

EAST RENFREWSHIRE COUNCILCABINET30 OCTOBER 2025Report by Director of EnvironmentHOUSING ALLOCATION LETTINGS POLICY**PURPOSE OF REPORT**

1. The purpose of this report is to seek Cabinet approval for the proposed new Housing Allocation Lettings Policy.

RECOMMENDATIONS

2. The Cabinet is asked to:

- a) note the contents of the report; and
- b) approve the proposals detailed within the report.

BACKGROUND

3. The existing Lettings Policy was approved by Cabinet in June 2018 in preparation for the launch of the Choice Based Lettings service in February 2019. Since then, several amendments to the policy and in particular the lettings targets have been submitted to Cabinet. The last amendment was submitted to Cabinet 5 September 2024.

4. East Renfrewshire Council currently operates a Choice Based Lettings approach to the allocation of properties. This requires that an applicant complete a form which on assessment of the contents then places them in a particular group, known as a Priority Pass. The groups are ordered by the earliest application date. Each week all properties that become available are advertised to specified priority pass groups. Applicants who are interested in a property need to bid for it to indicate their interest in the property. The successful applicant is then formally offered the property. A quota is set for the percentage of empty properties that are allocated to each Priority Pass group.

5. The Priority Pass groups are explained in more detail in Section 8 of the Lettings Policy in Appendix 1. In summary they are.

- Priority Pass A - Homeless or threatened with homelessness & Young Care Leavers.
- Priority Pass B - Unsatisfactory housing, overcrowded, medical.
- Priority Pass C - Need or give support, downsizing, harassment, sofa surfing.
- Priority Pass D - Private let, sharing amenities, relocating to ERC for work etc.
- Priority Pass E – If none of the above apply.

6. The current policy was introduced just before the COVID pandemic and has been operational for a sufficient period of time to evidence the outcomes that it has delivered.

7. A review of the policy was undertaken by the Housing Service during 2024/25. The review covered the following:

- Current waiting list information illustrating the demand for affordable housing in the area and levels of assessed need under the current Allocations Policy.
- Housing stock turnover.
- Legislative framework surrounding Housing Allocation Policies in Scotland.
- Desk top review of other Local Authority and Registered Social Landlord allocation policies.
- Review of the current ERC Housing Allocations Policy and application and bidding process (who is being allocated the houses).
- Review of customer satisfaction data.
- The extent to which the current allocations system ensures that those in most need receive the greatest priority (out with Priority A band).
- Changes in demand since the current policy was introduced.
- The Medical Assessments process.

REPORT

8. The Scottish Government's 2019 guidance on Social Housing and Allocations in Scotland states '...that while there is a clear legal framework within which allocation policies must operate, within these constraints landlords have considerable discretion to develop their allocation policy and practice to meet the communities in which they operate'.

9. The Housing Scotland Act 1987 is the legal framework within which Allocation policies must operate. It requires that we must give reasonable preference to the following groups: -

- I. People who are homeless or threatened with homelessness and who have unmet housing needs.
- II. People living under unsatisfactory housing conditions and who have unmet housing needs.
- III. Social housing tenants who the landlord allocating a property considers are under-occupying their current home.

10. This Act also specifies that there are certain areas where landlords cannot take into consideration whether the applicant is resident in the area, specifically where an applicant wishes to move to a particular location because they:

- have been offered employment or are currently employed in the area.
- are seeking employment in the area to seek employment and the landlord is satisfied of their intention.
- need to be near a relative or carer.
- have special social or medical reasons to be housed within the area (i.e. near specialist medical providers).
- are being harassed.
- are at risk of, the survivors of, or are suffering domestic abuse.

11. That said, out with the requirements set out in paragraphs 9 and 10 above, the law does allow us to take into account, in our allocation of stock, whether an applicant is resident in our area. We have factored this into our review of the current Allocation Policy and in the preparation of this new proposed Allocation Policy, subject to approval.

12. Demand for accommodation from East Renfrewshire Council has risen exponentially since the introduction of the existing Allocation Policy. In April 2020 there were 3380 applicants on East Renfrewshire Council's Housing waiting list. At March 2025 this has more than doubled to 7057. The annual re-registration process has not taken place since the policy

was introduced, owing to the pandemic and the introduction of a new IT system. This review commenced in May 2025 and it is expected that this number will reduce because of the proposed changes to categories of need as set out in the paragraphs below. Notwithstanding this, it is however also likely that the number will remain high and that demand will continue to significantly outstrip available supply even with the introduction of the proposed changes.

13. The turnover of East Renfrewshire Council's housing stock has also reduced over the period from 7.46% (233) in 20/21 to 5.92% (151) in 23/24. While 24/25 saw an increase in comparable to the previous year to 7.38 (226), this was a direct result of the secondary lets linked to the allocation of new build properties to transfer applicants. It is projected that 25/26 turnover will again fall to under 6%. This reduction compounds the need to ensure we are allocating our properties to those in the most housing need and targeting existing residents within our area where it is lawful for us to do so.

14. The review of the existing policy identified some limitations, and the proposed new policy looks to remedy the identified issues.

Sheltered Accommodation

15. The current policy allocates sheltered accommodation in the same way as mainstream tenancies, via the choice-based lettings principle. There is currently no separate assessment for sheltered accommodation and there is a reliance on the applicant to bid for a property. Given the demographics of those who require sheltered accommodation there is a concern that they may be reliant on friends or family to bid on their behalf. There is also concern that those in greatest need are not receiving the correct priority that is relevant to their identified housing need.

16. It is proposed that a separate waiting list is maintained for sheltered accommodation. This will award priority based on a comprehensive assessment of need for this specific type of accommodation and will be managed separately and outside of our choice-based lettings approach.

Priority Pass Amendments

17. The current policy does not allow housing needs to be aggregated, with applicants awarded the priority pass with the highest level of reported need and priority within each pass group based solely based on date. This means that under the current allocation policy, we have households with multiple housing needs assessed as having a lower level of priority than households with a singular housing need, solely as a result of the household with the singular housing need having an earlier application date.

18. The proposed new policy is based on a points and groups system that will allow need to be aggregated or compounded while still being able to apply quotas to Priority groups, transfer applicants and waiting list applicants. The number of Priority groups is also proposed to reduce from 5 to 3 groups.

19. The proposed changes and new Priority Pass groups are as follows:

- Group 1 Strategic Priority (A pass)

The current policy awards Priority A pass to the following groups:

- Households are assessed as unintentionally homeless/ threatened with homelessness within 2 months.
- Resident in an ERC Care placement and ready to move to independent living.

20. It is proposed that the allocation of properties to these groups will remain the same in that they will be prioritised solely in date order with a target percentage of lets awarded to each strategic priority category and the ability to award direct offers to those with the longest date. This group will not operate on a points-based allocation system.

21. It is however proposed that this group be extended to award strategic priority to households who are prevented from being discharged from hospital due to them having either no property to return to, or where there are significant barriers within their existing property that are preventing them from being able to return. This would also include those households where the applicants' circumstances are such that they have an urgent and immediate need for re-housing and the policy does not otherwise reflect this, previously known as Urgent Rehousing.

22. The next two proposed Priority groups are:

- Group 2 - Transfer - Existing East Renfrewshire Council Tenants
- Group 3 – Waiting List - All other applicants

23. Applicants in these groups would be awarded points based on their individual assessed need. The points would be allocated across 7 key areas of need, notably:

- Security of Tenure
- Health and Social Care
- Merging Households
- Facilities
- House size
- Harassment and Anti-Social behavior
- Relocation

24. Appendix A sets out the proposed points system, and Appendix E contains the full policy document as proposed.

25. To implement the new policy a software upgrade is required to move all applications from the 5 priority groups to the 3 groups proposed. If approved, it is proposed that the change to priority group would be implemented with immediate effect. The changes to the remaining priority groups would be implemented from April 2026.

Interim changes

26. Whilst the Priority Groups will not be amended until April 2026, approval is sought to make the following changes to the existing priority groups with immediate effect.

- Application Date

27. Under the current policy, except for medical priority, the remaining priority groups are awarded on the date they submitted their original waiting list application, and this means that this date remains with them for all of their application. This is regardless of whether the applicant had any housing need at that point of original application. For example, applicant A has been on the waiting list for five years but has no housing need and was placed in band E. They have a subsequent change of circumstance and are moved priority because of the requirement for an additional bedroom. Currently they could be housed before Applicant B who has had the need for an additional bedroom since they applied 4 years ago. This priority is solely on the basis that applicant A applied for housing before applicant B, despite having no need at the point of application.

28. It is proposed that this is changed with immediate effect with priority date being the date they moved into the most appropriate priority banding and not the date the household submitted the general waiting list application. This would continue through the application of the new policy but would only be relevant where two applicants had the same number of points. The person awarded points at the earliest date would have priority.

- Applicants with no housing need

29. The current policy awards some households with no housing need a priority D status but most East Renfrewshire residents with no Housing Need are placed in priority band E.

30. For example, the policy awards a priority D to non-East Renfrewshire residents with no housing need, who have a relative living in East Renfrewshire. The proposal is to place all applicants who have no housing need into priority E unless a housing need is identified.

31. Similarly, applicants resident in the private sector both in East Renfrewshire and outside Renfrewshire are awarded D priority despite having no housing need. The proposal is to amend this to award D priority only to applicants resident in the private sector who have been issued with a no fault notice to quit.

32. Within the new policy applicants with no housing need would still be able to apply but not be awarded any points.

- Management Transfers

33. The current policy itself has a degree of inflexibility in its ability to make direct offers to an existing tenant with a vulnerability who requires an immediate move. While the policy can award a level of priority or an offer of accommodation to avoid delayed hospital discharge, applicants are placed in Priority band A and must be allocated based on date order. Given the existing demand for accommodation, the current policy does not permit Housing Services to respond to urgent issues appropriately.

34. It is proposed that Management Transfers, approved by Senior Management, be made a direct offer accommodation in exceptional circumstances only. This is to both make best use of housing stock and meet the needs of our most vulnerable tenants. This would continue through the application of the new policy.

- 6-month free bid restriction

35. Currently households, assessed as unintentionally homeless/threatened with homelessness and in priority need, have a 6-month window in which they can choose the properties that they bid on and would be exempt from a direct offer of accommodation. However, there are some low demand properties which would be suitable for some homeless applicants, but direct bids are prohibited owing to the 6-month free bid restriction. Furthermore, current demand has shown that many homeless households can wait for up to 1 year for a suitable offer of accommodation and the 6-month restriction does not provide any element of choice. It is proposed to remove the 6-month restriction and match homeless applicants based on available stock, taking into preference areas where possible. The new policy would remove any reference to a free bid restriction.

- Medical Priority Award

36. A review of the medical priority process has determined that a more detailed assessment framework is required. Furthermore, it also allows those who reside outwith East Renfrewshire to be awarded medical priority for rehousing in East Renfrewshire, based on the

assertion that their current property is having a detrimental impact on an existing medical condition. This is above the legal threshold which states that we must consider whether a household needs to move to another local authority area to give or receive support but not determine what priority should be given. There are approximately 550 applicants assessed as having a medical priority, a significant number of whom do not reside in East Renfrewshire.

37. The current allocation policy awards a band B to those who reside outwith East Renfrewshire, have a medical award and have a relative in the area. As a result, we receive a significant number of medical applications for those who reside outwith the area, resulting in increased administration. For each successful applicant under current policy in this priority band, it reduces available homes, and consequently the likelihood of meeting the housing needs of existing residents from within our area.

38. The proposed policy change would be to allow us to assess the medical needs of only those residents within East Renfrewshire. Those residents outwith will have their application assessed lawfully and where it is evidenced that they need to move to East Renfrewshire to give or receive support, they will be placed in Band D and be able to bid on Band D properties solely in the area that they require to move to. This would mean we will no longer assess or award a degree of priority to non-East Renfrewshire residents who seek rehousing because their existing property is unsuitable because of medical needs.

39. It is also proposed that the new framework detailed at Appendix B will utilise an initial assessment matrix to determine if the household meets set criteria. Where required, an occupational therapy assessment may also be undertaken to determine if any aids or adaptation can be provided, prior to any medical award, where appropriate.

40. It is also proposed that we reassess existing households with a medical award against the new framework to ensure this banding is being appropriately and fairly applied to all.

41. It is proposed that the new framework will be taken forward into the new policy, with points being awarded instead of bandings.

- Financial Incentives

42. Under the current policy East Renfrewshire Council tenants who are re-housed because they have at least two bedrooms more than they need will be offered a £1000 disturbance allowance. It is proposed that the new policy amends and extends this to offer £1000 per bedroom moving allowance to any tenants moving to a smaller ERC property. This would also be available to ERC tenants who mutually exchange with another ERC tenant. This would be introduced with immediate effect and carry through to the new policy.

43. However, if an applicant had any rent arrears or owed any other debt to Housing Services, we propose that the amount of the debt (s) outstanding would be deducted from any underlying entitlement.

FINANCE AND EFFICIENCY

44. The financial cost of implementing these changes is estimated to be in the region of approximately £10Kpa, and it will be HRA funded. Internal Housing staffing resources will also be utilised to administer it.

CONSULTATION & PARTNERSHIP WORKING

45. A full consultation with all stakeholders took place between 1st May 2025 and 13th June 2025. Housing Services consulted with the following groups about the proposed changes to the way our homes are let. The outcome of which is detailed in appendix D:

- existing ERC tenants.
- those on our housing waiting list.
- registered tenants' organisations in East Renfrewshire
- relevant partner organisations, including, ERHSCP other housing providers and voluntary agencies operating in the area, e.g. ERCAB

IMPLICATIONS OF THE PROPOSALS

46. East Renfrewshire's Housing Allocations policy will ensure that East Renfrewshire residents in most housing need receive the greatest level of priority for housing and the Council's statutory responsibilities will be met in an equitable and lawful manner.

47. An Equalities, Fairness and Rights Impact Assessment has been prepared for the policy, and can be viewed on the Council website:

[Housing Allocations Policy Equality, Fairness and Rights Impact Assessment - East Renfrewshire Council](#)

CONCLUSIONS

48. The current housing allocations policy is in operation with limitations in regard to the ability to compound need and ensure that those in most housing need receive the greatest level of priority. The approval and implementation of the proposed new Housing Allocations policy will negate these limitations.

49. As a result of ICT changes, the new proposed policy will not be implemented until April 2026, therefore this paper proposes interim changes to ensure those most in need are being re-housed.

RECOMMENDATIONS

50. The Cabinet is asked to:

- a) note the contents of the report; and
- b) approve the proposals detailed within the report.

Director of Environment

Further details can be obtained from Mark Rodgers, Head of Housing & Property on mark.rodgers@eastrenfrewshire.gov.uk or Suzanne Conlin, Senior Housing Manager, suzanne.conlin@eastrenfrewshire.gov.uk

October 2025

Appendix A - New Policy Proposed Points criteria

Category	Reason	Definition	Points
Security of Tenure	Notice to Quit	You live in private rented accommodation, and you have been served a notice to quit by your landlord – on non-conduct grounds only.	250
	Tied Accommodation	You live in tied accommodation, and your employer has told you that you will need to leave your accommodation	250
	Regeneration	The Council has a planned regeneration programme that will result in your property being demolished	1000
Health and Social Care	A	You live in East Renfrewshire and have an urgent need for rehousing, and your medical condition or disability is being severely affected or made worse by your current accommodation and you: • Could be prevented from being admitted to hospital or residential care • Are unable to access any of the essential facilities in your home • Are unable to get in or out of your homes due to steps leading to your doorway	500
	B	You live in East Renfrewshire and • have serious physical or mental health and /or mobility difficulties and your home seriously affects your daily activities • Where you have physical or mental health and or mobility difficulties that are likely to seriously deteriorate as a result of remaining in your current accommodation	250
	C	You live in East Renfrewshire and • Where you have physical, mental and/or mobility difficulties and you home hinders daily activities	150
Merging Households	Two properties for one	If you are and ERC tenant and you want to form a new household with another person who is also a tenant of ERC. You will only be eligible for	500

		these points providing any allocation will result in both houses being left vacant and available for allocation.	
Facilities	Below Tolerable Standard (Demolition/ closing order)	Your current home is in poor condition and does not meet the Scottish Government's definition of Tolerable Standard, as assessed by Environmental Health or via a closing order.	500
	No bathroom	The property you reside in has no internal bathroom	200
	No Kitchen	The property you reside in has no kitchen	200
	Sharing Bathroom	You are sharing a bathroom with someone who is you do not wish to be housed with	50
	Sharing Kitchen	You are sharing a kitchen with someone who you do not wish to be housed with	50
House size	Overcrowded by 1 bedroom	If you currently reside in accommodation and you are overcrowded by 1 bedroom	150
	Overcrowded by 2 bedrooms	If you current reside in accommodation and you are overcrowded by 2 bedrooms	250
	Overcrowded by 3 or more bedrooms	If you current reside in accommodation and are overcrowded by 3 bedrooms or more	500
	Under occupied by 1 bedroom	If you currently reside in Social Rented Accommodation in East Renfrewshire and have 1 bedroom more than you need	150
	Under occupied by 2 bedrooms	If you current reside in Social rented accommodation in East Renfrewshire, you have 2 bedroom more than you need	250
	Under occupied by 3 or more bedrooms	If you current reside in Social rented accommodation in East Renfrewshire have 3 bedroom more than you need	500
	Access to children	If you are an East Renfrewshire resident and reside in a 1-bedroom property and have a child or children who regularly stay overnight as part of a residence or access arrangement, and you can provide proof of this arrangement your application will be assessed as being overcrowded by an additional bedroom. Only one additional bedroom points will be awarded regardless of how many children are involved, and you will only be eligible for one extra bedroom for all	150

		children. This is because the children are adequately housed by their primary carer. You will not be awarded these points if your application already has overcrowded points. When we offer tenancies, all other needs being equal, we will give preference to households with permanent overcrowding i.e. to households who are primary carers of children as this is a more significant housing pressure.	
Harassment and Anti Social Behaviour	Harassment	You are experiencing Harassment in or around your current accommodation and you are not safe in your current accommodation. Harassment can take many forms including intimidating, threatening or aggressive behaviour, both verbal and physical, and can involve attacks on property as well as people. Harassment is often premeditated and reoccurring. To receive these points we will usually require a recommendation from Police Scotland that a move is required to ensure your safety.	500
	Anti Social Behaviour	You are experiencing anti social behaviour in or around your current accommodation and you are not safe in your current accommodation. To receive these points, we will usually require supporting information from a 3 rd party that the anti-social behaviour is having a significant impact on you.	200
	Domestic Abuse	You are experiencing / at threat of Domestic Abuse in your current home, and you are not safe in your current accommodation. To receive these points, we will usually require supporting information from a 3 rd party support provider eg (MARAC referral, Women's Aid, Social Work, Police) we will never seek evidence from the alleged perpetrator.	500
Need to reside	Relationship Breakdown	You have experienced a relationship breakdown with a domestic partner, and you currently reside in the same accommodation (non-violent).	150

	Social / Family Support	You require to be near family member/social network to give or receive support. Applicants will be required to provide evidence from the person giving or receiving the support; and will only be awarded points for the area in which you give / receive support.	150
	Incoming Worker	You have a permanent job/ been offered a job in the area but do not currently live in the area and are experiencing difficulty in travelling to your place of work. Or you are looking for work in the area (evidence will be required). Points will only be given for the area in which you work.	150

Appendix B – Formerly known as Medical Award – Proposed New Framework**To be known as Health and Social Care Needs****500 points****500 points will be awarded:****‘Where applicants have an urgent need for re-housing and can’t remain in their current accommodation’.**

- A Hospital discharge is prevented due to significant barriers within the property. An appropriate professional advises that property is unsuitable to return home and delay of hospital discharge (500-point award will only be given if the applicant has already been made a suitable direct offer under Strategic Priority A group and refused this offer).
- Re-housing could prevent an applicant from being admitted to hospital or long-term care.
- Unable to access facilities in order for essential daily care needs to be met due to significant barriers in property. i.e – unable to access upstairs bedroom and bathroom/toilet, no ground floor facilities.
- Absolutely unable to walk up four steps (even to save a life) resulting in being housebound. (requires relevant healthcare professional assessment).
- Lower limb amputation and no prosthesis prescribed and a number of internal stairs between a bedroom, WC and living room and unable to access.
- Completely wheelchair dependent indoors and outdoors and internal stairs between WC, bedroom, living room, kitchen and unable to access facilities.
- Unable to walk without physical help from carer and internal stairs between downstairs and upstairs facilities.
- Property is not suitable for adaptations to allow access to essential facilities
- Substantial cognitive illness that causes significant risks of harm or danger to the applicant in the current home and a move to alternative accommodation will reduce risk. Dementia's or similar, brain injury. Examples include being unsafe on stairs and stair lift would not meet needs due to cognitive impairment.
- Acute mental health conditions - risk to independence requiring input from a specialist/hospital admission. Evidence of high risk continuing to life in current property (evidence from specialist is required).
- Welfare needs – urgent need to move due to risks of current property to applicant's welfare. For example, a traumatic event has happened in or near property and other treatment is not appropriate/successful and re-housing is the only safe option.
- Terminal illness – where it is reasonable to consider re-housing as the current property is not meeting the applicant's needs and re-housing is required due to an assessed issue. For example, the applicant's mobility has deteriorated and they are unable to be accommodated on the ground floor. Assessor to link in with any health professional involved in case re diagnosis/prognosis, (evidence such as DS1500 form as required)

*Note terminal illness is classed as “a condition which can’t be cured. Sometimes called a life limiting illness. i.e advanced dementia, advanced cancer, motor neuron disease, lung disease, advanced heart disease. Neurological conditions such as Parkinson’s” (Marie Currie).

250 Points

250 points will be awarded:

‘Where applicants have a serious physical or mental health/or mobility issues and your home seriously affects your daily activities’

- An applicant can negotiate stairs with great difficulty due to:
 - breathlessness/
 - pain due to long term/chronic health condition such as rheumatic conditions,
 - heart disease/cerebral vascular accident,
 - Chronic Fatigue Syndrome. (A ground floor property may be required in the long – term. May require prescribed analgesics/pain control - look for evidence in medication section).
- Acute/chronic mental health conditions - risk to independence requiring input from a specialist, and there is substantial risk of harm or danger to applicant or others and a move to another property would alleviate the above (evidence required).
- The current house type/property endangers active engagement in a recognised long term rehab programme. For example - unable to access hospital for treatment or engagement in programmes in the community and home visits are unable to be offered.
- Physical or mental health issues are likely to deteriorate as a result of remaining long-term in the property.
 - For example, conditions such as osteoarthritis, cardiovascular, respiratory and mobility issues and property is increasing symptoms. i.e pain mobilising on internal/external stairs.
 - Or where a traumatic event has taken place in the home or vicinity, resulting in PTSD or other such conditions as determined by a PSN

150 points

150 points will be awarded:-

“Where applicants have less serious physical or mental health and/or mobility difficulties and your home hinders daily activities”.

- The applicant needs to live closer to carers. The applicant’s health condition means that supports necessary from family/carer and not available locally. The current property meets applicant’s needs in other ways.
- The applicant needs to live closer to amenities – the applicant’s health condition mean they cannot negotiate public transport and currently lack access to local amenities such as shops/health care.
- Social isolation – currently socially isolated and are prevented from being more socially involved due to the location of the property.
- Steps/stairs are difficult, but applicant can manage with equipment and adaptations on most days.
- Current property has already been adapted to meet needs or does not require change of house type but wants change of location due to any of above reasons.

- Property is affecting applicant's mental health and resulting in conditions such as anxiety and depression. (look for evidence of treatment that is being carried out ... i.e medication, counselling/ any treatment programme or a support letter from GP.

No Medical Award.

- Medical priority will not be awarded if applicants are not currently residing in East Renfrewshire
- If you have a local connection (family member) and can evidence that you need to move to the area to receive support, you would be awarded a Band D for the area of the support location.
- Medical Priority will not be awarded where there are no recognised barriers in place for carrying out day to day activities in the current property.
- A temporary condition. For example, you have a member of the family have an illness that you are expected to recover from. Examples include – fractures, surgery. Or you are due to have treatment which will resolve the problem.
- An illness or condition that does not affect the applicant's ability to carry out daily living activities in your current home.
- Skin problems or disease unless property is contributing to the condition in some way and evidence is provided.
- Unsecure/homeless – homeless applicants will not be awarded Medical priority, they will however receive an assessment as to property type required as a result of medical issue – eg for wheelchair or ground floor accommodation if required.
- Neighbourhood disputes, public order issues or harassment. (Applicants should contact their housing officer and Safer Communities to report this).
- Any issue that is already covered in the council allocation policy such as overcrowding, under occupancy, homelessness, notice to quit.
- Complaints about noise
- Dis-repair - refer to housing repairs team.
- Dampness –
- Whether or not you have a garden
- Infestation with vermin.
- Unable to access property with a pram/buggy.
- Pregnancy alone.
- Leaving a tied tenancy and no other issues
- If the property can be suitably adapted to meet medical need (this would be assessed by an OT and recommendation made), and it is reasonable to do so.

Appendix C

Target Quota's will be reviewed at least annually

Allocation Targets at commencement of Policy

- **Priority A** **70%**
- **Transfer** **20%**
- **Waiting List** **10%**

These are maximum quotas, with the actual % allocated to each group dependent on a number of issues, including property suitability and demand.

Sheltered Accommodation

Lets to Sheltered Accommodation will be considered out with the lettings target.

New Build

In order to maximise the number of properties available to meet housing need, at point of first let, Transfer applicants in housing need will be considered first for all new build properties. Where there is insufficient demand, remaining properties will be let 70% Priority A – 30% Waiting list.

Secondary lets generated from a Transfer applicants move to a new build will have a lettings target of 70% Priority A - 30% Waiting List.

Appendix D Consultation Question and Responses

1. Do you agree with the move to a 3 band system for housing waiting lists?

This means a) Applicants in "strategic priority" banding (e.g. homeless and Looked After/ Throughcare) will remain prioritised by date of application, and b) Applicants on the general waiting list or transfer list will be prioritised by the points they have - points will be awarded for each aspect of housing need they have and will result in applicants in most need receiving the highest points.

	Number	Percentage
Yes	65	59.1%
No	20	18.2%
Don't Know	25	22.7%
Total no of replies	110	100%

2. Do you agree with the 7 Housing Needs groups across which, points will be allocated under the new housing allocations policy?

	Number	Percentage
Yes	62	56.4%
No	21	19.1%
Don't Know	27	24.5%
Total no of replies	110	100%

3. Do you agree with our proposal to extend Strategic Priority status to East Renfrewshire Households prevented from discharge from hospital due to significant barriers within their existing property OR them having no property to return to?

	Number	Percentage
Yes	86	78.2%
No	8	7.3%
Don't Know	16	14.5%
Total no of replies	110	100%

4. Do you agree with our proposal to extend this strategic priority status to those applicants where exceptional circumstances apply and where their needs are not met within the allocation policy?

	Number	Percentage
Yes	74	67.3%
No	11	10.0%
Don't Know	25	22.7%
Total no of replies	110	100%

5. Do you agree with our proposal that the extended groups included in strategic priority status should be housed via a direct match to a property, instead of the choice based letting system (i.e. bidding on available properties)

	Number	Percentage
Yes	73	66.4%
No	17	15.9%
Don't Know	20	18.2%
Total no of replies	110	100%

6. Do you agree with the proposal to remove the eligibility for medical priority for household's resident outside East Renfrewshire?

	Number	Percentage
Yes	93	84.5%
No	11	10%
Don't Know	6	5.5%
Total no of replies	110	100%

7. Do you agree with the proposal to reassess all existing applicants with a medical award against the newly developed robust framework, to ensure this is being applied fairly to all?

	Number	Percentage
Yes	89	80.9%
No	9	8.2%
Don't Know	12	10.9%
Total no of replies	110	100%

8. Do you agree with our proposal to change the current priority date (while we await the implementation of the new policy) from date of application to date of placement in existing banding?

	Number	Percentage
Yes	71	64.5%
No	19	17.3%
Don't Know	20	18.2%
Total no of replies	110	100%

9. Do you agree with our proposal to change the current policy to amend the priority banding for those non East Renfrewshire residents with no housing need, who have a relative in the area?

	Number	Percentage
Yes	77	70.0%
No	22	20%
Don't Know	11	10%
Total no of replies	110	100%

10. Do you agree with our proposal to change the current policy to now award Band D priority to all households in the Private Rented Sector, and move to awarding points under Security of Tenure under the new policy, only when these households receive a no fault notice to quit?

	Number	Percentage
Yes	66	60%
No	24	21.8%
Don't Know	20	18.2%
Total no of replies	110	100%

- 11. Do you agree with our proposal to add to the criteria in which direct offers can be made?**

	Number	Percentage
Yes	83	75.5%
No	8	7.3%
Don't Know	19	17.3%
Total no of replies	110	100%

- 12. Do you agree with our proposal to remove reference to a timescale for free bid restrictions for band A applicants?**

	Number	Percentage
Yes	75	68.2%
No	8	7.3%
Don't Know	27	24.5%
Total no of replies	110	100%

- 13. Do you agree we should be taking owner occupation into account, ensuring the application of robust assessment criteria, when allocating our properties?**

	Number	Percentage
Yes	84	76.4%
No	7	6.4%
Don't Know	19	17.3%
Total no of replies	110	100%

- 14. Do you agree with our proposal to remove reference to publishing weekly lettings information and instead publish bi-annual letting information that complies with GDPR legislation?**

	Number	Percentage
Yes	49	44.5%
No	30	27.3%
Don't Know	31	28.2%
Total no of replies	110	100%



EAST RENFREWSHIRE COUNCIL

HOUSING ALLOCATION POLICY

OCTOBER 2025

DRAFT

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1. Introduction

Our policy aims

We are committed to providing high quality, affordable housing that meets housing needs. When allocating properties, we will aim to:

- Make sure we offer people accommodation that meets their needs.
- Promote sustainable tenancies with opportunities for applicants to exercise control over their housing options on the basis of high quality housing information and advice.
- Make best use of the properties that are available for let.
- Ensure we offer our properties to those in the most need
- Help build sustainable communities by creating successful and sustainable tenancies.
- Work to provide excellent customer services to those seeking housing in East Renfrewshire.
- Meet all our legal obligations and operate under the principles set out in the Scottish Social Housing Charter.

We will do this by taking an approach to allocating homes that:

- Is fair, open and transparent.
- Takes a consistent approach to decision-making.
- Promotes equality
- Treats all applicants with respect, including respecting the confidentiality of information given to us.

2. Equality and diversity

We are committed to preventing discrimination and providing equal opportunities for everyone who applies to us for housing. In applying this policy, we will not discriminate against any individual, household or group on grounds of race, gender, sex, marital status/civil partnership, gender reassignment, sexual orientation, pregnancy or maternity, religion or belief, language, social origin, disability, age or other personal attribute.

We will make this policy available in alternative formats such as large print or Braille on request. Translation services for other languages can also be made available. Where practical, we will arrange for an interpreter if you speak a language other than English. We can also provide a British Sign Language interpreter if required.

Whilst age is a protected characteristic under the Equalities Act 2012, this protection does not apply in relation to the disposal and management of premises. In some cases, certain types of housing will be allocated only suitable for certain age groups.

3. Confidentiality and data protection.

Any information given to us as part of the application process will be processed in compliance with Data Protection Regulation 2016. You can ask to look at the information held on your record. If you wish to do this, you should make a written request. We will respond within one calendar month. We will not keep your personal information longer than is needed.

4. Law, good practice and the Scottish Housing Charter

In the development of this policy we have considered the groups which the law states we must give reasonable preference to. These are:-

- People who are homeless or threatened with homelessness and who have unmet housing needs.
- People living under unsatisfactory housing conditions and who have unmet housing needs.
- Social housing tenants who the landlord allocating a property considers are under-occupying their current home.

This policy also takes into account good practice guidance issued by the Scottish Government and the Scottish Housing Regulator. Including the outcomes and standards set out in the Scottish Housing Charter.

Please See Appendix A for information in regards to the legislation that has been taken into consideration in the development of this policy.

5. Housing information and advice

We provide a Housing Options service, with a key aim of preventing homelessness. We will ensure that a wide range of information is available to you to help you make informed choices. We will provide you with information in relation to our stock turnover and the current demand in order to give you an understanding of your likelihood in regards to successful bidding. We will also provide you with information in relation to other housing providers and tenures operating within East Renfrewshire.

The best option for you may not be an East Renfrewshire Council tenancy.

6. Who can apply for housing?

Anyone over 16 years and over can apply for housing unless they are prohibited because they are “subject to immigration control”.

For these purposes a person is ‘subject to immigration control’ if they are a person who subject to restrictions under the Immigration Act. From 1 January 2021, this includes every person that requires leave to enter or remain in the UK unless s/he is:

- a British citizen
- an Irish citizen (with certain exceptions) or
- a Commonwealth citizen with the right of abode

EU (European Union), EEA (European Economic Area) and Swiss citizens, resident in the UK prior to 31st December 2020, must be able to provide evidence of Settled or Pre-Settled Status before their application for housing can be processed.

Where applicants are ‘subject to immigration control’ they must provide proof of settled status or a visa confirming eligibility for public funds before they are accepted onto our housing register. The detail of housing rights for migrants is very complex, and greatly depends on individual situations. More detailed information on the subject can be found on the Chartered Institute for Housing’s Housing Rights Information website.

7. Joint Applications

Joint applications are accepted from persons aged 16 or over who wish to be housed together. Applicants may or may not be related but only two joint applicants may apply. Applicants do not have to be living at the same address to apply, but each will have to supply details of their present circumstances, so that their application for housing can be assessed. Any priority for housing will be based on whichever applicant has the greatest need.

8. Who is restricted from receiving an offer of accommodation?

While most people, unless subject to restrictions under the Immigration Act can apply to be on the Housing Register, there are circumstances where applicants would not be eligible for an offer:-

Transfer Applicants,

- Before we can give an offer of housing, a transfer applicant must have maintained their current property in accordance with the conditions set out in their tenancy agreement.
- Arrears/debt outstanding - Applicants will be eligible for an offer of housing or a mutual exchange where: -
 - The applicant(s) had a tenancy related debt but has maintained an acceptable repayment agreement for a minimum period of three months and is continuing to make such payments *; or
 - Any tenancy related debt has been paid in full; or
 - Any tenancy related debt represents less than one month's rent; or
 - All tenancy related debt is over five years old and has not been pursued within the preceding five-year period.

*The three-month period that any agreement must be maintained will be reduced to one month where the housing situation of an applicant is deemed to be so poor that it could result in a delay to re-house and be a risk to the health, safety or wellbeing of any occupant of the house to the extent that it would be unreasonable for them to remain in the house. In this context "reasonable to remain" will be assessed in terms of the relevant homelessness legislation and case law.

For the purposes of the above, debts do not include-

- Council Tax arrears
- Debts accrued while in temporary homeless accommodation, or
- Any other debt of the applicant which does not relate to the tenancy of a property

Conduct issues

- If you have been evicted by East Renfrewshire Council, any other local authority or any other registered social landlord in the last three years because of anti-social behaviour you will only be offered a Short Scottish Secure Tenancy (SSST).
- If you or anyone else going for housing with you has a current Anti-Social Behaviour Order (ASBO) you will only be offered a SSST.
- If you are a tenant of any local authority or any registered social landlord and your tenancy has been reduced to a SSST due to antisocial behaviour, you will not be eligible for an offer of housing until your tenancy has been re-instated to a full Scottish Secure Tenancy (SST).

Home Ownership

- Section 5 of the 2014 Act removes the previous prohibition on taking ownership of a property into account when allocating social housing. East Renfrewshire Council now consider property ownership as part of assessing an applicant's housing needs and circumstances. This applies to ownership of, or value of, heritable property owned by the applicant, a person who normally resides with the applicant, or a person who it is proposed will reside with the applicant, this is unless:-
 - You cannot access your property; or
 - Occupying your property would lead to abuse; or
 - Occupying your property would endanger your health.

False information

- For all applications, if we have good reason to believe that you have deliberately provided false or misleading information to seek advantage on the housing list, you will be asked to re-submit a new application with up to date and accurate information. You will be suspended from receiving any offers of housing for up to 28 days while we carry out our investigations. If we find you have knowingly provided false information after you have been housed, we may take legal action to terminate your tenancy.

9. Applications from staff, elected members or committee members

Applications made by staff or elected members, or the family members of such, will be accepted onto the housing list in the same way as other applicants. We will comply with all relevant legislation, regulatory guidance and best practice in dealing with any of these applications. To make sure that no-one benefits from a personal connection, applicants will be asked and required to declare whether they are related to a member of staff or elected member.

10. How to Apply for Housing with East Renfrewshire Council

To apply for housing, applicants have to register through our Housing Online portal or via the East Renfrewshire Council website using the following link

<https://www.eastrenfrewshire.gov.uk/housing-online>. In order to register applicants must have a functioning email address. Applicants will be asked to provide an email address, which will then become their Username for your account, and create a password for the account. Once complete an email will then be sent to this address asking the applicant to respond and set up an account.

Applicants can only bid for properties once registered on our housing list.

11. Financial Incentive to downsize

East Renfrewshire Council tenants who are re-housed because they have at least one bedroom more than they need will be offered a £2000 moving allowance for the first additional bedroom and an additional £1000 for each surplus bedroom. This will also be available to ERC tenants who have more bedrooms that they require who mutually exchange with another ERC tenant who requires a larger property. However, if you have rent arrears or owe any other debt to Housing Services, the amount of the debt will be deducted from the moving allowance. We would expect that, as you had a choice about which homes to bid for, that you will accept the offer following the viewing.

12. Review of Applications

It is important that the information held in respect of applications accurately reflect the applicant's current housing circumstances. On a regular basis, the council will contact applicants to verify that the information held on remains up-to-date and accurate. We will take the opportunity to review the circumstances of any applicant whenever they contact us. There are two reasons that we review applications:

- To check that the applicant still wants to be on our waiting list, and
- To make sure that the information we hold is accurate and up to date.

If an application is cancelled due to failure to respond to the review, it will only be re-instated if it can be demonstrated that the individual had good reason for not responding.

Applicants can make changes to their housing application at any time. This can be done by completing a housing amendment form which can be collected from our office at 211 Main St, Barrhead or you can telephone our team on 0141 577 3723 or 0141 577 3726 and we will post out a housing amendment form and prepaid envelope for you to return completed form to our office. Work is ongoing with our IT provider to make this an online process

13. Deferring your application

An application for housing will be deferred from the housing register where:-

- Either the applicant has indicated that they are not currently seeking to be housed but wish their application to be considered as a later date, or a housing plan has been agreed with the applicant and it is appropriate to defer the application for a period of time

Once an application has been deferred, the applicant will not be able to bid for housing, however a deferment will not affect the group or points level. The council will agree a period for the deferment and advise when this has ended.

14. Suspension from housing lists

In certain circumstances, we may suspend you from being able to bid for homes once you have registered, this includes:

- Where you have knowingly or recklessly made a false statement on your registration form - we will take into account the extent to which you have misled in considering whether to impose a suspension and for how long
- Where you have unreasonably refused two offers of housing
- Where we have evidence that, within the previous three years (or longer in exceptional circumstances), you or anyone who will be living with you has been evicted for antisocial behaviour or is currently, or has been, subject to an Antisocial Behaviour Order;
 - In considering whether to suspend your ability to bid on the basis of antisocial behaviour, we will consider:
 - The nature frequency and length of the conduct
 - The extent to which the conduct arises because of acts or omissions of people other than the tenant
 - The effect the conduct is having on other people
 - Any other action taken, or capable of being taken, by your existing landlord to address the conduct

- Whether there are any alternatives to imposing a suspension, e.g. by agreeing a support package and offering a Short Scottish Secure Tenancy for a minimum period of twelve months.

Where we have decided to suspend you from bidding, we will explain to you clearly in writing:

- why we are suspending you from bidding;
- what this means, e.g. you will not receive offers of housing;
- how long your suspension will last;
- what you have to do to have the suspension lifted; and your right to appeal.

We will monitor all suspensions on a regular basis to ensure that we are applying the policy fairly. We will contact you to confirm when your suspension has been lifted.

15. Cancellations

Applications can be cancelled in the following circumstances:

- At the applicant's request. Where it is a joint application both applicants must contact us in writing.
- In the event of failure to respond to correspondence, if we cannot contact an applicant by telephone or a letter we send to them is returned we will write again to their last known address. If this letter is also returned, or the applicant does not contact us, we will assume that they are no longer looking for a house and cancel their application.
- When the applicant has been re-housed by the Council or another Registered Social Landlord, applicants then have their application cancelled and may, if they wish, submit a new application.

Where an application is cancelled, the applicant has the right to appeal.

16. Allocation Targets

Target Quota's will be set annually across 3 bands:-

- Priority A
- Transfer
- Waiting List

Sheltered Accommodation

- Lets to Sheltered Accommodation will be considered out with the lettings target.

New Build

A separate lettings target will be set for any New Build Programme.

17. Nominations and Referrals

The Council has agreements with housing associations that have stock in East Renfrewshire that we can nominate people on our housing list for some of their properties. This will either be in new housing developments or in homes recently

purchased but also some existing homes that have become available. Where we have the agreement of the housing association, we will include new homes available for nomination in our advertising of vacant homes and you will be able to bid for those that meet your need. We will nominate the bidders with the highest points in the lettings group specified for each of the new homes available for nomination. Where we do not have the agreement of a housing association to advertise the homes available for nomination, we will make nominations directly to the housing association, taking account of the needs of those who have registered for housing and their relative priority on our register.

We can also refer to housing associations a proportion of homeless applicants to whom we have a legal duty to provide permanent accommodation. Where we have the agreement of the housing association, we will advertise the housing association homes that are available for homeless referrals so that those on the Homelessness needs group can make bids. Where we do not have the agreement of a housing association to advertise the homes available for homeless referral, we will make referrals directly to the housing association, taking account of homelessness dates and, where possible, area preferences

18. How we let our homes

Each week, we will advertise on our website the homes that are available to let, with a photograph of the outside of the building and a description of the key features, e.g. number and size of bedrooms, electric or gas heating and cooking, double glazing etc. Each available home will be labelled as to which lettings group can “bid” for it. This will reflect the percentage targets that we have agreed and published in our annual lettings plan.

We use percentage targets (or “quotas”) for each lettings group. Within each group applications are pointed to ensure that we give relative priority both to the sets of circumstances that the law requires us to prioritise balanced with points awarded for other circumstances. As detailed at point 15 above, we have two sets of percentage targets (or “quotas”) in our annual lettings plan. One set is used for homes being advertised for re-let following the departure of the current tenant. The other set is used for new East Renfrewshire Council homes being let for the first time. In order to maximise the number of properties we have available to let. Consideration in the first instance will be given to existing tenants in housing need. Where we let a new build to a Transfer applicant we effectively be able to meet the needs of 2 households, as the existing tenant will vacate their current tenancy which will then be let to another households in housing need. Any remaining New Build properties which are available after we have exhausted the transfer list for those in housing need will be let to Homeless and Waiting List applicants. We will ask for up to two references from all successful bidders for new council homes. The new Council homes will be advertised alongside all of the other available homes, including those from other social landlords with whom we have agreements to advertise a proportion of their new housing.

19. Choice Based Letting

East Renfrewshire Council operates a Choice Based Lettings system. Properties available to let are advertised to a lettings group through the Council’s website and applicants can register an interest in the properties they wish to be considered for by bidding through our Housing Online portal. Properties are advertised on a 7 day cycle with a closing date for bids marked against each property. Following the closure of the advert a shortlist for each property will be drawn listing all applicants who registered an interest. The applications will be ordered based on their assessed priority on our housing register. The applicant with the highest priority on the shortlist will be considered for the property. If for any reason the

highest priority applicant is not suitable or does not wish to proceed with the offer of the property, the second highest priority bidder will be considered and so on until the property is let. Applicants can only bid for properties once registered on our housing list and all required checks on their application have been completed.

Sheltered Accommodation is managed outwith the choice based letting system

20. Number of Offers

Applicants on the Waiting and Transfer lists will be eligible to receive up to two offers of housing. If, following successful bidding the applicant refuses two offers of housing then their application will be suspended for a period of 6 months. At the end of this period the application will be reinstated and the applicant will be eligible for a further 2 offers.

Applicants assessed as having a Strategic Priority will receive 1 offer of accommodation as a priority applicant. If the applicant unreasonably refuses this offer they will lose their priority status. In the case of Homeless priority applicants the duty owed to them under the homelessness legislation will be considered to have been discharged. The application will then be reassessed and awarded points based on their housing circumstances and they will be placed on either the Transfer or Waiting list and will be eligible to receive a second offer from this list.

21. Direct Matching

Circumstances where direct matches may be made include:-

- Where Responsible Authorities are supporting individuals under MAPPA arrangements and have made recommendations in relation to a restriction of choice;
- Where Homeless applicants have reached the top of the queue for their particular property size requirements. We will try to ensure that any direct match in these circumstances will be in the nearest geographical area to the applicants preferred area, dependent upon availability and stock turnover.
- Strategic Needs (Not homeless)– in order to meet the specific needs of the household and make best use of the stock See Section 27,1)
- Where a household requires a very specifically adapted property, we will work with the Health and Social Care Teams to identify an appropriate match.
- Where we have an existing ERC tenant and they are an HSCP clients and a move to alternative accommodation will ensure the needs of vulnerable household's members will be met. (Subject to meeting conditions detailed at point 8 above).
- Where we require to use a property to temporarily house an existing tenant whose home is in need of major repair. See Decant.

22. Decants

In general decants are utilised on a temporary basis. However there may be instances where we have had to decant a tenant into an alternative property and the tenant requests to stay in that property on a permanent basis. We will consider these requests and will take into consideration issues like:-

- Is this a like for like property (same area, property type, size)
- Does the tenant have any outstanding rent arrears
- Duration of the decant

If we approve this request, the original property would then be advertised for let.

23. Temporary Accommodation

Where we require to utilise a property as temporary accommodation, for example to meet out statutory obligation to homeless households, we will remove the accommodation from available letting stock and let to these properties will be managed outwith this Allocation Policy. In some instances we may flip the temporary tenancy to a permanent let in order to meet Strategic Objectives.

24. Sensitive Lets

In some situations, instead of making an offer to the bidder at the top of the list, we may give consideration to the suitability of that bidder for a specific home, using documented information we have available about the bidder and our knowledge about the home, its location or neighbours. It is good practice for us to consider whether a particular home/location will be a stable and long term solution for the household. In some cases this may result in us by-passing the bidder at the top of the list. We may also ask for references stating your suitability as a tenant. We can give assurance that any such decisions will be based upon clear and accountable processes and their use will be carefully monitored.

25. Successions

Where an individual has been resident in ERC accommodation as member of the household, and the tenant dies, they can apply to succeed the tenancy. However to qualify the households member but meet all the qualifying criteria.

See *Appendix B* for full details.

26. Assignations

A tenant may transfer (assign) their tenancy to another person as long as they get approval from ERC to do so. To assign a tenancy certain criteria must be met.

See *Appendix C* for full details

27. Mutual Exchange

To encourage mobility amongst existing tenants via a Mutual Exchange process. A mutual exchange can occur when two or more tenants agree with the Consent of their landlord to exchange homes. Exchanges can take place between East Renfrewshire Council tenants and tenants of other Council's or tenants of Registered Social Landlords.

East Renfrewshire Council is now a member of the Homeswapper service. This means our tenants can sign up for free to find someone to swap their home with. We've joined Homeswapper to help provide more options for people looking to move, as traditional waiting lists are long and only a small number of homes become available each year.

If your current Council or Housing Association home no longer meets your needs, for example you need more space or need to move closer to work or family, you can use the service to find someone to swap with.

- You can connect with thousands of tenants across the UK looking for a swap
- Find your own move at a pace that suits you

- Where your landlord is a member of Homeswapper, tenants get free access to HomeSwapper

If you're thinking about moving, HomeSwapper gives you control over finding a home that better suits your needs.

See Appendix D for Further information on mutual exchanges

28. How we prioritise applications

Groups and Points

We operate a Group plus points system for allocating properties. This means applicants are placed in a group with points dependent on their housing need. The Groups are based on the different circumstances which affect who we need to give priority to. The groups we use are:-

1. Homelessness and Strategic Needs

- Applicants who have been assessed by the Council under the Homelessness legislation and who we have accepted a statutory duty to provide settled accommodation.
- Looked after young people and young people leaving residential care.
- Ex- forces personnel and their families who are leaving / left the forces and returning to East Renfrewshire
- Critical Lets - The Council may in very limited circumstances choose to make a direct offer of housing to an applicant. In these rare situations applicants may be made one offer of housing through powers delegated to the appropriate Senior Service Manager. Consideration of any Critical lets will be made in consultation with the Head of Environment. In these cases we will offer the first suitable home that becomes available. If this offer is refused we will then the application will be assessed in line with the normal policy.

Households placed in the Homelessness and Strategic need group will not be awarded points, instead they will be prioritised on a date basis, based on the date they were placed in the group (with the exception of the Critical Lets category). Households will be able to bid freely on their choice of properties. However if the applicant has failed to bid or has been unsuccessful in their bids at the point they are the longest applicant on the Priority list, they will receive a direct offer. This direct offer may not meet the household aspirations in terms of location but will meet the household needs in terms of size and the location and will have all the necessary infrastructure to meet the needs of the household.

2. Transfer

- This is current tenants of East Renfrewshire Council who wish to move home.

3. Waiting List

- All other applicants

Transfer and Waiting List Applicants will be allocated group points based on the assessed need of the household.

Points

Points are allocated across 7 categories of need areas:-

- Security of Tenure
- Health and Disability
East Renfrewshire residents who find that their current home is unsuitable because of an existing health issue or disability can apply to have their housing circumstances assessed and graded to reflect any health or disability priority.
- Merging Households
- Facilities
- House Size
- Harassment and Anti-social behaviour
- Relocation

Category	Reason	Points
Security of Tenure	Notice to Quit	250
	Tied Accommodation	250
	Regeneration	1000
Health and Social Care *	A – A resident of East Renfrewshire whose medical condition or disability is being severely affected or made worse by their current accommodation	500
	B – A resident of East Renfrewshire whose medical condition or disability is by virtue of residence in their current accommodation is seriously affecting their daily activities	250
	C – A resident of East Renfrewshire who has physical, mental and/or mobility difficulties and their home hinders daily activities	150
Merging Households	2 ERC current tenants merging and terminating two tenancies to take on 1 new tenancy	500
Facilities	Below Tolerable Standard (Demolition/ closing order) – <i>See Appendix D</i>	500
	No bathroom	200
	No Kitchen	200
	Sharing Bathroom	50
	Sharing Kitchen	50
House Size	Overcrowded by 1 bedroom	150
	Overcrowded by 2 bedrooms	250
	Overcrowded by 3 or more bedrooms	500
	East Renfrewshire Social Housing tenant Under occupied by 1 bedroom	150
	East Renfrewshire Social Housing tenant tenants Under occupied by 2 bedrooms	250
	East Renfrewshire Social Housing tenant Under occupied by 3 or more bedrooms	500
	Access to children	100
Harassment and Anti-Social Behaviour	Experiencing Targeted Harassment	400
	Experiencing Anti-Social Behaviour	200
	Domestic Abuse	500
Relocation	Relationship Breakdown	150
	Social / Family Support	150
	Incoming Worker	150

Health and Social Care points will not be awarded if their need is linked to any of the categories of need. E.g. if overcrowding is the primary issue.

See *Appendix E* for full definition

29. Assessing what size of home you need

Number of bedrooms

Due to the limited supply of ERC homes available and the need for us to make best use of it, we cannot offer you any choice about the size of home you can bid for. Our rules about house sizes are summarised in *Appendix F* of this policy. We may make exceptions to this e.g.

- Where you are a foster carer or have been approved to adopt,
- Where you need an extra bedroom due to a medical condition or disability,
- Where you are pregnant and your midwife or doctor can confirm this,
- Where there is low demand for the property
- Exceptional circumstances e.g. you are in a witness protection programme.
- You have access to a child/children. However, to make best use of our housing stock, applications including children who hold a principal home elsewhere will be subject to the following considerations.
 - A child or children from a former relationship who have an existing principal residence outside of the applicant's household will only be eligible for one additional bedroom, irrespective of the number of such children, and
 - An offer with an additional extra bedroom will only be made where there is no demand for the accommodation size from households whose children occupy the property as their principle home.

Principal home is defined as the child's main residence where their parent may claim child benefit and they are registered with their school/nursery or GP practice

30. Housing Type

You can bid on any house type, however amenity or adapted properties will only be let to households with no requirement for the adaptation / amenity status where there is no demand for this type of property.

31. Choice of Area

You can bid on any area you wish, unless you have received points for moving in order to give/receive care. However the Council has a limited stock in a number of areas and restricting your bidding to particular is likely to increase the length of time you wait for a property.

We will publish on a bi annual basis the stock turnover in East Renfrewshire to enable applicants to make informed decisions in regards to bidding for specific house types or areas.

32. Sheltered Accommodation

If an applicant wishes to apply for Sheltered Accommodation they should complete an additional form. Sheltered Accommodation will be let out with our choice based lettings principle with separate Waiting List established. Lets will be offered to those on the waiting list on a points basis, with points allocated on the basis of housing need.

Sheltered Accommodation will be advertised alongside all other empty homes and will be clearly labelled as suitable for those meeting the specific criteria for sheltered housing. Applicants will not be required to bid on the properties as they will be let from the waiting list.

Our Sheltered Allocation Policy can be found at Appendix H

33. Amenity / Adapted properties

Adapted homes will be advertised alongside all other vacant homes and will be clearly labelled as suitable for those on the register awaiting the specified adaptations.

34. Tenancies

Scottish Secure Tenancy

When we make an offer of housing we will in most cases offer a Scottish Secure Tenancy (SST) in line with our legal requirements. This means the tenancy will last for as long as the tenant wants, provided they do not breach the terms of the tenancy agreement. The tenancy agreement sets out the circumstances where we may take action to end a tenancy.

Short Scottish Secure Tenancy

In a small number of specific circumstances, we may offer a Short Scottish Secure Tenancy (SSST) where tenancy rights are more limited. The circumstances that would apply in this situation include:

- If an applicant has been evicted for anti-social behaviour in the last three Years
- The applicant or a member of their household has an anti-social behaviour order (ASBO)
- The applicant or a member of their households has been involved in anti-social behaviour in or near their home within the last three years
- The applicant is moving to the East Renfrewshire area to take up or seek employment
- Where we need to move a tenant because where they are living is scheduled for Development.
- You need housing support to help maintain your tenancy
- We are sub-letting the property to you as we are leasing the property from another landlord

We will always serve you a notice to inform you when we are offering you a SSST. This notice will state why it is being offered and the period it lasts for.

In the circumstances where a SSST has been given because of anti-social behaviour we will convert your SSST to an SST at the end of 12 months provided you haven't been given a notice to quit.

When we change your tenancy agreement we will notify you and tell you what your new rights and responsibilities are.

35. Appeals

Appeals

Applicants who feel that they have been treated unfairly under the terms of the policy, have the right to appeal.

Appeals against decisions can be made regarding the following:-

- The housing list an applicant has been placed on
- The level of points awarded
- The reasonableness of an Offer given under the Priority Group (including the discharge of any homelessness duty owed)
- The decision made on a homelessness application
- The reasonableness of the suspension imposed
- The removal of the application from the housing list
- The outcome of the health and social care assessment

33 Making a complaint

East Renfrewshire Council is committed to providing high-quality customer services. However, we do understand that sometimes things can go wrong. We value complaints and use the information from them to help us improve our services.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

You can complain in person at any of our offices, by phone, in writing, email or via our online complaints form at www.eastrenfrewshire.gov.uk/complaints, where you can also download a helpful leaflet to assist you in making your complaint, which includes information about where you can get assistance in making your complaint.

34 Assessing and reporting on performance

We will use a quarterly monitoring framework to track whether the new approach to lettings is delivering the expected outcomes for both the customer and for us in terms of increased efficiency and transparency in our lettings process. The information will inform future reviews of this policy.

35 Reviewing this policy

We will review this policy every 3 years, or earlier if there is any changes to law or good practice, or if the monitoring framework indicates the need to. In reviewing the policy we will consult with those who have registered for housing, our tenants, registered tenants' organisations in the area, other housing providers and voluntary organisations operating in East Renfrewshire.

Appendix A – Legislation and Good practice

This policy has been developed in line with good practice from the Scottish Government, The Scottish Housing regulator, and the Chartered Institute of Housing.

The policy has been developed to meet the legal requirements set out in the following legislation

- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- Housing (Scotland) Act 1987
- Human Rights Act 1998
- Housing (Scotland) Act 2001
- Homelessness etc (Scotland) Act 2003
- The Civil Partnership Act 2005
- Housing (Scotland) Act 2006
- Equality Act 2010
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014
- Data Protection Legislation

Scottish Social Housing Charter

The Scottish Housing Regulator (SHR) is the independent regulator for landlord services provided by local authorities and Registered Social Landlords (RSLs) and statutory homelessness services provided by local authorities. All the partners are required to provide information to, and are regulated by, the SHR. The SHR uses the outcomes and standards in the Scottish Social Housing Charter (SSHC) to assess the performance of social landlords.

The particular SSHC outcomes that have been considered in the development of this policy are:

Outcome 1: Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 2: 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

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 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 allocates homes and their prospects of being housed

Appendix B - Successions

Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014, detail the legal provisions relating to succession of a Scottish Secure Tenancy.

Succession can arise only on the death of the tenant and where there is a relevant qualifying person. Only two rounds of succession to a tenancy are allowed in law. After a second succession, the tenancy will terminate.

If a tenant dies, the tenancy will pass to a qualified person in order of priority, as follows.

- *First priority:* the first priority goes to a tenant's surviving husband, wife or civil partner (living in the property as their only or principal home at the time of the tenant's death), or partner (as long as the house has been their only or principal home for the twelve months before the tenant died and we have been notified of this), or a joint tenant. (a civil partnership is a formal arrangement that gives same-sex partners the same legal status as a married couple).
- *Second priority:* if no-one in the above category qualifies or chooses to succeed, the second priority goes to a member of the tenant's family aged 16 or over, as long as the home was their only or principal home for the 12 months prior to the death of the tenant.
- *Third priority:* if no-one in the above categories qualify or choose not to succeed, the third priority goes to a carer who is providing, or who has provided care for the tenant or a member of the tenant's family. The carer must be aged 16 or over and have given up his or her previous only or principal home for the 12 months prior to the death of the tenant (and we have been notified of this), to be qualified to succeed.

In all cases, the house of the tenant who has died must have been the only or principal home for the qualifying person, (with the exception of the person's spouse, civil partner or joint tenant). This is subject to meeting the 12 month prior notification of residency and notification requirements. If there is no qualified person, the tenancy terminates, unless there are exceptional circumstances to consider.

Where there is more than one qualifying person within the levels of priority, for example family members, it is for them to decide who will succeed, failing which the landlord will make the decision.

The Housing (Scotland) Act 2014 stipulates that the qualifying person or the tenant must have notified the landlord that the person wishing to succeed the tenancy is living in the house and that it is their only or principal home. The 12 month notice period does not start until that notice of residency has been given.

In all cases, the house of the tenant who has died must have been the only or main home for the qualifying person and they must have notified the landlord that they reside there at least 12 months before the tenant's death.

If a house has been designed or substantially adapted for the use of a person with special needs to use, only their husband, wife or civil partner (living in the property as their only or main home at the time of the tenant's death), or partner (as long as the house has been the partner's only or main home for the twelve months before the tenant died), joint tenant or a person with special needs can succeed to the tenancy.

Other people who would otherwise be qualified to succeed have a right to alternative suitable accommodation. When deciding whether accommodation is reasonably suitable to the needs of the applicant and the applicant's family, we will take into account the following:

- a. How close it is to the place of work (including a school or college) of the applicant and of members of the applicant's family, compared with the existing house.
- b. What accommodation the applicant and the applicant's family requires.
- c. The character (property type) of the accommodation offered, compared to the existing house.
- d. The conditions on which the accommodation is offered to the applicant, compared with the conditions of the existing tenancy.
- e. If the landlord provided any furniture to use under the exiting tenancy, whether furniture will be provided under the new tenancy.
- f. Any special needs of the applicant or the applicant's family.

Appendix C – Assigning a Tenancy

The Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014 details the legal provisions relating to assignation of a Scottish Secure Tenancy.

A tenant may assign (transfer) their tenancy to another person as long as they get their landlord's permission in writing.

The Housing (Scotland) Act 2014 stipulates that:

- The house must have been the tenant's only or principal home during the 12 months immediately before the tenant applies for written permission to pass their tenancy to someone else; and
- The person the tenant wishes to pass their tenancy to must have lived at the property as their only or principal home for the 12 months before they apply; and
- The tenant, joint tenant or person they wish to assign their tenancy to must have notified the landlord that the person they wish to assign the tenancy to is living in the house. The 12-month period does not start unless the landlord has notified that the person is living in the property as their only or principal home.

We will not unreasonably withhold permission, unless there are justified reasons for this. We will deal with all applications individually.

Examples where assignation may be refused:-

- a notice of proceedings for possession has been served on the tenant which specifies any of the 'conduct' grounds for eviction
- an order for recovery of possession has been made against the tenant
- it appears to the landlord that the tenant is to receive a payment for the assignation which is other than reasonable rent or a reasonable and returnable security deposit (for gas, electricity, telephone or other domestic supplies or damage to the property or contents)
- the assignation would lead to overcrowding
- the landlord proposes to carry out work on the house or building which would affect the accommodation in question.
- the proposed assignee would not be a person who would have 'reasonable preference' under s.20(1) of the 1987 Act
- if the assignation would, in the opinion of the landlord result in under occupation

APPENDIX D - Mutual Exchange

Council tenants have the right to exchange their tenancy with another secure tenant, as long as they receive written permission by Housing to do so.

We will not unreasonably withhold permission, and we assess all applications individually. Examples for refusing a mutual exchange include:-

- The tenant is under a court order giving us possession of the property.
- Notice of proceedings for possession have been issued for any of the following reasons:
- The rent has not been paid or the conditions set out in the lease have been broken.
- A nuisance is being caused to neighbours by anyone living in the property, or anyone concerned is using it for immoral or illegal purposes.
- Anyone living in the house has damaged it or has damaged shared areas.
- Anyone living in the house has damaged our furnishings.
- The accommodation is larger than the tenant's family need.
- The accommodation is not suitable to the needs of the tenant's family.
- The accommodation was provided as a result of the tenant's employment with the council.
- The accommodation was designed or significantly adapted for a physically disabled person or someone with particular housing needs, and if the exchange was allowed there would no longer be a disabled person or someone who needed this type of property living in the property.
- We consider that the exchange could result in overcrowding or under-occupation.

If we do not let the applicant know the outcome of the request within one month, they can assume we have agreed to their request.

If we refuse a request for a mutual exchange, the applicant has the right to appeal against our decision.

Appendix E – Below Tolerable Standard

The tolerable standard is set out in the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001

A house will, for the purposes of the Act, meet the tolerable standard if the house:

- a) is structurally stable
- b) is substantially free from rising or penetrating damp
- c) has satisfactory provision for natural and artificial lighting, for ventilation and for heating
- d) has an adequate piped supply of wholesome water available within the house
- e) has a sink provided with an adequate supply of both hot and cold water within the house
- f) has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house
- g) has a fixed bath or shower and a wash-hand basin, all with a satisfactory supply of hot and cold water suitably located within the house
- h) has an effective system for the drainage and disposal of foul and surface water
- i) has satisfactory facilities for the cooking of food within the house
- j) has satisfactory access to all external doors and outbuildings

Appendix F – Points criteria

Category	Reason	Definition
Security of Tenure	Notice to Quit	You live in private rented accommodation and you have been served a notice to quit by your landlord – on non-conduct grounds only.
	Tied Accommodation	You live in tied accommodation and your employer has told you that you will need to leave your accommodation
	Regeneration	The Council has a planned regeneration programme that will result in your property being demolished
Health and Social Care	A	You live in East Renfrewshire and have an urgent need for rehousing and your medical condition or disability is being severely affected or made worse by your current accommodation and you: • Could be prevented from being admitted to hospital or residential care • Are unable to access any of the essential facilities in your home • Are unable to get in or out of your homes due to steps leading to your doorway
	B	You live in East Renfrewshire and • have serious physical or mental health and /or mobility difficulties and your home seriously affects your daily activities • Where you have physical or mental health and or mobility difficulties that are likely to seriously deteriorate as a result of remaining in your current accommodation
	C	You live in East Renfrewshire and • Where you physical, mental and/or mobility difficulties and you home hinders daily activities
Merging Households	Two properties for one	If you are and ERC tenant and you want to form a new household with another person who is also a tenant of ERC. You will only be eligible for these points providing any allocation will result in both houses being left vacant and available for allocation.
Facilities	Below Tolerable Standard (Demolition/ closing order)	Your current home is in poor condition and does not meet the Scottish Government's definition of Tolerable Standard, as assessed by Environmental Health or via a closing order.
	No bathroom	The property you reside in has no internal bathroom
	No Kitchen	The property you reside in has no kitchen
	Sharing Bathroom	You are sharing a bathroom with someone who is you do not wish to be housed with
	Sharing Kitchen	You are sharing a kitchen with someone who you do not wish to be housed with

House size	Overcrowded by 1 bedroom	If you currently reside in an East Renfrewshire private sector or social rented tenancy and you are overcrowded by 1 bedroom
	Overcrowded by 2 bedrooms	If you current reside in an East Renfrewshire private sector or social rented tenancy and you are overcrowded by 2 bedrooms
	Overcrowded by 3 or more bedrooms	If you current reside in an East Renfrewshire private sector or social rented tenancy and you are overcrowded by 3 bedrooms or more
	Under occupied by 1 bedroom	If you currently reside in an East Renfrewshire Social rented tenancy and you have 1 bedroom more than you need
	Under occupied by 2 bedrooms	If you current reside in an East Renfrewshire Social rented tenancy and you have 2 bedroom more than you need
	Under occupied by 3 or more bedrooms	If you current reside in an East Renfrewshire iSocial Rented tenancy and you have 3 bedroom more than you need
	Access to children	If you are an East Renfrewshire resident and reside in a 1 bedroom property and have a child or children who regularly stay overnight as part of a residence or access arrangement, and you can provide proof of this arrangement your application will be assessed as being overcrowded by an additional bedroom. Only one additional bedroom points will be awarded regardless of how many children are involved, and you will only be eligible for one extra bedroom for all children. This is because the children are adequately housed by their primary carer. You will not be awarded these points if your application already has overcrowded points. When we offer tenancies, all other needs being equal, we will give preference to households with permanent overcrowding i.e. to households who are primary carers of children as this is a more significant housing pressure.
Harassment and Anti Social Behaviour	Harassment	You are experiencing Harassment in or around your current accommodation and you are not safe in your current accommodation. Harassment can take many forms including intimidating, threatening or aggressive behaviour, both verbal and physical, and can involve attacks on property as well as people. Harassment is often premeditated and reoccurring. To receive these points we will usually require a recommendation from Police Scotland that a move is required to ensure your safety.
	Anti Social Behaviour	You are experiencing anti social behaviour in or around your current accommodation and you are not safe in your current accommodation. To receive these points we will usually require a recommendation from a 3 rd party that the anti social behaviour is having a significant impact on you.

	Domestic Abuse	You are experiencing / at threat of Domestic Abuse in your current home and you are not safe in your current accommodation. To receive these points we will usually require supporting information from a 3 rd party support provider eg (MARAC referral, Women's Aid, Social Work, Police) we will never seek evidence from the alleged perpetrator.
Need to reside	Relationship Breakdown	You have experienced a relationship breakdown with a domestic partner and you currently reside in the same accommodation
	Social / Family Support	You require to be near family member/social network to give or receive support. Applicants will be required to provide evidence from the person giving or receiving the support; and will only be awarded points for the area in which you give / receive support.
	Incoming Worker	You have a permanent job/ been offered a job in the area but do not currently live in the area and are experiencing difficulty in travelling to your place of work. Or you are looking for work in the area (evidence will be required) Points will only be given for the area in which you work.

Appendix G: Number of bedrooms – Please note, the following criteria informs a calculation on bedroom entitlement based on children/adults/gender within a household. This is a framework to determine assessments on property requirements. The table shows examples but it's not an exhaustive list:

Household Members	Bedroom Requirements
Single person or couple	1 bedroom
Single person or couple with 1 child (any age)	2 bedrooms
Two children of same sex (under 16)	1 bedroom
Two children of different sex (both under 10)	1 bedroom
Two children of different sex (one over 10)	2 bedrooms
Two children of same sex (at least one over 16)	2 bedrooms
Two people of same sex (16 years and over)	2 bedrooms
Two children of different sex (10 years or over)	2 bedrooms

Appendix H

Sheltered Accommodation Allocation Policy

1.1 What is sheltered Housing?

Sheltered housing aims to meet the needs of people generally aged 60 years and over, who wish to live independently in their own homes with low level.

These self-contained clustered properties offer tenants the safety of living in a secure environment, whilst also enabling people to retain their independent lifestyle. Sheltered housing tenants benefit from a housing support service which is delivered by Sheltered Housing Wardens who provide a daily presence within the complexes.

Our housing staff will complete a personal support plan with you which will help identify the level of support you need to live at home. This may require support from other agencies or voluntary organisations.

Our staff understand people's individual needs and work to enable older people to live independently and be actively engaged within the wider community. Many of our sheltered complexes have a communal lounge where social activities take place and tenants are able to participate if they wish to do so.

1.2 Our Policy Aims

We are committed to the provision of high quality, affordable sheltered housing that meets both people's accommodation needs and housing support needs.

When allocating sheltered properties we will aim to:

- make sure we offer people accommodation that meets their needs.
- make best use of the properties that are available to let.
- give people as much choice as possible.
- help people live independently
- offer a safe, secure environment.
- offer support and social activities.
- reduce isolation.
- meet all our legal obligations and operate under the principles set out in the Scottish Social Housing Charter.

We will do this by taking an approach to allocating homes that:

- is fair, open and transparent.
- takes a consistent approach to decision-making.
- promotes equality.
- treats all applicants with respect, including respecting the confidentiality of information given to us.

1.3 Equality and diversity

We are committed to preventing discrimination and providing equal opportunities for everyone who applies to us for housing. In applying this policy, we will not discriminate against any individual, household or group on grounds of race, gender, sex, marital status/civil partnership, gender reassignment, sexual orientation, pregnancy or maternity, religion or belief, language, social origin, disability, age or other personal attribute.

We will make this policy available in alternative formats such as large print or Braille on request. Translation services for other languages can also be made available. Where practical, we will arrange for an interpreter if you speak a language other than English. We can also provide a British Sign Language interpreter if required.

Whilst age is a protected characteristic under the Equalities Act 2012, this protection does not apply in relation to the disposal and management of premises. In some cases, certain types of housing will be allocated only suitable for certain age groups, which is the case for Sheltered Accommodation.

1.4 Confidentiality and data protection.

Any information given to us as part of the application process will be processed in compliance with Data Protection Regulation 2016. You can ask to look at the information held on your record. If you wish to do this, you should make a written request. We will respond within one calendar month. We will not keep your personal information longer than is needed.

2. Making an Application

2.1 Who can Apply?

To apply for sheltered housing, applicants must generally be 60 years of age or over and be able to live independently with support and/or personal care. If you apply as a couple or with another household member, both applicants will usually be aged 60 years or over. However consideration will be given to applicants over 50 years of age where there has been an assessed need for sheltered accommodation and there is no demand from households over the age of 60 years. All offers of accommodation to applicants over 50 years of age but under 60, must be approved by the Director of Environment.

2.2 Person's who are subject to Immigration Control

The law covering asylum and immigration is complex. If you could be affected by the legislation, you must tell us. We may be unable to assist but may be able to provide details to you of agencies who can help you.

2.3 Applications from staff or elected members

Applications made by staff or elected members will be accepted onto the housing list in the same way as other applicants. We will comply with all relevant legislation, regulatory guidance and best practice in dealing with any of these applications.

To make sure that no-one benefits from a personal connection, applicants will be asked and will be required to declare whether they are related to a member of staff, management committee or elected member for the landlord to which they are applying. Further information will be set out in each landlord's housing application form.

2.4 How to Apply

When applying for Sheltered Housing you must also complete an ERC general waiting list application to allow the Sheltered Housing Application to be processed.

In addition you will be asked to complete a Sheltered Housing application form which consists of a short questionnaire that asks questions about your personal, social and

support needs, to allow us to determine if sheltered housing would meet your housing needs. This will be sent to you for completion.

Your mainstream application will be assessed in line with the Mainstream Allocation policy and you will be able to bid on non sheltered housing via the Choiced based lettings principles.

Your sheltered application form will be assessed solely on the basis of your need for sheltered and a separate waiting list maintained managed outwith the Choiced based lettings principle.

2.5 Information provided by applicants

It is important for us to have accurate and up-to-date information on your circumstances. If you fail to provide the necessary information to support your application, this may mean that your application cannot be fully assessed. We will ask you to provide any required information and will re-assess your application once that information has been received. If we do not receive the information we have asked for within 30 days of us asking for it, your application may be cancelled.

If you deliberately provide false or misleading information, or withhold information, your application may be suspended. Any offer of housing that has been made may be withdrawn and if a tenancy has been granted on the basis of false information, we could take action to end the tenancy

You must tell us if your circumstances change as this could affect your housing application. Changes of circumstances might include you moving to a new house, someone moving into or out of your current home or a change to your health and social care needs. Changes such as these could affect the size of property you require and how your housing need is assessed.

3.0 Assessing the size of house you need

In addition to the points set out in our mainstream allocation policy, as detailed below you will also be awarded points based on the assessed need for sheltered accommodation and its associated support service.

Assessed need	High	500
	Medium	250
	Low	100

Categories of need within our mainstream allocation policy in relation to the assessment of need for sheltered accommodation:-

Category	Reason	Points
Security of Tenure	Notice to Quit	250
	Tied Accommodation	250
	Regeneration	1000
Heath and Social Care *	A – A resident of East Renfrewshire whose medical condition or disability is being severely	500

	affected or made worse by their current accommodation	
	B – A resident of East Renfrewshire whose medical condition or disability is by virtue of residence in their current accommodation is seriously affecting their daily activities	250
	C – A resident of East Renfrewshire who has physical, mental and/or mobility difficulties and their home hinders daily activities	150
Merging Households	2 ERC current tenants merging and terminating two tenancies to take on 1 new tenancy	500
Facilities	Below Tolerable Standard (Demolition/ closing order) – <i>See Appendix D</i>	500
	No bathroom	200
	No Kitchen	200
	Sharing Bathroom	50
	Sharing Kitchen	50
House Size	Overcrowded by 1 bedroom	150
	East Renfrewshire Social Housing tenant Under occupied by 1 bedroom	150
	East Renfrewshire Social Housing tenant tenants Under occupied by 2 bedrooms	250
	East Renfrewshire Social Housing tenant Under occupied by 3 or more bedrooms	500
Harassment and Anti-Social Behaviour	Experiencing Targeted Harassment	400
	Experiencing Anti-Social Behaviour	200
	Domestic Abuse	500
Relocation	Relationship Breakdown	150
	Social / Family Support	150
	Incoming Worker	150

Applicants assessed as Priority A will also be awarded an additional 500 points on the sheltered accommodation waiting list if they apply and meet the criteria for the provision.

Sheltered accommodation is let under our Sensitive Let criteria therefore in order to be accepted onto the Sheltered Housing waiting list applicants must meet this criteria see section 23 of our mainstream allocation policy.

3.1 Number of bedrooms

Our Sheltered Housing stock is mainly bedsit or 1 bedroom properties, although we do have 4 x 2 bed properties. We will work out the number of bedrooms that you require based on who will be living with you, taking account of any health, care or mobility reason for needing an additional bedroom.

4.0 The sheltered housing list and how we prioritise applications

Applicants who apply for sheltered housing will be prioritised on the basis of points. However priority will be given to those with an assessed requirement for sheltered accommodation in the first instance.

This policy has been developed to give priority to those in greatest need for sheltered housing and we aim to make best use of the properties that become available for let given the nature of this type of housing and particular type of services on offer.

In addition to any points awarded for sheltered housing, we will also give you the same points on our general housing waiting list.

4.1 Assessing the requirement for Sheltered Accommodation.

When assessing an applicants requirements for sheltered accommodation we will take into consideration a range of other factors relating to their circumstances and the need for the service provided including:

- An applicant cannot access services that they need because where they live
- The way their house is designed means it is not suitable for their needs and it cannot be adapted – this would be considered via Health and Social Care points
- If the applicant is isolated, lives far away from people they know or are housebound and they would like more contact with other people
- To what extent the support service provided and living in this type of housing would benefit the applicant, for example, assist with day to day living such as help with arranging appointments reporting repairs or dealing with emergency situations such as a fall at home
- To what extent the applicant would benefit from the social contact that is available within sheltered housing

Sheltered Accommodation will be advertised alongside all other empty homes and will be clearly labelled as suitable for those meeting the specific criteria for sheltered housing. Applicants will not be required to bid on the properties as they will be let from the waiting list.

4.2 Our sheltered housing priorities

Sheltered housing is generally for applicants who are over 60 years of age and we award a sheltered housing priority to those who it is felt would benefit from a move to a sheltered housing environment and whose needs would be best met in this setting. In instances where an applicant is outwith this age criteria but through exceptional circumstances would benefit from a move to sheltered housing, we may award a priority for sheltered housing. This would be done on a case by case basis making best use of our stock.

However, there may be instances where it is concluded that an applicant's needs are too great to be met in sheltered housing and that alternative, more intensive housing and support is required. In these cases we would recommend alternative routes to settled accommodation and support offered by other organisations, or adaptations to your current home.

Where a joint application for housing is made we will assess both parties and their award will be based on the applicant with the highest assessed need for sheltered housing.

Our sheltered housing policy recognises those in greatest need for sheltered housing who would benefit from a move to this type of setting.

For sheltered housing we focus on your level of social contact, any health issues you may have, or any difficulties you may have in getting out and about and using local facilities and how this affects your wellbeing, which is different from how we consider an application for mainstream housing. This ensures that we cover the aspects of your life that would benefit from a move to sheltered housing. As such, priority is given as follows:

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