



**ELDERPARK**  
HOUSING ASSOCIATION



Lettings Booklet



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# How Do We Let Our Properties?

## 1. | Our Objectives

The outcome of the lettings process is to ensure that we maximise applicants choice, help sustain communities and ensure that those in greatest need have access to a reasonable preference of property locations and types.

## 2. | Stock Profile and Re-Lets in 2009/10

To help you make an informed choice about where you wish to be considered for re-housing, the tables below detail the number of properties broken down by area, street, size and re-lets during the financial year 2009/10. The majority of our stock is tenement properties in Elderpark. When completing the application form tick the streets you wish to consider. If you would like further information please contact the duty housing officer/assistant.

### Elderpark Area

| STREETS           | No 1/2 APTS | LETS 09/10 | No 3 APTS | LETS 09/10 | No 4&5 APTS | LETS 09/10 |
|-------------------|-------------|------------|-----------|------------|-------------|------------|
| Craigton Road     | 34          | 4          | 44        | 8          | 2           | 0          |
| Crossloan Road    | 35          | 11         | 62        | 8          | 7           | 0          |
| Elderpark Street  | 77          | 14         | 132       | 23         | 16          | 2          |
| Langlands Road    | 66          | 17         | 37        | 5          | 3           | 0          |
| Nimmo Drive       | 28          | 4          | 9         | 2          | 3           | 0          |
| Uist Street       | 93          | 20         | 96        | 16         | 18          | 3          |
| Elder Street      | 4           | 0          | 7         | 0          | 6           | 0          |
| Fairfield Gdns    | 7           | 1          | 3         | 0          | 3           | 0          |
| Fairfield Place   | 1           | 1          | 5         | 1          | 14          | 0          |
| Fairfield Street  | 0           | 0          | 0         | 0          | 3           | 0          |
| Garmouth Gdns     | 15          | 0          | 7         | 0          | 10          | 1          |
| Garmouth Street   | 4           | 1          | 2         | 0          | 12          | 0          |
| Greenfield Street | 6           | 0          | 2         | 0          | 0           | 0          |
| Harhill Street    | 4           | 0          | 12        | 0          | 13          | 0          |

### Ibroy Area

| STREETS           | No 1/2 APTS | LETS 09/10 | No 3 APTS | LETS 09/10 | No 4&5 APTS | LETS 09/10 | No 6 APTS | LETS 09/10 |
|-------------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|
| Brighton Place    | 10          | 1          | 3         | 0          | 0           | 0          | 0         | 0          |
| Clynder Street    | 47          | 7          | 22        | 3          | 16          | 1          | 0         | 0          |
| Briton Street     | 8           | 0          | 0         | 0          | 0           | 0          | 0         | 0          |
| Summertown Road   | 12          | 0          | 0         | 1          | 0           | 0          | 0         | 0          |
| Skene Road        | 10          | 1          | 11        | 0          | 7           | 0          | 0         | 0          |
| Rhynie Drive      | 0           | 0          | 0         | 0          | 17          | 0          | 4         | 0          |
| Hindhelwood Drive | 2           | 0          | 5         | 0          | 7           | 0          | 0         | 0          |

### Kinning Park Area (1\*= 5 apt property)

| STREETS         | No 1/2 APTS | LETS 09/10 | No 3 APTS | LETS 09/10 | No 4 APTS | LETS 09/10 |
|-----------------|-------------|------------|-----------|------------|-----------|------------|
| Scotland Street | 17          | 2          | 5         | 0          | 1*        | 0          |
| Lambhill Street | 1           | 0          | 2         | 0          | 4         | 0          |
| Cornwall Street | 3           | 0          | 0         | 0          | 0         | 0          |

### Cessnock Area

| STREETS       | No 1/2 APTS | LETS 09/10 | No 3 APTS | LETS 09/10 |
|---------------|-------------|------------|-----------|------------|
| Brand Street  | 6           | 1          | 5         | 0          |
| Harley Street | 6           | 0          | 3         | 1          |

### Properties Earmarked for Glasgow Housing Association Tenants

We have recently built properties in Ibrox at Rhynie Drive, Skene Road, Hinshelwood Drive and Harhill Street in Elderpark. Some of these properties may be subject to nominations from Glasgow Housing Association.

## 3. | The Allocation Process

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### What Property Size Do You Qualify For?

The association determines what size of property you will be considered for. Our occupancy standards are detailed below:

- Children of the same sex are expected to share a bedroom up to sixteen years
- Children of the opposite sex over eight years old should have separate bedrooms
- No more than two children should normally share a bedroom
- Adults should not share a bedroom with a child
- Single elderly applicants and childless couples will be considered for a two bedroom property

There are exceptions, for example, unborn children are considered as part of the household and medical conditions are taken into account. Also an additional bedroom is offered to applicants to accommodate their children should they have overnight access arrangements.

## 4. | How We Let Our Properties

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| PRIORITY          | CATEGORY OF APPLICATION AND PERCENTAGE OF LETS                                  |
|-------------------|---|
| 1st               | Transfer Waiting List 12% of lets   |
| 2nd               | Statutory Homeless  |
| 3rd The Remainder | Waiting List A<br>Homeless (as assessed by Elderpark) 20%<br>Waiting List B 80% |

We let these properties in descending order as follows:

Firstly, a quota of 12% of lets go to Elderpark Housing Association tenants.

Then, we will re-house "Statutory" homeless applicants referred to us by Glasgow City Council.

In terms of waiting list applicants the waiting list is broken into two groups:

**A** Homeless people as assessed by Elderpark Housing Association will receive 20% of the remaining lets

**B** Waiting list applicants will receive 80% of the remaining lets. These applicants are prioritised in terms of housing needs indicators detailed below. The onus is on the applicant to provide the necessary information before points can be awarded.

The percentages outlined in the quotas are not absolute figures which must be attained. Rather, they show how we hope to ensure a balance in our overall annual lettings to each group.

## 5. | Housing Need Points

| WAITING LIST A   | POINTS                       |
|--|------------------------------|
| <b>Homelessness As Assessed by Elderpark Housing Association</b><br>You are treated as threatened with homelessness or if you are likely to become homeless within 3 months and can provide supporting documentation. For example, you have received a written notice to leave; you are a lodger and have been asked to leave or your home due to be re-possessed. Or you are living in a hostel, living in a moveable structure or leaving long-term hospital care. | 40                           |
| WAITING LIST B   | POINTS                       |
| <b>Insecure tenure</b><br>You have a short assured tenancy<br>Your relationship has broken down and you need to move<br>You have financial problems and are struggling to pay your mortgage  | 15                           |
| <b>Insecure tenure</b><br>You live with family and friends   | 10                           |
| <b>Housing Below The Tolerable Standard</b><br>To fail the standard a house must be lacking in basic amenities or be in an extremely poor condition. Documentary evidence can be obtained from the City Council  | 20                           |
| <b>Housing Condition and Disrepair</b><br>Dampness<br>Lacks full Central Heating<br>Within reason there is an onus on the applicant to provide evidence to support claims of dampness  | 10                           |
| <b>Sharing Amenities</b><br>Applicant Sharing kitchen/cooking facilities with another household<br>Applicant sharing a living room with another household<br>Applicant sharing W.C. Shower/Bath with Other Household   | 2<br>2<br>2                  |
| <b>Medical Factors</b><br>Where current accommodation is unsuitable because of a medical condition.<br>You must complete a medical self-assessment form and we may ask for confirmation from a medical specialist  | Essential 25<br>Advisable 15 |
| <b>Abuse, Harassment, Discrimination or Victimisation</b><br>If yes, please provide evidence from appropriate agencies such as Social Work, The West of Scotland Racial Equality Council, Social Registered Landlord and or the Police. (Abuse includes violence, harassment, threatening conduct and any other conduct giving rise, or likely to give rise to physical or mental injury, fear, alarm or distress)   | 25                           |
| <b>Social Grounds</b><br>i.e. to move near someone to give or receive support<br>To move nearer employment/education/training  | 8<br>8                       |
| <b>Overcrowding/under occupation*</b><br>For every first bedroom needed/not needed<br>For every second and subsequent bedroom needed/not needed  | 8<br>4                       |

\* Under occupation points apply to Elderpark Housing Association tenants only

## 6. | Exceptions

We aim to make the best use of our properties. Therefore an adapted property would be offered to applicants who require such adaptations.

Points may not be used to prioritise a let if there are specific circumstances relating to an available house. This could be, for example, a neighbour dispute. This is known as a "sensitive" let.

If the person is vulnerable and may not be able to sustain their tenancy, their application could be overlooked until appropriate support is in place.

## 7. | What Happens to Your Registration Form

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Before we can process your application we need the following information: Your name and address, national insurance number, date of birth, household composition, proof of your identity and proof of address.

We encourage people to call into the office to complete the form. You can receive advice on the prospects of being re-housed in your chosen area and also information about other housing options which may interest you.

**In acknowledging your application form** we will confirm what points you have been awarded, the size of property you will be considered for and the category of your application.

**Before we can offer you a property we may** interview you at your home or in our office. We also need details of previous residencies and a reference if appropriate from your current or previous landlord. The purpose of the interview is to confirm your housing circumstances and advise of agencies that may be useful in helping you with your tenancy obligations.

## 8. | Applicants Suspended from Receiving Offers

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Applications may be suspended from receiving offers in order to protect the interests of the Association, existing tenants and in some cases the applicant. Where we receive information that an application should be suspended, the applicant will be notified right away. They will be advised how long the suspension will last or be given clear information about what action they need to take in order for the suspension to be lifted. Applicants will be advised that they can appeal any decision using our internal appeal procedures. The reasons for suspensions are as follows:

- **Tenancy Related Debt**

If an applicant owes a tenancy related debt in excess of one months rent their application will normally be suspended until such time as they verify that they have kept to an agreement to pay off their debt and they have been adhering to that arrangement for three months or more. When deciding to suspend an application we will take into account the reason for the debt and if it is likely to recur.

- **Abuses of the Allocations Process by Applicants**

Where the applicant has deliberately distorted the information provided in order to gain advantage the Association may suspend an application for up to one year.

- **Anti-social Behaviour**

Serious anti-social behaviour including racial harassment, drug dealing, noise pollution, vandalism and acting in a violent and threatening manner which has been confirmed by an official source. Each case will be considered on its own merits and an appropriate length of suspension determined.

- **Voluntary Suspension**

An applicant may advise that they do not wish to be considered for an offer for a period of time. These suspensions will be recorded as voluntary suspension on our system and reactivated in accordance with their wishes.

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### **Offers of Accommodation**

We aim to maximise choice by giving you information on the likelihood of being re-housed in your preferred location. This also means you will not be penalised for refusing offers. Should you refuse an offer please provide a reason so that we can better match your requirements to available properties.

### **Failure to Respond to Communications**

We hope you can understand that to manage the waiting list effectively we need up to date information. This means that should you fail to respond to communications regarding additional information or in relation to an offer of housing we will invite you to review your application. The procedure will follow that for the waiting list review and failure to confirm your desire to remain on the list will result in your application being cancelled.

## 9. | Why Would Your Application Be Cancelled?

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An application will be cancelled from the list under the following circumstances.

- **When an applicant has been re-housed.**
- **When an applicant did not reply to our waiting list review**
- **When an applicant has requested that the application is taken off the list. In such circumstances we will ask for this to be confirmed in writing.**
- **When an applicant dies.**

## 10. | How Do You Appeal?

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If an applicant is dissatisfied regarding any decision made during the allocation process, she or he has the right to appeal. For example, the applicant may be of the opinion that the points awarded do not reflect their circumstances accurately, or that their application should not be suspended. The appeal goes to the Housing Manager; if the applicant is not satisfied it is passed to the Association's Director. If the applicant is still not satisfied the appeal is heard by the Management Committee.

Details of how to appeal are provided in a separate information sheet to all applicants. The applicant may be required to provide evidence to support their appeal.

## 11. | Complaints

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Appeals must be distinguished from complaints for which a separate procedure exists. For example, complaints could involve applicants not receiving offers of housing that they are entitled to, or our failure to provide services in line with our customer service standards.

Details of how to complain are provided in a separate information sheet. The applicant may be required to provide evidence to support their complaint. Where the complaint is not resolved we will provide details of other appeal options. For example, we will advise applicants of their right to contact the Scottish Public Services Ombudsman 4 Melville Street Edinburgh EH3 7NS Telephone 0870 011 5378 Email [enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk) or to seek other independent advice.

### **Data Protection**

All information provided within this application will be treated in confidence and comply with the Data Protection Act 1998. The Association will process the information contained in this application form and any other relevant information they obtain in connection with the application in a number of ways. They will process the information for the purposes of your application for housing. They may also use this information to provide statistical data to their Management Committee, Scottish Housing Regulator and other interested parties. In addition, if you are successful in obtaining accommodation with one of the Associations, that Association will use the information as history notes.

By signing this application form I give consent to the landlords that I have previously indicated to process the information in the above way.

## 12. | Homelessness

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**If you are homeless or threatened with homelessness you should contact the local South West Community Homeless Casework Team, 27 Brockburn Road, Pollock, Glasgow, G53 5BG tel no 0141 276 6180 (Monday to Friday 9.00 am to 5.00 pm) or Hamish Allan Centre, 180 Centre Street, Glasgow, G5 8EE (free phone 0800 838 502) who will assess your housing situation and advise you of your housing options.**

### 13. | Other Housing Associations in the Area

|  |  |  |
|--|--|--|
| <p><b>Clydeview Housing Partnership</b><br/> <b>1 Dava Street</b><br/> <b>Glasgow G51 2BF</b><br/> <b>Telephone: 0141 274 8720</b></p> | <p><b>Govan Housing Association</b><br/> <b>35 McKechnie Street</b><br/> <b>Glasgow G51 3AQ</b><br/> <b>Telephone: 0141 440 0308</b></p> | <p><b>Linthouse Housing Association</b><br/> <b>1 Cressy Street</b><br/> <b>Glasgow G51 4RB</b><br/> <b>Telephone: 0141 445 4418</b></p> |
|--|--|--|

### 14. | Homeless Accommodation

|   |  |  |
|---|--|--|
| <p><b>Hamish Allan Centre</b><br/> <b>180 Centre Street</b><br/> <b>Glasgow</b><br/> <b>Telephone 0800 838502</b></p>   | <p><b>Salvation Army</b><br/> <b>Hope House</b><br/> <b>14 Clyde Street</b><br/> <b>Glasgow</b><br/> <b>Telephone: 0141 552 0537</b></p>       | <p><b>Quarriers Stopover</b><br/> <b>189 Pollokshaws Road</b><br/> <b>Glasgow G41 1PS</b><br/> <b>Telephone: 0141 420 3121</b></p> |
| <p><b>Talbot Association - Kingston Halls</b><br/> <b>Direct Access Hostel</b><br/> <b>344 Paisley Road</b><br/> <b>Glasgow G5 8RE</b><br/> <b>Telephone: 0141 418 0955</b></p> | <p><b>Turning Point Scotland - Link Up</b><br/> <b>112 Commerce Street</b><br/> <b>Glasgow G5 9NT</b><br/> <b>Telephone: 0141 420 1929</b></p> |  |

### 15. | Housing Advice

|  |   |  |   |
|--|---|--|---|
| <p><b>Govan Law Centre</b><br/> <b>Orkney Street</b><br/> <b>Enterprise Centre</b><br/> <b>Govan, G51 3LB</b><br/> <b>Telephone: 0141 445 3756</b></p> | <p><b>Positive Action in Housing</b><br/> <b>98 West George Street</b><br/> <b>Glasgow, G2 1PJ</b><br/> <b>Telephone: 0141 353 2220</b></p> | <p><b>Glasgow Centre for Inclusive Living</b><br/> <b>Crowngate</b><br/> <b>Business Centre</b><br/> <b>115-127 Brook Street</b><br/> <b>Glasgow, G40 3AP</b><br/> <b>Telephone: 0141 550 4455</b></p> | <p><b>Shelter Glasgow Advice Service</b><br/> <b>1st Floor, Suite 2,</b><br/> <b>Breckenridge House</b><br/> <b>274 Sauchiehall Street</b><br/> <b>Glasgow, G2 3EH</b><br/> <b>Telephone: 0808 800 4444</b></p> |
|--|---|--|---|

Please detach this form and return to our office

## 16. | Your Views on the Lettings Process

Was the application form easy to complete?

|                          |                          |     |                          |                          |    |
|--------------------------|--------------------------|-----|--------------------------|--------------------------|----|
| <input type="checkbox"/> | <input type="checkbox"/> | Yes | <input type="checkbox"/> | <input type="checkbox"/> | No |
|--------------------------|--------------------------|-----|--------------------------|--------------------------|----|

Any Comments

Were you satisfied with the level of written Information?

|                          |                          |     |                          |                          |    |
|--------------------------|--------------------------|-----|--------------------------|--------------------------|----|
| <input type="checkbox"/> | <input type="checkbox"/> | Yes | <input type="checkbox"/> | <input type="checkbox"/> | No |
|--------------------------|--------------------------|-----|--------------------------|--------------------------|----|

Any Comments

Were you satisfied with the information when interviewed?

|                          |                          |     |                          |                          |    |
|--------------------------|--------------------------|-----|--------------------------|--------------------------|----|
| <input type="checkbox"/> | <input type="checkbox"/> | Yes | <input type="checkbox"/> | <input type="checkbox"/> | No |
|--------------------------|--------------------------|-----|--------------------------|--------------------------|----|

Any Comments

Do you feel that the Association should allocate houses by focussing on:-

Advertising houses to let and giving people closing dates to respond.

|                          |                          |     |                          |                          |    |
|--------------------------|--------------------------|-----|--------------------------|--------------------------|----|
| <input type="checkbox"/> | <input type="checkbox"/> | Yes | <input type="checkbox"/> | <input type="checkbox"/> | No |
|--------------------------|--------------------------|-----|--------------------------|--------------------------|----|

First offer goes to the person at the top of the housing list

|                          |                          |     |                          |                          |    |
|--------------------------|--------------------------|-----|--------------------------|--------------------------|----|
| <input type="checkbox"/> | <input type="checkbox"/> | Yes | <input type="checkbox"/> | <input type="checkbox"/> | No |
|--------------------------|--------------------------|-----|--------------------------|--------------------------|----|

Any Comments

Name

Address

**A full copy of the allocations policy is available at the office**



INVESTOR IN PEOPLE

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**Tel:** 0141 440 2244 | **Fax:** 0141 445 5345 | **Email:** [admin@elderpark.org](mailto:admin@elderpark.org) | [www.elderpark.org](http://www.elderpark.org)

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