



Craigdale
HOUSING ASSOCIATION

ALLOCATION POLICY

Date of Review: 18.05.20

Date of Approval: 29.06.20

Date of Next Review: 2023

Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

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1. Introduction

- 1.1 Craigdale Housing Association (CHA) is a Registered Social Landlord (RSL), situated in the South West area of Castlemilk and was established in December 1988.
- 1.2 The Association is committed to providing high quality affordable and accessible social rented housing to those in greatest housing need, contributing to the physical, social and economic regeneration of the area, the provision of housing for people with specialised needs and to provide a safe environment for our residents to enjoy. To facilitate this and to give guidance and clarification to both staff and members of the public, the Association has an Allocation Policy that has been approved by the Board.
- 1.3 The purpose of this policy is to set out the statutory provisions governing admission to housing lists, the allocation of housing and tenancy changes by CHA as amended by the Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2014.

2. Policy Background

- 2.1 The legislative and regulatory framework for the allocation of social rented sector homes has evolved over time, including through the Housing (Scotland) Act 1987, the Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2014. These provisions, therefore, compliment the new Scottish Secure Tenancy and single regulatory framework (established by Part 2 and 3 of the 2001 Act) which will apply equally to local authorities and registered social landlords. This was further amended with the Housing (Scotland) Act 2010, which introduces the Scottish Housing Regulator who will oversee the Regulations of both Local Authorities and RSLs in Scotland and the 2014 Act which abolishes Right to Buy and brings in new qualifications for Succession to tenancy etc.
- 2.2 The Allocation policy requires to comply with the homelessness rules set out in Part 11 of the 1987 Act (as amended by the 2001 Act and the Homelessness etc (Scotland) Act 2003).
- 2.3 CHA will consider all the legislation described above and also the Scottish Social Housing Charter for Social Landlords and Homelessness Functions published by the Scottish Government. The Charter Indicators 1, 2, 3, 7, 8, 9, 10, 11 and 12 are indicated below.

Equality

- 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”.

Communication

- 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”.

Participation

- Outcome 3: “Social Landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with”.

Housing Options

- 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 home get advice on preventing homelessness”.

Access to Social Housing

- Outcome 10: “people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocated homes and their prospects of being rehoused”.

Tenancy Sustainment

- Outcome 11: “Social landlords ensure that tenants get the information they need on how to obtain support to remain in their homes; and ensure support is available, including services provided directly by the landlord and by other organisations.”

Homeless People

- Outcome 12: “Homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep and keep the home they are entitled to.

2.4 The 2014 Act, which amended section 20 of the 1987 Act, sets out three categories of applicants, who should be given reasonable preference. These are:

- Homeless persons and persons threatened with homelessness and who have unmet housing needs.

- People who are living under unsatisfactory housing conditions and who have unmet housing needs.
- Tenant of houses which are held by a social landlord which the social landlord selecting its tenants considered to be under-occupied.

3. Admission to the Housing List

- 3.1 CHA will operate an open waiting list to allow people in housing need to have the opportunity at all times to apply to the Association for housing.
- 3.2 Anyone age 16 and over will be regarded as an independent household within their current place of residence and will be eligible to apply for housing with the Association.
- 3.3 The Association will take reasonable steps to ensure that information is widely available to the public. In order to achieve this, information on the Association and how to access the housing will be made available on the Association's web site.
- 3.4 CHA are part of Housing Options and as such persons wishing to apply for a house with the Association will have a face to face housing options interview, where their circumstances will be assessed, and information and advice given on the best housing options for that person. A housing options application will be completed, which will be assessed in accordance with the Allocation Policy ensuring that all applicants' circumstances are taken into account when assessing housing needs.
- 3.5 If the person is unable to attend the office for a Housing Options interview, we will conduct the interview over the telephone or we may visit applicants at home, this includes making reasonable adjustments for disabled people as appropriate.
- 3.6 Housing Options ensures that although every applicant is entitled to be placed on the waiting list for housing according to the size of house required, they are fully advised of the realistic possibilities of housing with the Association and will be given the opportunity to decide if they wish to remain on the waiting list.
- 3.7 Applicants can also be considered for housing from CHA if a homeless referral (Section 5 referral) has been received from Glasgow City Council.

4. Waiting Lists Held

- 4.1 Applicants will be placed onto the waiting list that best reflects their housing needs, taking into consideration the house size required to accommodate the applicant's household.

A separate waiting list for each property size will be held: -

- 2 apartment - 1 bedroom
- 3 apartment - 2 bedrooms
- 4 apartment - 3 bedrooms
- 5 apartment - 4 bedrooms
- 6 apartment - 5 bedrooms
- 7 apartment - 6 bedrooms

No distinction is made within the waiting list between flats and house

5. Application suspended from offer

- 5.1 CHA will only suspend an application where it is reasonable to do so, having considered the individual circumstances of the case.
- 5.2 We will inform applicants in writing if we suspend their application. We will provide reasons for the suspension, how long it will last for and/or what actions the applicant needs to take to end the suspension. Applicants will also receive details of how to appeal against our decision.
- 5.3 We may suspend applications if the applicant is responsible for an outstanding tenancy-related debt (e.g. rent or rechargeable repairs) where the debt is:
- Less than five years old
 - More than one month's rent, and the tenant has not maintained a repayment arrangement for at least 3 months.
- 5.4 If a suspension is lifted because an applicant has maintained a payment arrangement for at least 3 months there is risk of a further suspension if the applicant does not continue to keep to the payment arrangement on an ongoing basis.
- 5.5 We may suspend applications if an applicant or a member of their household has behaved in an anti-social manner, and the conduct involved is of a serious nature, within the last three years, and is confirmed by an official source such as the Police or a present/previous landlord.
- 5.6 Examples of anti-social behaviour include the following. These examples are illustrative, they are not an exhaustive list:
- Serious anti-social behaviour within the last three years. This includes cases where the applicant was not the tenant but was named as the cause of the problem.
 - An Anti-Social Behaviour Order is in place (ASBO).
 - A current or previous landlord provides a tenancy reference stating that there have been complaints about anti-social behaviour by the applicant or their household.

- The Police advise the Association that the applicant or a member of their household have been convicted of drug dealing from a tenancy or of crime which have affected others in their local area (example acts of violence, harassment or threats to neighbours).
 - The applicant has been violent towards a CHA tenant, resident or employee and this has resulted in Police involvement.
- 5.7 We will lift the suspension when a period of twelve months has elapsed without any incidents of unacceptable behaviour or ASBO has expired, or a Notice of Proceedings ceases to be in force or is withdrawn by the landlord.
- 5.8 If the suspension is lifted and a new incident of anti-social behaviour is confirmed then we may suspend an application for a further period.
- 5.9 We reserve the right to suspend applicants who have not adhered to the condition of their present or previous tenancy. In particular, where they or members of their household have caused damage to their current or previous landlord's property or have not maintained it in a lettable condition. We will take special or extenuating circumstances into account if we are considering placing an application on hold for these reasons.
- 5.10 Where an applicant has abandoned a property or been evicted, we will normally suspend their application for a minimum period of 6 months, from the date of the abandonment or eviction, unless there are special or extenuating circumstances.
- 5.11 If an applicant has deliberately provided fraudulent or false information, we will suspend their application for a minimum period of 6 months. We will lift the suspension after this period and invite the applicant to submit a new application.
- 5.12 Where applicants have refused 2 reasonable offers of accommodation in the immediate 12-month period, we will suspend their application for a six month period.
- 5.13 On refusal of an offer applicants will be asked to review the areas of choice.
- 5.14 We may consider the use of a Short Scottish Secure Tenancy as an alternative to continuing a suspension for the maximum period of 3 years.

6. Waiting List Review

- 6.1 To help ensure that the information held is up-to-date and that each applicant still wishes to be considered for housing by the Association, the Housing List will be subject to review. There will be a constant review cycle in which all applicants will be required to confirm their wish to remain on the Housing List on an annual basis, within one month of the yearly anniversary of their last contact with the Association.
- 6.2 At the time of the review, the Association will ask applicants to confirm that all details held are still relevant, or if a change in circumstances has occurred that needs to be considered.

- 6.3 Applicants will be advised that failure to contact the Association in response to the review can lead to their application being cancelled from the Association's Housing List.
- 6.4 The Association will write to applicants. Applicants are given 14 working days to contact the Association. Applicants can respond by telephone, email, or visit the Association's office. Where there is no response within 14 working days, the applicant will be sent a second letter advising them that their application will be cancelled from the list if no contact is made within 14 working days of the date of the second letter.
- 6.5 If their circumstances have changed applicants may be asked to provide the information in writing. Applicants living at a different address will be asked to complete a new application form.
- 6.6 If there is no response to the second letter (within 14 working days), the applicant's name will be removed from the list.

7. Cancelling Housing Application Forms

- 7.1 It will not be usual practice for the Association to remove applicants from the lists and, where this does occur, it will be confined to the following circumstances:
- the applicant has been offered a tenancy by us or another RSL, this offer has been accepted, and the applicant has indicated their agreement to removal from the list;
 - the applicant has requested to be removed from the list;
 - the applicant has not responded to the review process;
 - the applicant has not responded to offers of housing; or
 - the applicant is deceased

8. Quota System

- 8.1 Allocations are made principally based on housing need; however, the Association operates a quota system under which 20% of allocations are offered to internal transfer applicants; 40% to the Housing Waiting List; and 40% to Glasgow City Council for homeless applications. The applicant with the most points will be offered a let under the quota system.
- 8.2 We will not let our houses on a strict rotation basis (for example every fifth house to an internal transfer applicant). Instead, we will look at the potential of each individual vacancy has to address our overall policy objectives.
- 8.3 The Association works in partnership with the Glasgow City Council via a Homeless Protocol whereby the Council is asked to provide referrals for up to 40% of our annual lets (as noted at 8.1 above).

9. Internal Transfers

- 9.1 Internal transfers occur where a current CHA tenant wishes to move to another one of the Association's properties. All current tenants have the right to apply and be admitted to the Internal Transfer List. However, given the low turnover of stock, it is not possible to guarantee that any offers will be made, and applicants will be made aware of this.

10 Mutual Exchanges

- 10.1 The Housing (Scotland) Act 2001 allows two (or more) tenants to exchange their houses with each other, as long as the Association, and any other social landlord involved, give permission for this.

- 10.2 Mutual exchanges offer a further route to rehousing for tenants who may wish to move home, but may not have sufficient priority under their landlord's Allocations Policy. CHA will promote mutual exchanges to our tenants, as a further means of meeting their housing needs and aspirations.

- 10.3 CHA will consider the rehousing needs of the tenants concerned and will not unreasonably refuse permission for the exchange to go ahead. There are certain circumstances in which we may refuse permission, including:

- The exchange would worsen the housing conditions of either party.
- The exchange would result in an CHA property being under-occupied by more than one room or overcrowded.
- The exchange has been proposed for financial gain.
- Either party is in breach of their tenancy e.g. both rent accounts should be clear.
- A Notice of Proceedings for Recovery of Possession has been served on either tenant
- The proposed incoming tenant was previously evicted for anti-social behaviour within the last 5 years.

- 10.4 If the request is approved, the following conditions will be generally applied:

- The incoming tenant accepts the property in the condition it is left by the outgoing tenant (normal repair obligations excepted).
- The outgoing tenant has paid (or in exceptional circumstances has made an agreement to pay) all rent and rechargeable repairs due at the date of exchange.
- Joint tenants or partners with a right to live in the property being exchanged must both agree to the proposed exchange.
- Any other conditions specific to the exchange request being granted.

- 10.5 If we do refuse permission, we will explain our reasons and inform the tenant of their right to appeal.

11. Mobility Schemes

11.1 The Association is a member of Home Swapper. Tenants can swap homes anywhere in the UK with another Council tenants or Housing Association tenants that have a secure tenancy.

12. Lets to Staff, Board or Members of their Families

12.1 It is critically important that lets to Staff, Board or members of their families are transparent and accountable at all times.

12.2 Where an allocation (or a let) is being made to a member of Staff, Board or members of their families (also applies for former Staff and Board Members) a written report from the Chief Executive will be presented to the Board recommending the allocation and confirming it complies with the Association's Allocation Policy.

12.3 A tenancy agreement cannot be signed until Board approval has been given.

12.4 Please refer to the Association's Entitlement, Payments and Benefits Policy. This policy states the Association's approach to managing lets to 'connected people'.

12.5 Connected people are defined as:

Group 1 Members of an applicant's household	Group 2 People closely associated with an applicant	Group 3 Others an applicant needs to consider
Anyone who normally lives as part of a household, whether they are related to the applicant or not, including partners (and spouses) who work away from home; and children (regardless of their age) who are studying away from home.	Parents, parents in law and their partners. Sons, daughters, stepsons and stepdaughters. Brothers, sisters and their partners. A partner's parent, child or sibling. Grandparents, grandchildren and their partners. Someone who is dependent on an applicant, or whom the applicant is dependent upon. Close friends.	Other relatives (e.g. uncles, aunts, nieces, nephews & their partners). Other friends (e.g. someone you an applicant is acquainted with socially, neighbours, business contacts and associates).

11.6 The connected person cannot be present during the Board discussion about the allocation and can only return to the meeting once the discussion has been finalised.

11.7 If an allocation to a connected person is approved the allocation must be entered into the Payments, Benefits & Entitlements Register.

13. Points System

Please note: applicants must provide sufficient evidence to substantiate their circumstances. The format of the evidence required may differ for the various categories noted below (e.g. home visit to confirm living arrangement, letter from medical specialist, etc.).

Working Out How Many Rooms Are Required

- One living room for each household
Plus
- One bedroom for the applicant and his/her partner
Plus
- One bedroom for each person aged 12 years or over
Plus/or

One bedroom for up to 2 persons of the opposite sex who are both aged 10 or under (please note: same sex children can share a bedroom up to the age of 12 years old)

The above will be used by the Association when calculating overcrowding or under-occupation points.

1. Overcrowding and Under Occupation

For every bed space lacking **10 points**

For every bedroom surplus to need **6 points**

Where an applicant has part-custody of children, they will be included in the application. A copy of the custody/court order or written confirmation from a solicitor is required. In some circumstances written confirmation from the child's parent/carer (who has the 'main custody') may be sufficient. The parent/carer providing the written confirmation of the custody arrangements must provide full contact details, so the arrangement can be verified by the Association, if required.

Where an applicant is pregnant, the new child will be counted as part of the household upon receipt of confirmation of pregnancy (MB1 Form) or a copy of the child's birth certificate.

2. Medical Priority

Applicants who indicate they have a medical need for rehousing will have their application assessed, based on evidence provided. Points are awarded dependent upon the extent to which a medical problem can be resolved or improved by a change in the housing situation of the applicant. Points will be awarded as follows:

No medical priority	0 points
Low priority	10 points
Medium priority	15 points
High medical priority	20 points

If an applicant requires an additional bedroom due to medical reasons, evidence will be required to substantiate the need.

3. Insecurity of Tenure/Homelessness

For the purpose of this Policy, this group includes all households who, although they are not without shelter, are nevertheless without secure tenure of their home. This includes any applicants whose home is directly provided with their job. Points will be awarded to applicants within this group as follows:

Households living in insecure accommodation: **30 points**

- who have been issued with a Notice to Quit; and
- owner occupiers subject to a repossession order who have less than 2 months to remain in their home.

It is important to note that households who have been issued with a Notice to Quit will have their application for housing reviewed after the 2-month period. If their landlord is allowing them to remain within their accommodation, the applicant will have their points reduced [to 25 points as noted in (ii) below].

Households living in insecure accommodation and under threat of homelessness due to: **25 points**

- the end of a fixed term lease;
- a Notice to Quit in place which is more than 2 months old; and
- households who have sold their home and have less than two calendar months to remain within their home
- Partners (either married, co-habiting or civil) who are separated and still living within the same property.

Households in: **25 points**

- lodgings;
- houses of multiple occupancy;
- sharing kitchen and/ or bathing facilities with another household(s); or
- in 'care of' accommodation (e.g. adult children living with parents)

4. Condition of Current Accommodation

Applicants living in conditions that have been formally assessed by an approved environmental assessment officer as 'Below Tolerable Standard' will receive **25 points**

Please note: written evidence will be required to substantiate the "Below Tolerable Standard" assessment.

5. Social/Family Need

This group will include applicants wishing to move to be close to relatives to give or receive support, and all other applicants who want to move for social reasons. It will also include applicants fleeing domestic abuse, racial harassment, religious or sectarian harassment, homophobic harassment, transphobic harassment and harassment of those with a disability. Points will be awarded to applicants within this group as follows:

Applicants requiring rehousing due to domestic abuse: **30 points**

Applicants suffering from anti-social behaviour or harassment (please note: to receive these points appropriate evidence is required)

- Extreme (immediate re-housing recommended, police involvement) **25 points**
- Serious (council involvement, reported with landlords) **15 points**
- Sustained Nuisance (landlord involvement, substantiated by neighbours) **10 points**
- Applicants wishing to move (from a different postal area) to be close to relatives/ friends to give or receive support [evidence required to substantiate] **5 points**
- Applicants wishing to move (from a different postal area) for social reasons (e.g. closer to work, transport, etc - evidence required to substantiate) **5 points**

Exceptional/Emergency Circumstances

In very exceptional or emergency circumstances, the Association reserves the right to bypass this policy in the allocation of an available property. This approach will be undertaken on a case by case basis, will require the Chief Executive and Chairperson's joint approval and subsequent written report to the Board. An example of an exceptional/emergency circumstance would be the urgent requirement to rehouse an individual(s) under the witness protect legislation.

14. How we let our houses

14.1 Being on the housing list does not mean that we will always be able to make the applicant an offer.

- Receiving an offer depends on the applicants housing needs, who else is waiting to be re-housed at the same time as the applicant, and how many houses become available.
- The applicant will not move up the housing list just because of how long they have been waiting.

14.2 When a property becomes available, we will let it in line with this Policy. There are three main steps involved when we let a house.

Step 1: Which category of applicants will be offered the house?

14.3 We will decide which category of applicant the house will be offered to.

14.4 In making this decision, we will take account of our letting quota, and how to make the best use of our housing.

Step 2: Which applicant in the chosen category will be offered the house?

14.5 We will normally select the applicant with the highest priority, taking account of who is waiting for that size and type of house.

- If a house has been specially designed or adapted for a person with mobility problems, we will consider applicants with medical priority ahead of any other applicants.
- If a house is being let to a homeless person referred by Glasgow City Council, we will base our decision on the criteria specified in the referral.
- If a house is being let to the housing list or to an internal transfer applicant, we will normally offer the house to the applicant with the most points. If two or more people have the same number of points, we will normally offer the house to the applicant who has been on the list the longest.

Step 3: Making an offer of housing

- 14.6 Before making an offer of housing, we will carry out a home visit or interview for all applicants close to the top of each category on the housing list. This should mean that we have up to date information, before we reach the stage of making a firm offer of a house.
- 14.7 The purpose of a home visit is to make sure that the applicants housing needs and living circumstances are still the same as when the application was received. The applicant can also tell us at the home visit whether there are any areas they do not want to be considered for, when we are making offers in the future.
- 14.8 The checks we carry out at home visit stage will depend on your circumstances, but we will always need to check information about:
- Proof of residency at the address you are applying from
 - The household composition and living circumstances of the people included in the housing application.
- 14.9 If relevant, we will also ask for a tenancy report from any previous landlords.
- 14.10 Points may be changed following a home visit, either upwards or downwards. This will be followed up by an amended points letter. If staff find that the applicant has given false information, staff may write to the applicant telling them that their application has been suspended and that they will not be considered for an offer for a fixed period of time.
- 14.11 Once staff have made a decision about who to let a property to, they will:
- Arrange for the applicant to view the house
 - Give applicant a written offer of the house
 - Give applicant two days to decide whether or not they wish to accept the offer.
- 14.12 To maximise the applicants rights, our general policy is to provide a Scottish Secure Tenancy when an offer has been made. We may offer a different type of tenancy (a Short Scottish Secure Tenancy) in the circumstances set out in the Housing (Scotland) Act 2001. If we do this, we will explain fully the reasons for this, and what this means.

15 Information and Advice

- 15.1 Information on the Association's Allocation Policy and Procedures will be made available to applicants and as part of their housing options interview advice and assistance will be provided.
- 15.2 A copy of the complete policy is available on the web site and on request from the office and, where necessary, will be made available on tape or in braille or will be translated into other languages as required.

16. Consultation

- 16.1 The Housing (Scotland) Act 2014 introduced that social landlords must consult with tenants, applicants and other stakeholders when carrying out a review of their Allocation Policy.
- 16.2 CHA will only carryout a consultation if there have been any significant changes to their allocation policy (i.e. changing point system) or any legislative changes

17. Delegation of Responsibility

- 17.1 The practical implementation of the policy and the day to day operation of the allocations procedures will be undertaken by the Association's Operations Team. The Operations Team will provide housing options interviews, the assessment of applications and the allocation of void properties will be the responsibility of the Operations Team under the supervision of the Senior Housing Services Officer.
- 17.2 To ensure accuracy and consistency all applications will be checked, countersigned by the Senior Housing Service Officer or Housing Services Officer.
- 17.3 Any special cases or need to deviate from the policy will be reported to the Operational Services Committee after the decision by the Chief Executive.

18. Processing Information

- 18.1 CHA will process information and data contained within the housing applications in accordance with its Policies and Procedures relating to the General Data Protection Regulations.
- 18.2 All staff members will be made aware of their responsibilities in relation to the General Data Protection Regulations and will be trained in the process that the Association has introduced to ensure compliance with GDPR.

19 Monitoring of Applications and Allocations

- 19.1 In order to ensure that the aims and objectives stated in the Allocation Policy are being achieved data on the allocations process and outcomes will be collated and monitored annually. Reports on the information collated will be provided to the Operational Services Committee.

Factors that will be monitored will include:

- Age Group
- Equal Opportunities (protected characteristics)
- Number of applications received, cancelled or suspended
- Source of allocation (e.g. waiting list, internal transfer, referral)

- 19.2 The Association will regularly “benchmark” its performances against its peer groups. CHA will keep a record of all allocations made and such information will be made available to the Associations internal auditor and the Scottish Housing Regulator.
- 19.3 It is important that CHA clearly record how particular allocation decisions are arrived at so that it can demonstrate objectivity fairness, openness and accountability in the operation of its policy.

20. Appeals and Complaints

20.1 An applicant for housing can appeal against:

- The points total they have been awarded.
- A decision to suspend their eligibility to receive offers of housing.
- Any other aspect of our assessment that the applicant believes is not in accordance with the Allocation Policy and has adversely affected their prospects of being re-housed.

Appeals should be made in writing. The Housing Officer will review appeals, with a final review being carried out by the Senior Housing Officer if the customer remains dissatisfied.

20.2 If an applicant wishes to complain about how their application has been dealt with (for example, how their Housing Options interview was conducted, the standard of service provided, or the conduct of a staff member), he/she can use CHA’s Complaints Procedure.

Information about how to make a complaint is available from the Associations office or from our website. Stage 1 complaint will normally be reviewed by our Housing Services Team, while Stage 2 complaints about allocations matter will be dealt with by the Senior Housing Officer or Chief Executive Officer.

Our decision on a Stage 2 complaint represents the end of the Association’s internal complaints procedure. If an applicant remains dissatisfied, they can contact the Scottish Public Ombudsman if they wish to have their complaints considered by an independent body. Details are available from our office or by contacting the Ombudsman direct at:

Scottish Public Services Ombudsman
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS, or Freepost SPSO

Telephone number 0131 225 5300, or Freephone 0800 377 7330

21. Equalities and Human Rights

- 21.1 We are committed to the principles of equality and diversity, including working towards a Board and staff team that is representative of the communities it serves in respect of Protective Characteristics.

22. Freedom of Information (FOI)

- 22.1 The Association is subject to FOI and all enquiries with respect to Allocation Policy will be handled strictly in line with FOI and confidentiality policies.

23. General Data Protection Regulations (GDPR)

- 23.1 The organisation will treat personal data in line with our obligations under the current GDPR regulations and our own policy.

23 Review of Policy

- 23.1 This policy will be reviewed at least every 3 years or in light of changes to legislation.