

# ***Common Allocations Policy***

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## **1. Introduction**

### **1.1 Vision**

Our vision for housing in Angus is to 'create places that people are proud to call home'.

### **1.2 Aims and Objectives**

We want to make finding a home as simple, fair and open as possible: We want our service to:

- make applying for housing easy to understand and explain
- make allocations of our homes open and fair
- meet local needs and preferences where possible
- prevent homelessness where possible
- prevent tenancy breakdown or 'failed tenancies'
- provide a variety of housing options
- support and advise applicants
- make the best use of our housing stock and
- maximise rental income through the efficient allocations of our homes.

We aim to achieve these outcomes by:

- working in partnership with other social landlords through our Common Housing Register and through nomination arrangements
- responding quickly and giving the right priority to people who are in most need of housing
- advertising our available homes so that people are fully informed to make the best choice for them
- preventing homelessness by taking early action if their home is at risk, and responding to homelessness by providing help and advice or suitable housing within a reasonable timescale
- providing a housing options approach to meet people's needs, encouraging people to make informed and realistic decisions on their options
- assessing and meeting any additional support needs they may have, in partnership with other agencies

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- working to create communities where people want to live

## **2. Background**

The Angus Common Housing Allocations Policy ('the policy') has been developed as part of the Angus Common Housing Register ('the CHR').

The CHR is a single housing register, application process and allocations policy shared across four social landlords. They are:

- Angus Council
- Blackwood Homes
- Caledonia Housing Association Ltd
- Hillcrest Homes

These four social housing landlords are referred to as 'we'; 'our' or 'the partner landlords' in this document.

The policy tells you:

- how we advertise available homes
- how to register for housing
- how we will work out your housing needs

We have developed the policy by listening to our tenants, people who work for us and people from other agencies which also care about good housing, such as other council services and NHS Tayside. Our policy is designed to meet the legal and regulatory standards that guide how the partners in the CHR should work.

Our policy is available in other languages or formats, such as large print and Braille, if required, and we will also publish it on our [website](#). Free Internet access is available in local libraries.

## **3. Acting within the Law**

Our housing policy has been written based on advice from the Scottish Government, the Scottish Housing Regulator, the Scottish Federation of Housing Associations and the Chartered Institute of Housing. Our policy complies with all relevant legislation including recent changes introduced by the

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Housing (Scotland) Act 2014. This means our policy is fair and gives priority to people with the greatest housing needs.

### 4. Introducing More Choice

We want people to have more choice about where they want to live. We will publicise the details of homes available and people can choose which ones they would like to be considered for. We use the term 'bid' if someone registers that they want to be considered for a particular property.

### 5. Advertising our Properties

Where we can, our available homes will be advertised on our [Angus HomeFinder](#) website where we have specialist supported housing or properties with particular adaptations, we will try to match these to the most suitable applicants on our housing register, in the first instance. Where a property is matched, the priority rules as set out under "Assessing Housing Need" will apply.

#### 5.1 Starters and Movers

Starters are generally people who do not have their own home. Movers are people who have a home but wish to move.

Starter	Movers
Homeless households	Council tenants
People in temporary homeless accommodation	Registered Social Landlord or other social rented sector tenants
People staying c/o family or friends	Private sector tenants
Households in tied accommodation (service occupancy tenancies)	Owner Occupiers

When we process your application we will tell you if you are considered to be a Starter or a Mover from the information you provide.

#### 5.2 Advert Criteria

When we advertise a property we will clearly state whether bids will be accepted from Starters, Movers or from both Starters and Movers and if any other restrictions apply. We cannot accept bids if you are not eligible.

To make the best and fairest use of our housing, the following guidelines will generally apply:

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- Properties with two or fewer bedrooms, not on the ground floor, will be advertised as 65% to starters and 35% to movers;
- Properties with three or more bedrooms will be advertised for both starters and movers;
- Ground floor, barrier-free properties will be advertised for both starters and movers, regardless of size;
- Sheltered / Retirement / Amenity and Adapted or Adaptable Housing will be advertised for starters and movers

We will continually review the properties we advertise and the outcome of bids and allocations. Any changes to these restrictions will be shared in our Local Letting Plans.

### **5.3 Where we advertise**

Properties are advertised on our [Angus HomeFinder](#) website.

If you have any difficulties in accessing the advertised properties, you can contact ACCESSLine or visit any of the ACCESS or Angus Alive offices where staff will be happy to help.

### **5.4 How long are properties advertised for?**

Properties are advertised with a closing date for bids clearly shown. All bids must be received by this deadline.

If no bids are received by the closing date, the property will continue to be advertised until someone makes a successful bid.

## **6. Before You Apply**

Before you apply for housing, we will invite you to use our Housing Options online self-service tool. There are lots of different housing options in Angus. The online tool can help you find out about the different housing options available to you and provide a range of personalised housing advice.

If you need additional advice or support we can also offer you an appointment to discuss your housing options with one of our trained Housing Officers. Our housing options service is free for anyone over 16 years old to help them find, keep and maintain their home. The service can give advice on a wide range of subjects including:

- planning to move home and finding accommodation
- help to prevent you becoming homeless
- homelessness

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- an assessment of your housing needs
- getting support
- finding education, training and employment
- affordability and benefits

To contact the service call ACCESSLine on 03452 777 778, or visit an ACCESS or Angus Alive office.

### **7. Applying for housing**

Before bidding for properties, you must first register on our CHR by completing an [application for housing](#). You will not be able to bid on any properties before the application process has been completed and your application is live.

#### **7.1 Who can apply for housing?**

Anyone 16 years and over can apply for housing unless they are subject to immigration control. You must supply all the information we ask for (proof of identification, etc.) before your application can go live. Staff in the local libraries can help you to complete your application or contact our Common Housing Register Team via ACCESSLINE on 03452 777 778.

To assess an application, we need accurate and up-to-date information about your circumstances. If you deliberately provide false or misleading information your application will be suspended, meaning you will not be able to bid on or be matched to properties.

You can apply on your own, jointly with a partner or jointly with anyone else who will be living with you. However, we cannot allow you and two or more applicants who are unrelated to you to rent a property under this policy because this creates a House in Multiple Occupation (HMO) which is governed by separate regulations.

#### **7.2 Processing Your Application**

We aim to process your application within 28 working days of receiving it, as long as you've provided all the information we need. We will contact you to tell you:

- when your application is live
- whether you are eligible to bid or will be matched to a property
- size(s) of properties you can bid for or will be matched to
- whether you are considered a Starter or a Mover

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- if you have an assessed need for or are eligible to bid on a particular house type
- if you have been placed into a priority banding

We may request more information or we may make an appointment to meet with you to complete a full assessment of your housing needs. If you don't give us all the information we need, this may delay your application.

### **7.3 Verifying your application**

You will need to provide us with proof of your identity. We will accept your birth certificate, passport or National Insurance card. We also need proof of your current address. This may include, but is not limited to:

- official letters/bills/statements from a local authority, public agency or private utility company (gas, electric, telephone), government department, private sector lease, bank or building society;
- photographic driving licence

We make enquiries about your application when we receive it but any enquiry we make will depend on your circumstances. We will ask your landlord for a reference if you've been a tenant at any time in the past three years to find out if:

- you owe any money;
- you have acted in an anti-social manner;
- your landlord has taken any formal action against you as a result of you breaching your tenancy conditions.

We may suspend your application if we receive an unsatisfactory reference; refer to "Suspending Applications" for more details on when we will suspend your application.

## **8. Reviewing, Removal, Suspension and Merging of Applications**

### **8.1 Reviewing your Application**

We will contact you every six months from around the time you registered your application with us to ask you to review your application answers.

It is important to keep the CHR up-to-date and ensure the details we have are accurate for any bids you make.

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You have 21 days to respond, but if you do not, we will remove your application from the CHR. However, if you contact us within three months of your application being cancelled, you can go back on to the CHR. The date of registration will be based on the date you made the original application.

### 8.2 Removal of Applications

There are other times when we will remove an application from the CHR. We will remove your application from the CHR if:

- you cancel your application;
- you do not reply when we ask for more information to support your application or we ask you to get in touch with us for some other reason.

### 8.3 Suspending Applications

We can suspend your application in certain circumstances. We do not want to suspend applications on the CHR, but there are some circumstances where we may have no choice. If we suspend your application, you will not be able to bid on any available properties, even if you are in housing need. However we will not suspend your application if you are homeless and we have a legal duty to find you accommodation. These circumstances are as follows and apply to the applicant and anyone included as a joint applicant on the application:

Reason	Period of Suspension	Ending Suspension
<b>You refuse two reasonable offers of housing (after successful bids). <i>An offer of housing will not be considered reasonable if there is a risk to a member of the household's health or safety; there has been a significant change in circumstances from the time the bid was made that means the property is no longer suitable; or the property was incorrectly advertised.</i></b>	6 months from date of 2 <sup>nd</sup> refusal	Application reinstated after 6 months, following a review of your circumstances.
<b>You intentionally withhold information that you should have told us about OR you</b>	6 months from date discovered	Application reinstated after 6 months, following a review of your circumstances.

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intentionally give us misleading information OR you intentionally give us information you know is wrong		
You are a tenant but you've breached your tenancy conditions (other than failure to pay rent) and your landlord has given you notice of proceedings for recovery of possession or has a decree or order from a court for your eviction.	Duration of notice or order + 6 months	Application reinstated after 6 months, following a review of your circumstances
You are subject to a written warning for antisocial behaviour; acceptable behaviour agreement; unacceptable behaviour notice; final written warning for antisocial behaviour ; or an antisocial behaviour order	Duration of notice or order + 6 months  If you are subject to a written warning, we will review your behaviour after 6 months from the date of the written warning	Application reinstated after 6 months where there is evidence that the behaviour has improved and following a review of your circumstances.
You have lost a previous tenancy within the last 3 years by abandoning it: for example, you leave a property that you have rented without handing back the keys or notifying your landlord.	6 months from date discovered	Application reinstated after 6 months, following a review of your circumstances
You have outstanding tenancy related arrears from a current or former tenancy (more than one twelfth of the annual rent) and there is no arrangement in place to repay what you owe.	Subject to you repaying the debt	We have evidence that you have reduced the debt to less than one twelfth of the annual rent  We have evidence you have maintained an arrangement for at least 3 months and you are continuing to make the payments



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<b>You have been evicted by a court order in the last 3 years: for example, you were evicted for rent arrears or damage to the property or its contents.</b>	6 months from date discovered	Application reinstated after 6 months, following a review of your circumstances
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If we suspend your application we will write to you and tell you:

- why we have suspended your application, including the circumstances we have taken into account
- what this means, for example you will not be able to bid on available properties
- how long the suspension will last
- what you have to do to have the suspension shortened or lifted (if applicable)
- where to find independent housing and /or legal advice
- your rights to review and appeal

### 8.4 Merging Applications

You may wish to apply jointly for housing with someone who already has an application on the CHR. In these cases, the date of application will be determined by the date of the earliest application.

If you wish to withdraw from a current joint application and re-submit an application in your own right, you can have your original date of application re-instated.

We will reassess the status of your application and any priority banding awarded due to the change in your circumstances.

Remember, we cannot allow you and two or more applicants who are unrelated to you to rent a property under this policy because this creates a House in Multiple Occupation (HMO) which is governed by separate regulations.

### 8. Change in Circumstances

You must update your application answers as soon as possible if your circumstances change. For example, if someone joins your household or leaves it, or you move home, you need to tell us about this change.

### 9. Nomination Agreements

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Housing associations are required to work together with local authorities and most have nomination or referral agreements with them. This allows the local authority to send recommendations to the association to fill a certain percentage of their available housing each year. Some associations allow local councils to fill all the available houses they have.

We have nomination agreements with other social housing landlords who have properties across Angus but who are not members of the CHR. They may ask us to tell them about anyone on our waiting list who is looking for housing in the areas where they have homes for rent.

We may nominate you if you have agreed to this on your application.

### 10. Assessing Housing Need

#### 10.1 Housing Priority

By law, we must give 'reasonable preference' to certain groups. We must give priority to:

- people who are homeless or threatened with homelessness through no fault of their own **and have unmet housing needs**
- social housing tenants who are under occupying their home;
- people who are living in unsatisfactory housing conditions **and have unmet housing needs.**

We consider people are considered to have **unmet housing needs** if they have housing needs which cannot be met by other housing options available. For example, an applicant with disabilities whose housing needs can only be met in social housing because it is not possible to make essential adaptations to their current home to meet their assessed needs and there is no other suitable housing available in the area. If you are an owner occupier, we will consider any equity you have in your home and whether you can reasonably buy another property to meet your needs.

If you fall into the above 'reasonable preference' groups, we will confirm your needs by completing a housing options assessment with you.

To meet our 'reasonable preference' obligations, achieve our aims and provide a fair system, giving appropriate priority to people who are in most need of housing, some applications will be awarded a priority banding. The priority bandings are as follows:

Priority Banding	Who will be considered	Criteria / bidding restrictions
1. Platinum	Looked after and accommodated children who are leaving care;	Must be accompanied by a housing options assessment. Applications will be prioritised

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	<p>People leaving supported housing;</p> <p>People living in adapted housing but no longer need it; &amp; the property is required to meet another applicant's needs;</p> <p>People approaching discharge from an institution (e.g. hospital, prison, care facility) who do not have accommodation on discharge and the council has a statutory duty to offer them permanent housing;</p> <p>Armed forces personnel approaching leave from full-time regular service;</p> <p>Other exceptional circumstances (see 8.4).</p>	<p>in date order, from the date the Outright Priority Banding was awarded.</p> <p>Applications received from people within an institution (who are unable to bid) will be matched to suitable accommodation when this becomes available.</p>
<p><b>2. Gold</b></p>	<p>Current housing does not meet mobility needs and cannot be adapted.</p>	<p>Must be accompanied by an Occupational Therapy assessment and supported by a Housing Options Appraisal to demonstrate that no other suitable options are available.</p> <p>Applications will be prioritised by assessed housing need – high, medium or low; then by the date the Gold Priority Banding was awarded.</p> <p>All offers made from successful bids will be subject to approval by Occupational Therapy.</p>

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<b>3. Silver</b>	<p>*People who are unintentionally homeless or unintentionally threatened with homelessness under Part II of the 1987 Act (as amended).</p> <p>Social housing tenants who are under occupying (i.e. they have more bedrooms than they need).</p>	<p>*Must be accompanied by a housing options and homeless assessment to determine homeless duty. Homeless applicants who fail to make appropriate bids or do not make bids within a reasonable timescale, will be matched to a suitable offer of housing. If an offer of housing is refused after a successful bid and is considered a reasonable offer, the priority banding will be removed.</p> <p>Applications will be prioritised in date order, from the date the decision was made to place the application into the Silver priority banding.</p>
<b>4. Bronze</b>	<p>People in unsatisfactory housing conditions with unmet housing needs: including overcrowding; or living in a house below tolerable standard.</p> <p>People with a severe and enduring medical need (non mobility) that can't be met in their current housing or with support needs that cannot be met in their current housing; or</p> <p>People who cannot meet their caring responsibilities for someone with a severe and enduring medical need in their current housing.</p>	<p>Must be supported by a housing options assessment to demonstrate that no other suitable options are available.</p> <p>For anyone who has a severe and enduring health problem and their support needs cannot be met in their current accommodation / caring responsibilities this must be supported by an assessment of need.</p> <p>Applications will be prioritised in date order, from the date the decision was made to place the application into the Bronze priority banding.</p>

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**All other applications for housing will be prioritised and ranked in date order, from the date of application.**

### **Assessing applications from out with Angus**

When you submit an application for housing, you will only be considered for a priority banding if you currently live in Angus or at least one of the following applies to you:

- you are approaching discharge from an institution and are considered normally resident in Angus
- you are employed, or have been offered employment in the area
- you need to move into Angus to be near a relative or carer
- you have a special social or medical reason for requiring to be housed in Angus
- you want to move to the area because you are fleeing harassment or at risk of domestic abuse.

#### **10.1 Assessing Multiple Needs**

If you have multiple housing needs, your application will be awarded the highest priority banding for which you qualify. For example, if you are assessed as homeless and have a requirement for a house with adaptations, your application will be awarded a Gold priority banding.

#### **10.2 Other Exceptional Circumstances**

We know that our allocation policy cannot cover everyone's circumstances and all situations. The Service Manager, Housing (Angus Council) or the Director of Housing, or equivalent, of Hillcrest Homes, Blackwood Homes or Caledonia Housing Association have special powers to use 'discretion' where you need to move or be housed urgently.

Discretion will only be used, and an outright priority banding awarded, where:

- we determine that housing is needed quickly
- our allocation policy won't allow you to be placed highly
- there are good reasons or special circumstances

'Good reasons' and 'special circumstances' include:

- significant compassionate grounds: This could include the death of a family member occurring in, or around, the house. In these circumstances, it may be very difficult for the

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remaining family to remain in the house. We would also consider requests for rehousing from the terminally ill living outside Angus who wish to return to Angus to be closer to their family

- management reasons: such as where we need to carry out substantial works to your home and we need to move you out
- community safety issues: such as witness protection measures or to ensure the safety of victims of domestic abuse, assisting them to make a planned move and prevent homelessness
- to ensure just in time allocations to prevent homelessness, in line with the objectives of Rapid Rehousing

If the Service Manager, Housing (Angus Council) or the Director (or equivalent) of Hillcrest Homes, Blackwood Homes and Caledonia Housing Association agree to use their discretion, you will be awarded a Platinum priority banding and may be matched to a property if we need to offer you housing quickly and a suitable property becomes available. We will let you know if you are eligible to bid or will be matched to suitable properties.

You or someone such as an advice worker can make an application for discretion through the CHR team or our Housing Managers can make a discretionary application. A discretionary application may be subject to a housing options and needs assessment.

### **10.3 House Size – Number of Bedrooms**

When we register your application you will only be able to bid on properties that match the number of bedrooms for which you are eligible. This helps us make the best use of the stock that becomes available.

We will work out the number of bedrooms that you need based on who will be living permanently with you. Generally, single people, couples and non-dependants are each entitled to a bedroom. However we will allow single person households and couples to bid on properties with two bedrooms, subject to affordability checks.

We will apply Department for Working Pension rules to assess the number of bedrooms allowed for children - considering how old they are and their sex. The bedroom entitlement rules assume that:

- Two children aged 0-9 can share a bedroom whatever their sex
- Two children aged 0-15 can share a bedroom if they are the same sex
- Children aged 16+ are counted as needing their own bedroom

We will make common sense exceptions to these rules, depending on individual circumstances. For example:

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- Where we have very limited stock and turnover of the house sizes you qualify for and you request a house size smaller than you would normally qualify for
- you require an additional bedroom on medical grounds
- if you provide foster care, or have been preapproved to provide foster care or to adopt children we will provide one additional bedroom per child

We will count an unborn child or children as part of your household if you can provide us with proof of your pregnancy.

Where parents have shared care of their child or children, the parent who provides their main home and has responsibility for them will receive their room allocation. If a child or children spend equal amounts of time in different households, or there is question as to where they normally live, they will be treated as living with the person who is receiving child benefit for them.

For a property with two bedrooms, we will consider families with children who need two bedrooms **before** we consider single people or couples, regardless of priority banding.

For single people and couples, if you have a history of rent arrears or we think you might not manage to meet your housing costs we will restrict the size of properties you can bid for or can be matched to a maximum of one bedroom.

### **10.4 Housing Type**

The main type of housing provided by the four CHR partners is general needs or “mainstream” housing. However, we also provide housing for particular needs groups, such as:

#### ***Supported Housing***

Supported housing is a group of self-contained properties generally for older people or people with a disability. Accessible housing with 24 hour on-site enhanced housing management or care and support and communal facilities. Due to the specialist nature of this house type, not all of our supported housing vacancies will be advertised. Vacancies will be matched to applicants with an assessed need for particular supported housing. Where there are no existing applications, we may advertise the property for bids. However you must meet the eligibility criteria specified in the advert to bid on these properties.

#### ***Sheltered Housing***

Sheltered housing is a group of self-contained properties for adults of any age who have assessed medical or support needs to live in a sheltered environment. There are usually communal facilities on-site. You must have an assessed need for sheltered housing to bid on these properties. However in circumstances where we have no qualifying bids, we will re advertise a vacancy and consider bids

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from people with no assessed need for sheltered housing, taking into account other factors such as the individuals suitability for a sheltered environment and the needs of other tenants.

### ***Retirement Housing***

Retirement housing is a group of self-contained properties for older people over the age of 60. There are usually communal facilities on site. You must be over the age of 60 to bid on these properties.

### ***Amenity Homes***

Amenity homes are flats or houses that meet the needs of older people or people with a disability with modifications like lower light sockets, additional hand rails or special bathroom or kitchen features but without any site support. You should normally be over the age of 50 to bid on these properties.

### ***Adapted or Adaptable housing***

Adapted or Adaptable housing are flats or houses that meet the needs of people with a physical disability. Homes may be partially adapted, fully adapted or suitable for future adaptations. You must have an assessed need for housing with adaptations to bid on these properties. We may match some properties that have been specially adapted or designed to meet a person's needs.

## **10.5 Areas of Preference**

We will ask you where you would like to be considered for housing. This allows us to monitor housing demand for each area however you can still bid for properties out with your preferred area.

If you are matched to a property, we will try to match or make suitable nominations to other social landlords in your preferred area. However, we may match you to housing outside the areas where you want to live if we need to meet your housing needs quickly. We call this 'over-riding your area preferences'. If we do this, we will write to you and tell you why.

## **11. Bidding**

As already stated, if you wish to bid for a property, you must do so before the closing date. You can make bids on the [Angus HomeFinder](#) website. If you have difficulties bidding online, we can help you to place bids either over the telephone, in person or by nominating someone to bid on your behalf.

In some circumstances where you are unable to access the bidding system, we will match you to a property or place bids on your behalf.

If you do not meet the criteria specified in the advert, your bid will not be accepted.



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### **11.1 Matching Bids**

Once the closing date for bids has been reached and all valid bids have been processed, selection for the individual properties will take place.

Bids will be ranked as outlined under “Housing Priority” and the highest ranked bidder will usually be selected.

We will let you know directly if you have been successful in bidding for a property. You will know the position of your bid and if your bid was unsuccessful by checking your bid on the [Angus HomeFinder](#) website.

### **11.2 Bypassing successful bids**

Where we do not make an offer of housing to the highest ranked bidder, we call this ‘bypassing.’ Only in exceptional circumstances will we bypass a successful bidder and the successful bidder will be notified of this. Reasons we may bypass a successful bidder include:

- Public protection / community safety issues
- The successful bidder has had a change of circumstances but did not notify us
- The successful bidder’s application should be suspended from receiving offers
- The property does not meet the successful bidder’s medical or support needs
- The property has two bedrooms and is required for a family with children

We will review offers and bypasses to ensure that bypasses are made fairly.

## **12. Offering you a Property**

When you have either successfully bid or have been matched to a property, we will make you a formal offer of housing. We may call you to tell you we have an offer for you or we may send you a written offer by email or letter. If we offer you the property by telephone, we will always confirm the offer in writing. This will include clear steps for you to follow to arrange to view the property.

You must tell us within three working days if you’d like to view the property. If you don’t respond to our offer within three working days, we will assume you do not want the property and it will be considered as a refusal.

### **12.1 Home visits**

When we’re thinking about making you an offer of housing, we may visit you at home. We do this to check that the information you gave us when you applied for housing is still correct.

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### **12.2 Accepting our offer**

We will ask you to tell us within 24 hours of viewing the property if you are going to accept our offer or not.

If you accept our offer, we will sign you up as our tenant. If you made a joint application, you will have a joint tenancy. All joint tenants must be present when we ask you to sign your tenancy agreement. We will give you advice, information and support throughout the process of becoming our tenant. We will clearly explain your rights and responsibilities under the tenancy agreement before you sign it.

### **13. Scottish Secure Tenancy (SST)**

If you are made an offer of housing, we will offer you a Scottish Secure Tenancy (SST) in line with our legal responsibilities. A SST means you can keep your tenancy for as long as you want, as long as you do not break the terms of your tenancy agreement. If you do, we can take legal action to end your tenancy.

In a limited number of situations, we may offer you a Short Scottish Secure Tenancy. As a Short Scottish Secure tenant you have many of the same rights as a Scottish Secure tenant. However, your rights are more limited on eviction, sub-letting and succession.

We can only give Short Scottish Secure Tenancies in very specific circumstances, defined by law. These circumstances will apply to you if:

- there is evidence that you or someone in your household or a visitor to your home has been involved in antisocial behaviour in or near your home within the last three years;
- you or someone in your household has been evicted for antisocial behaviour or subject to an antisocial behaviour order within the last 3 years;
- you are an owner occupier but cannot occupy your home on a short term basis (e.g. your home is unsafe and needs significant repairs);
- you are moving to Angus to take up or seek employment;
- where you're living is scheduled for development and we need you to move to allow us to get the work done;
- you are homeless and the property is let to you on a temporary basis for more than six months;
- you need housing support to help you maintain your tenancy;

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- we are sub-letting the property to you: this means we lease the property we're offering you from another social landlord.

In all cases we will serve you with a notice informing you that we are offering you a Short Scottish Secure Tenancy. This notice will also state why you are being offered a Short Scottish Secure Tenancy and the period for which the tenancy is being offered.

### **13.1 Refused Offers**

People who refuse two reasonable offers of housing (after successful bids) will be suspended from the housing list and unable to make bids for 6 months. If you have a priority banding because you are homeless and you refuse one reasonable offer of housing, your priority will be removed.

If an offer is refused, the property will be offered to the next ranked bidder.

### **14. Local Lettings Plans**

Local Lettings Plans ("LLPs") consider the supply and demand for housing in each area of Angus taking into account specific local needs and circumstances. Our teams use LLPs to develop local solutions and plans for allocation of housing in their area, we call these 'lettings initiatives.' At times, we may operate local letting criteria for some of the available stock. This would result in additional criteria or restrictions being applied to the advertisements of available properties.

### **15. Appeals**

If you are unhappy with any decision we make about your housing application, you can appeal against our decision. All appeals are considered by independent officers that had no part in making the decision you are unhappy about.

You must appeal within 21 days of your decision. Appeals should be in writing but if you have difficulties reading or writing, or your first language is not English, you can contact us by phone. You should explain to us why you think the decision is wrong.

We aim to write to you with a decision on your appeal within 21 days.

You can ask for help from Shelter or the Angus Citizens Advice Bureaux if you need help with your appeal.

Write to us:

Housing Strategy  
Performance and Access Team  
Angus House

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Orchard Bank Business Park  
Orchard Loan  
Forfar  
DD8 1AN  
Call us: 03452 777 778

Email us: HOUSINGQPP@angus.gov.uk

Visit the web: <https://angushomefinder.homeconnections.org.uk/>

### **16. Complaints**

You can complain about the service we provide if you're unhappy with it. You can contact the relevant landlord or department using the details under Contact Details.

### **17. Getting a copy of this policy**

You can download a copy of this policy on the [Angus Homefinder](#) website. We will also send copies of our policy to advice organisations and agencies. This policy can be translated, on request, into other languages. For people with other needs, easy read, large print, audio or braille versions can also be provided.

### **18. Monitoring the Policy**

We need to make sure that this policy achieves what it sets out to do and that people are treated fairly. To do this, we will collect information through our allocations system and report on our performance each year.

Under our policy objectives, we will report on:

- Working in partnership with other social landlords through our Common Housing Register and through nomination arrangements: reporting on numbers of applications received and allocations made across all partners and numbers of successful nominations to other social landlords.
- Responding quickly to people in acute and urgent housing need and giving the right priority to people who are in most need of housing: reporting on the percentage of allocations we make to each of the priority bandings against non-priority bidders on the CHR. We will know we are giving more priority to people in the greatest housing need if we can show that we allocate more properties to people in the priority bandings.

## Common Allocations Policy

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- Maximising choice to people through advertising our empty homes and working to create communities where people want to live: reporting on the number of bids received; the size of housing they need, the type of property they want and where they would like to be housed. Reporting on acceptance rates of offers and the amount of time people wait for an offer of housing.
- Preventing and responding to homelessness by being proactive through providing appropriate advice and assistance or suitable housing within a reasonable timescale: reporting on the number of homeless presentations and number of people requesting temporary accommodation in Angus.
- Open and fair letting of our homes: reporting on unsuccessful bids and reporting on the quotas set for Starter and Mover Categories.
- Improved tenancy sustainment: reporting on tenancies sustained for over 12 months, where properties become available for let and why people terminate their tenancies
- Ensuring best use of our housing stock: reporting on refusals of housing, why people refuse and what properties they refuse and improve our 'offer to let' ratio. Ensuring that specialist stock such as adapted, supported and sheltered housing is allocated to those needing it most.
- Maximised rental income through the efficient letting of property: reporting on void loss.

### 19. Reviewing our policy

We introduced this policy in November 2020. We will review our allocations policy every three years. The policy will be reviewed by officers from Angus Council, Blackwood Homes, Caledonia Housing Association and Hillcrest Homes.

We will ask everyone for their views about any changes we are considering following our review of the policy.

### Glossary of Terms

<b>Adaptations</b>	Adaptations are changes to a home that make it accessible or suitable for tenants with a physical disability.
<b>Anti-Social Behaviour</b>	This is behaviour which causes nuisance, alarm or distress to at least one person who is not of the same household.
<b>Banding</b>	This is the method we use to award priority to applicants. The priority bandings are Platinum, Gold, Silver and Bronze.

## **Common Allocations Policy**

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<b>Bid</b>	Where applicants register their wish to be considered for a property.
<b>Bidding</b>	This is the process by which applicants register their wish to be considered for a particular property, for which they are eligible. No money changes hands in this process.
<b>House in Multiple Occupation (HMO)</b>	An HMO is a building or a part of a building (such as a flat) that is occupied by three or more persons, living as more than one household, where rent is paid, or some other consideration is made.
<b>Housing Register</b>	List of people eligible to bid for properties.
<b>Immigration Control</b>	Some people have restrictions placed on them as a result of their immigration status. On this basis, they may not be eligible to apply for housing.
<b>Match</b>	This is where applicants will be matched with available properties that are deemed suitable without the need to place a bid.
<b>Nomination</b>	As well as allocating to our own properties we can also nominate or refer applicants to other Housing Associations that are not part of our Common Housing Register.
<b>Reasonable Preference</b>	By law, we must give priority to those most in need by giving them “reasonable preference”.
<b>Review</b>	It is important to keep us up-to-date and ensure the details we have are accurate for any bids you make. We will ask you to review you application every 6 months to ensure we’re up to date with any changes in your circumstances.
<b>Statutory</b>	Required by law.
<b>Suspended</b>	This means you will not be able to bid on or be matched to properties.
<b>Temporary Accommodation</b>	This is accommodation offered to applicants who the council has a duty to provide accommodation for under homeless legislation.
<b>Tied Accommodation</b>	This is accommodation provided as part of a person’s employment and which would be lost if that employment ended.

### **Contact Details**

T: Angus ACCESSLine 03452 777 778

W: [www.angus.gov.uk](http://www.angus.gov.uk)

### **ACCESS offices**

Arbroath Old Parish Church  
Kirk Square  
Arbroath  
DD11 1DX

## ***Common Allocations Policy***

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Brechin Library  
St Ninian's Square  
DD9 7AD

Carnoustie Library  
21 High Street  
Carnoustie  
DD7 6AN

Forfar Library  
West High Street  
Forfar  
DD8 1BA

Montrose Library  
51 John Street  
Montrose  
DD10 8LZ

### **ACCESS and Community Police offices**

Kirriemuir Library  
Town Hall  
Reform Street  
DD8 4BS

Monifieth Library  
High Street  
DD5 4AE

### **Blackwood Homes**

North Office  
23 Raeden Court  
Midstocket Road  
Aberdeen  
AB15 5PF  
T: 01224 327 408  
E: [housing@mbha.org.uk](mailto:housing@mbha.org.uk)  
W: [www.mbha.org.uk](http://www.mbha.org.uk)

### **Caledonia Housing Association**

118 Strathern Road  
Broughty Ferry  
Dundee  
DD5 1JW  
T: 0800 678 1228

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E: [info@caledoniaha.co.uk](mailto:info@caledoniaha.co.uk)

W: [www.caledoniaha.co.uk](http://www.caledoniaha.co.uk)

### **Hillcrest Homes**

1 North Grimsby

Arbroath

DD11 1NU

T: 0300 123 2640

E: [customerservice@hillcrestha.org.uk](mailto:customerservice@hillcrestha.org.uk)

W: [www.hillcrest.org.uk](http://www.hillcrest.org.uk)