awarded an Urgent Priority banding:

Domestic abuse	Where an applicant requires accommodation due to being a victim of domestic abuse and/or is vulnerable because of threatening or abusive behaviour.
Harassment	Where an applicant or a member of the household is suffering serious harassment that is targeted specifically to the individual at their current address. Your physical safety or your home is at risk and/ or your ability to cope with daily life has been seriously affected as a result.

	<p>Where you do not consider yourself to be in immediate physical danger but your quality of life is being adversely affected and a move would alleviate this.</p> <p>The harassment may take various forms and may be directed towards a protected characteristics as detailed within Equality Act 2010.</p> <p><i>Supporting documents may be requested, with consent, from other services or agencies involved.</i></p>
Severe overcrowding (3 or more bedrooms)	Where the applicant is living in a property which is overcrowded by 3 or more bedrooms. We will use the bedroom size criteria detailed in 3.6 (3.6.3) to determine this.
Urgent health or medical need	Where an applicant's property is so unsuitable that their health condition is caused or is significantly worsened by their current housing situation and a move would significantly improve this.
Management transfer	<p>Where an applicant has exceptional circumstances which may not be considered within the normal allocation policy or where several factors create a situation for specific consideration.</p> <p>All management transfers are authorised by an Area Housing Manager or an equivalent senior member of staff.</p>
Returning to mainstream housing	A tenant of the Association no longer requires the supported or adapted property in which they currently reside in.

4.2.7 Band B/ 2: High Priority

4.2.7.1 The following criteria will be awarded a High Priority banding:

Overcrowding by 2 or more bedrooms	Where the applicant is living in a property which is overcrowded by 2 or more bedrooms. We will use the bedroom size criteria detailed in 3.6 (3.6.3) to determine this.
Under occupation by 2 or more bedrooms	Where the applicant is living in a property which is under occupied by 2 or more bedrooms. We will use the bedroom size criteria detailed in 3.6 (3.6.3) to determine this.
Health or Medical need	Where an applicant's property is unsuitable for their current medical needs and a move would help to alleviate this.
Property condition/unsatisfactory housing	<p>Where an applicant's current property is:</p> <ul style="list-style-type: none"> • In a dangerous condition, • Is suffering from extensive water penetration, and/or rising damp, • Is not wind and watertight, • Requiring significant repairs, • Has no inside toilet, • Has no bath or shower, • No central heating, • No running water, <p><i>Evidence from Environmental Health or another appropriate authority will be required.</i></p>
Insecure tenure	<p>Where an applicant has a Notice to Quit from a private landlord.</p> <p>Where an applicant is living in tied accommodation as a condition of their employment, and they must leave that accommodation through no fault of their own.</p> <p>Where an applicant is in hostel accommodation and on an occupancy agreement.</p>
Leaving armed forces	Where an applicant is serving in the British Ministry of Defence Armed Forces and has served for a minimum of 3 years and has a date for discharge.

Anti-social behaviour: repeat victim	Where an applicant is subject to current, serious anti-social behaviour which will be alleviated or resolved by moving property. <i>Supporting evidence will be required.</i>
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4.2.8 Band C/ 3: Medium Priority

4.2.8.1 The following criteria will be awarded a Medium Priority banding:

Overcrowded by 1 bedroom	Where the applicant is living in a property which is overcrowded by 1 bedroom. We will use the bedroom size criteria detailed in 3.6 (3.6.3) to determine this.
Under occupying by 1 bedroom	Where the applicant is living in a property which is under occupied by 1 bedroom. We will use the bedroom size criteria detailed in 3.6 (3.6.3) to determine this.
Sharing amenities	Where an applicant shares facilities, such as toilet, bathroom and cooking, with individuals who are not part of the same household.
Support: giving, receiving or taking up employment	Where an applicant is required to move to either give or receive support and the support is not available in their current location and/or where no other person within the locality can provide this. Where an applicant is moving to an area to take up employment. <i>Formal confirmation of this is required.</i>

4.2.9 Band D/ 4: Standard/Low Priority

4.2.9.1 The following criteria will be awarded a Standard/ Low Priority banding:

- All applicants who satisfy the eligibility criteria to apply but do not meet the criteria for any other band.

4.2.10 Band S5/ 5: Nominations and Statutory Homeless Priority

4.2.10.1.1 Any applicant who has been nominated to Shettleston Housing Association by the Local Authority will be placed in this band.

4.2.10.1.2 Where an applicant is a young person (between ages of 16-25 years old) leaving residential care and has been nominated by the Local Authority or alternative support agency.

- 4.2.11 Applicants who have a medical need will be considered for properties based on their individual circumstances, however priority will be given to those when allocating properties on ground floor level, lift accessible properties and those who have been adapted, such as level access showers.
- 4.2.12 Medical priority will not normally be given where an applicant's current property is on ground level and has been identified and prioritised for adaptations to suit their needs.
- 4.2.13 Where an applicant feels their medical condition has changes, they may submit additional information and supporting documentation where possible and request to have their application reassessed.

4.3 Exceptional circumstances and non-standard selections

- 4.3.1 In some exceptional circumstances, a senior manager has the discretion to approve an allocation to an applicant who may not have high enough priority to be considered for the property being offered. These will be considered as management transfers and be kept to a minimum.
- 4.3.2 Management transfers will require a clear audit trail on the reasons for the allocation and will be monitored closely.
- 4.3.3 All management transfers will be reported to the Operations Committee on a quarterly basis.

4.4 Change of circumstances

- 4.4.1 It is the responsibility of the applicant to notify the Association of any changes in circumstances which will affect their housing application.
- 4.4.2 Notification is required if an applicant changes address or has another change in their current housing situation.
- 4.4.3 If applicant changes address a new application is required. The new application will then be assessed and the applicant will be notified of the outcome.
- 4.4.4 Failure to notify Shettleston Housing Association of relevant changes may impact the priority given.

4.5 High Risk Offenders

- 4.5.1 Shettleston Housing Association have a duty under Multi Agency Public Protection Arrangements to work in partnership with local authorities and other agencies to assist with the provision of accommodation.
- 4.5.2 Whilst we are not involved in the assessing and managing the risk related to the release and rehousing of high-risk offenders, we will work collaboratively with other agencies who are looking to support those individuals in need of accommodation.

4.5.3 Community safety and sustainability will be a key consideration for Shettleston Housing Association, and we will work with appropriate agencies to risk assess any allocation to this category of applicant.

4.6 Making, Accepting or Refusing an offer of housing

- 4.6.1 Applicants who apply for housing will be shortlisted based on their band and date of application set out in point 4.2. Shettleston Housing Association cannot guarantee that all applicants who apply will be successful and receive an offer of housing because often the demand for housing exceeds the supply.
- 4.6.2 Before making an offer of housing, a pre allocation interview will be conducted with the applicant. The purpose of this interview is to ensure that your household needs and circumstances are the same as when the application was submitted. Any required evidence will also be requested at this stage and where relevant, we will ask for a tenancy reference from any previous landlord prior to progressing.
- 4.6.3 For those applications who are selected for an offer of housing, prior to an offer being made, the application and all supporting documentation is checked by two members of staff, an Allocations Officer and signed off by an Area Housing Manager or staff of equivalent seniority.
- 4.6.4 Once an offer has been approved the applicant will be given a written offer. Applicants are given 3 days from the date of the offer letter to respond either to refuse the offer or to arrange a suitable time to view the property. Should Shettleston Housing Association not receive any communication after this time the offer will be withdrawn due to no contact and considered as a refusal.
- 4.6.5 An applicant will normally be expected to accept the offer and sign the Tenancy Agreement on the same working day as viewing the property however this may be extended, depending on circumstances.
- 4.6.6 If an applicant has submitted a joint application, they will be offered a joint tenancy. All joint tenants must be present at the pre allocation interview and at time of signing the Tenancy Agreement.
- 4.6.7 Successful applicants may receive up to two reasonable offers of housing before suspension. More information on suspensions is detailed in point 5.1.
- 4.6.8 Shettleston Housing Association define a reasonable offer of a property as one which is based on the information provided within the application form, including area preferences and size criteria required.
- 4.6.9 Where an applicant refuses one offer of housing, they may be asked to review their choices to ensure they are selected for areas and property types they require.

4.7 Allocating to Board Members, Staff or close relatives

- 4.7.1 Housing applications from relatives, members of staff or anyone connected to Shettleston Housing Association will be considered in line with all other applications.
- 4.7.2 All applicants are required to state if they are a member of staff or associated with Shettleston Housing Association. Anyone related to a member of staff, Board or associates must also declare this at the time of applying, to the best of their knowledge.
- 4.7.3 At the time of receiving, assessing and processing an application, Shettleston Housing Association will comply with all relevant legislation and regulatory requirements.

Section 5: Suspensions, Bypassing and Cancellations

5.1 Suspensions

- 5.1.1 Section 6 of the Housing (Scotland) Act 2014 provides powers to impose suspensions on applications for social housing.
- 5.1.2 In some circumstances, applicants may be suspended from Shettleston Housing waiting lists. This means that no offers of housing will be made for a specific period.
- 5.1.3 Suspensions cannot be applied to homeless referrals who have been granted homelessness status by the local authority.
- 5.1.4 Shettleston Housing can suspend applicants from their direct waiting lists where this is considered reasonable. The following reasons that are considered are detailed below:
 - Where the applicant has rent arrears or other debts associated with a current or former tenancy and has not entered a repayment arrangement which has been maintained for 3 months or more.
 - Where legal action has been raised for rent arrears and there is ongoing court action.
 - Where the applicant has had an order for recovery of possession under certain grounds granted.
 - Where the applicant has acted in an antisocial manner or pursued a course of conduct amounting to antisocial behaviour in the locality of the house occupied by them
 - Where an applicant has been aggressive or violent towards a member of Shettleston Housing Association staff.
 - Where the applicant or person residing with them, has been convicted of using or allowing the house to be used for immoral or

illegal purposes; or an offence punishable by imprisonment which was committed in or in the locality of a house occupied by them.

- Where the applicant has abandoned a property which was then recovered by Shettleston Housing Association under s18 abandonment notice procedure.
- Where the applicant has neglected the condition of their current home provided by the association or a previous property was recovered by Shettleston Housing Association due to its condition.
- Where the applicant has knowingly provided false or misleading information or withheld information relevant to their application.
- Where an applicant has refused 2 reasonable offers of housing. An offer is considered reasonable if it meets the needs and preferences detailed on the application.
- Where an applicant requests to be voluntarily suspended for a period due to personal circumstances.

5.1.5 The period for a suspension will be dependent on the suspension reason and the applicant's history. The period can be anywhere from 6 months to 3 years.

5.1.6 Suspensions will be subject to regular reviews.

5.1.7 Where an application has been suspended, the applicant will be notified in writing stating the grounds on which the decision has been made, the duration of the suspension and what steps must be taken to have their application reinstated. If an applicant wishes to appeal this decision, they must do so in writing within 10 working days of the date of their notification. The appeal will be considered by the Area Housing Manager, and a response will be provided within 21 working days. If the applicant remains dissatisfied with the outcome of the appeal, then they should use Shettleston Housing Association complaints procedure.

5.2 Bypassing

5.2.1 We may not make an offer to an applicant who might otherwise have been eligible where we have a justified reason, this means they will be bypassed.

5.2.2 Applicants on the general housing or transfer lists can be bypassed if they fail to respond to all reasonable attempts to contact them to carry out home visits or provide the appropriate information required to support their application.

5.2.3 Applicants can also be bypassed where they have specified that they do not wish to be considered for a particular property type and/ or street. This will be reviewed under our application reviews.

5.3 Cancelling applications

5.3.1 An application may be removed from our housing list under the following circumstances:

- An applicant requests that we cancel their application.
- An applicant fails to respond to our waiting list review or to other similar correspondence.
- An applicant has died

5.3.2 Where an application has been cancelled, the applicant will be notified in writing stating the grounds on which the decision has been made. If an applicant wishes to appeal this decision, they must do so in writing within 10 working days of the date of their notification. The appeal will be considered by the Area Housing Manager, and a response will be provided within 21 working days. If the applicant remains dissatisfied with the outcome of the appeal, then they should use Shettleston Housing Association complaints procedure.

5.3.3 Where an applicant has been offered a tenancy by us, and accepted, their application will not be cancelled but will no longer be live as they have been adequately housed. Should an applicant wish to register for our waiting list again they must submit a new application form.

Section 6: Mutual Exchanges

6.1 The Housing (Scotland) Act 2001 make a provision to allow all social tenants the right to apply to exchange homes and tenancies.

6.2 A mutual exchange is where two or more social housing tenants, from the same or a different landlord exchange homes and tenancies.

6.3 Tenants of Shettleston Housing Association may apply to mutually exchange with another Shettleston Housing Association tenant, a tenant of another registered social landlord (RSL) or a tenant of a local authority. All tenancies wishing to be involved in the exchange must have a Scottish Secure Tenancy (SST).

6.4 Shettleston Housing Association are committed to enabling, where appropriate, tenants to exchange homes to satisfy their housing need, medical needs or to make the best use of housing stock.

6.5 Shettleston Housing Association and the other landlord involved must agree to the exchange, and we will only refuse permission for this where it is reasonable to do so. Some examples of this includes, but is not limited to:

- The exchange would result in overcrowding of the property. Our Allocation Policy will be used to assess the criteria for this.
- The exchange would result in the property being under – occupied. This may be considered in exceptional circumstances which will be considered on an individual basis.

- At the time of applying and the exchange, tenants must have a clear rent account and not owe any other debts to their landlord.
- There must not be a current Notice of Proceedings for possession under grounds 1 to 7, Schedule 2 of the Housing (Scotland) Act 2001 or similar grounds issued by either landlord.
- There must not be an Order for Recovery of Possession granted for either property involved.
- Property cannot be connected to the tenant's employment; this would be known as tied accommodation.
- Where the property has been designed or adapted for a person with special or specific needs which would no longer be necessary if the exchange was to be successful.

Section 7: Appeals and Complaints

7.1 Appeals

7.1.1 Applicants have the right to appeal if they feel that:

- A decision made on their priority does not reflect their needs.
- A decision to cancel an application has been done so unfairly.
- They have been unfairly suspended from our waiting list.
- An offer of a property does not match their choice on their application, or the property is in an unacceptable condition.
- Refusal of a mutual exchange application.

7.1.2 Appeals should be submitted within 10 days of the decision being made. Appeals will be heard by an Area Housing Manager who will review the appeal and provide an outcome within 21 working days of it being received. If the Area Housing Manager has been involved in the original decision, then the appeal will be heard by another member of the senior management team.

7.1.3 If an applicant remains dissatisfied with how we have considered their appeal, the service provided during the appeal process or the outcome of the appeal, then they should use Shettleston Housing Association complaints procedure.

7.2 Complaints

7.2.1 Shettleston Housing Association aims to provide a high-quality housing allocation service including advice and information to applicants however should an applicant be dissatisfied with our services they can follow our complaints procedure. We have adopted the two stage complaints handling procedure created by the Scottish Public Services

Ombudsman (SPSO) for registered social landlords. More information on this can be found on our website, at our office or via the tenant portal.

- 7.2.2 Shettleston Housing regard a complaint as an expression of dissatisfaction about an action or lack of action, or about the standard of service provided by us.
- 7.2.3 Having used our appeals and complaints procedures, an applicant can contact the Scottish Public Services Ombudsman if they wish to have their complaint considered by an independent body.

Section 8: Monitoring and Review

8.1 Policy Monitoring

- 8.1.1 Shettleston Housing Association will regularly monitor their Allocation Policy in practice to ensure that the Policy and operational arrangements are compliant with legislation and work in line with best practice. This includes monitoring who is being allocated properties against our Annual Letting Plan and letting quotas.
- 8.1.2 Our Operations Committee are regularly provided with reports on our performance regarding our allocation of all properties.

8.2 Review

- 8.2.1 Shettleston Housing Association aim to review this policy every 3 years or when required to do so by legislative changes. All staff and relevant third parties will be informed of any changes.

8.3 Confidentiality

- 8.3.1 Shettleston Housing Association processes personal information in line with all legal requirements.
- 8.3.2 We shall respect the confidentiality of applicants and tenants and will follow legislation in relation to any information being disclosed to a third party or any requests for access to personal data.