



HOUSING ASSOCIATION LIMITED

General Information on Allocations

This booklet gives you information on how we let our properties and helps you fill in your housing application form.

If you would like information in another language or format please ask us.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو براۓ مہربانی ہم سے پوچھئے۔

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

 0141 812 2237

Bridgewater Housing Association

1st Floor • Bridgewater Shopping Centre • Erskine PA8 7AA
Telephone: 0141 812 2237 • Website: www.bridgewaterha.org.uk

Bridgewater Housing Association is a registered Scottish Charity No SC 035819

General Information

About Bridgewater Housing Association

Bridgewater Housing Association owns and manages approximately 800 properties within Erskine. We began operating in April 1998 and our policies are set by a Management Committee comprising tenants, owners and other interested members. Staff are employed to carry out the housing services and only they will have access to details about your application. Members of the Management Committee have no direct involvement in allocating houses. All information provided by you will be treated as confidential.

Our Housing

Our housing is located in the Bargarran, North Barr and Park Mains areas of Erskine. A breakdown of the types of houses in each area is shown below.

Bargarran	North Barr	Park Mains
Houses	Houses	Houses
Split level Houses	Split level Houses	Split level Houses
Townhouses	Townhouses	Townhouses
Tenement Flats	Tenement Flats	Tenement Flats
Own door Flats	Own door Flats	Studio Flats
Sheltered Flats	Walk-up Flats	Maisonettes
Extra Care Housing	Disabled Persons Bungalows	Bungalows
	Sheltered Flats	Disabled Persons Bungalows
	Sheltered Disabled Persons Bungalows	Sheltered Flats
	Extra Care Housing	Sheltered Disabled Persons Bungalows

The number of bedrooms in each type of house is shown in the following tables, along with the number of houses we had at June 2012.

We generally re-let about 50 properties a year. About a third of these are lets to our supported housing (sheltered and extra care).

Bargarran – 217 properties				
House Type	Number of bedrooms			
	1	2	3	4
Houses	–	57	39	2
Split level Houses	–	4	4	–
Townhouses	–	–	–	2
Tenement Flats	17	13	–	–
Own door Flats	18	–	–	–
Sheltered Flats	24	17	–	–
Extra Care Flats	15	5	–	–
Total	74	96	43	4

North Barr – 234 properties				
House Type	Number of bedrooms			
	1	2	3	4
Houses	–	43	29	1
Split level Houses	–	4	14	–
Townhouses	–	–	3	12
Tenement Flats	28	35	–	–
Own door Flats (Amenity housing)	–	2	–	–
Walk-up Flats (Amenity housing with lift)	–	7	–	–
Disabled Persons Bungalows	–	2	–	–
Sheltered Flats	24	–	–	–
Sheltered Disabled Persons Bungalows	–	4	–	–
Extra Care Flats	23	3	–	–
Total	75	100	46	13

Park Mains – 320 properties					
House Type	Number of bedrooms				
	0	1	2	3	4
Houses	–	–	128	54	9
Split level Houses	–	–	–	11	–
Townhouses	–	–	–	2	17
Tenement Flats	–	24	–	–	–
Studio Flats (0 bedrooms, combined sleeping and living area)	2	–	–	–	–
Maisonettes	–	–	–	2	–
Bungalows	–	43	–	–	–
Disabled Persons Bungalows	–	–	2	–	–
Sheltered Flats	–	22	–	–	–
Sheltered Disabled Persons Bungalows	–	–	4	–	–
Total	2	89	134	69	26

Description of Properties

The table below gives you a description of the type of properties that may be available.

House Name	Description
House	A two storey property with accommodation on both levels reached by internal stairs. Access is directly from ground level but may have some stairs at the entrance. It may be detached or adjoined on one or both sides to other properties.
Townhouse	A three storey property with accommodation on all levels reached by internal stairs. Access is directly from ground level but may have some stairs at the entrance. It may be detached or adjoined on one or both sides to other properties.
Split level house	A three storey property with accommodation on all levels reached by internal stairs. Access is directly from ground and first level but may have some stairs at the entrance. It may be detached or adjoined on one or both sides to other properties.
Bungalow	A single storey property with access directly from ground floor level, but may have some stairs at the entrance. It may be detached or adjoined on one or both sides to other properties.
Tenement Flat	This is a flat with one floor level. It is in a block, usually of three or four storeys, with a shared front door to the block.

House Name	Description
Studio Flat	This is a flat with accommodation on one floor level. Access is directly from ground floor level, with internal stairs to accommodation on the second level. It has a combined sleeping and living area – there is no separate bedroom.
Own Door Flat	Two storey property with accommodation on one level. Each property has its own entrance door. Upper flats are reached from internal stairs. OR Ground floor flat in a block of walk up flats (amenity housing only).
Walk up Flat (Amenity housing only)	Three storey property with accommodation on one level. Reached by a shared entrance with stairs leading to upper levels. This property also has a lift. Each flat also has its own entrance.
Maisonette	This is a flat with an upper and lower floor. It is in a two storey block with a shared front door. These flats are above a small row of shops.
Disabled Persons Bungalow	A single storey property with access directly from ground floor level. It will generally have level access from outdoors. It may be detached or adjoined on one or both sides to other properties. It is purpose built for disabled persons with wide door openings, turning space and suitable kitchen and bedroom layouts.
Sheltered Flat	This is a flat with one floor level. It is in a block, usually of two, three or four storeys, with a shared front door to the block. In North Barr, ground floor flats have their own entrance door. Provides housing for older residents, or those with particular needs, who need some support to live at home. Offers housing support provided by a Housing Support Officer and/or emergency cover from a call centre. Housing support needs will be assessed prior to an offer of housing.
Sheltered Disabled Persons Bungalow	A single storey property with access directly from ground floor level. It will have level access from outdoors. It may be detached or adjoined on one or both sides to other properties. It is purpose built for older disabled persons with wide door openings, turning space and suitable kitchen and bedroom layouts. Offers housing support provided by a Housing Support Officer and/or emergency cover from a call centre. Housing support needs will be assessed prior to an offer of housing.
Extra Care	Two or three storey building (with lift) with accommodation on one level. Flats are accessed from internal corridors. Some flats are purpose built for wheelchair users. Open plan lounge and kitchen area. Provides housing for older residents, or those with particular needs. Offers care and support with a meal service. A social work assessment is required to qualify for one of these properties.

The Housing Application Form asks you to note the area you want to be housed in; the size of house you want; and the type of house you want. Please take the time to read the information above before making your selection.

If you are interested in sheltered housing, please ask for a Sheltered Housing Application Form.

If you are interested in extra care housing, please ask for an Extra Care Application Form.

Our Housing List

We have many more applicants on our housing list than the housing that is available to let, and the demand for all of our house types far outstrips the turnover of our empty properties. Some people may be waiting for a long time before we can offer them a house, and we will be unable to re-house the majority of people who want to be re-housed by us. Our staff aim to give applicants realistic advice about the likelihood of being re-housed based on the choices they have made. We also provide information on opportunities to find housing with other local providers.

Applying for a house with us

Anyone aged 16 years or over can apply and be placed on our housing list. We do not discriminate against anyone because of their age, sex, sexuality, disability, race, nationality, ethnic origin or religion.

You can apply by filling in a Bridgewater Housing Association application form (one is enclosed with this pack).

Application forms are also available from:

Our office at **1st Floor, Bridgewater Shopping Centre, Erskine PA8 7AA**

By emailing us at **admin@bridgewaterha.org.uk**

Finding out more about your prospects of being re-housed

If you would like to meet with a Housing Assistant to talk over your application, and find out more about your prospects of being re-housed, please phone the office on 0141 812 2237 to set up an appointment or email admin@bridgewaterha.org.uk. Appointments are usually held on Tuesdays and Thursdays.

Urgent Re-housing

If you are homeless, or are about to become homeless, are a refugee, or you or your children are experiencing violence or abuse from a member of your household, you should also contact Renfrewshire Council for housing advice at:

Housing Advice & Homeless Services

15 Abercorn Street, Paisley PA3 4AA

During office hours telephone: **0141 842 3030** or Freephone **0800 121 4466**

Out of office hours telephone: **0800 811 50**

Mutual Exchange

Our tenants can swap their home with another Housing Association or Council tenant so long as we agreed to the swap.

Bridgewater has joined Homeswapper, a leading mutual exchange service, which is a free of charge mutual exchange service for our tenants. Tenants interested in finding a swap simply register online at www.homeswapper.co.uk. Tenants who do not have access to a computer can view the list of potential swaps at our office. Further information about the service can be obtained from our staff.

Our Allocations Policy

Our Allocations Policy sets out the rules we follow to select people for our empty houses. We run a 'group plus priority' system. All applications will be assessed on the basis of housing need and using the information you give us, we will place you in one of the groups with the level of priority that reflects your housing needs.

We have 5 Groups –

Group 1	Homeless – applicants who are statutorily homeless/unintentionally homeless
Group 2	Mobility – applicants who have a mobility problem and who need housing that suits their mobility needs
Group 3	Housing Need – applicants with housing needs recognised in our policy
Group 4	Transfers – existing Bridgewater Housing Association tenants who want to move to another Bridgewater house
Group 5	General – transfer and waiting list applicants who have no housing need

There are 6 levels of priority within groups 2, 3 and 4 reflecting the severity of people's need to move house.

Applications will be placed in date order with a group – the date we use will be the date that the priority was given.

When we receive your application, we will write to you within 10 days telling you which group you have been placed in and your priority within that group. Please note that if you haven't completed your form, or if we need more information from you, this could take longer.

Providing Proof of Your Circumstances

Some of the questions in the application form ask you to provide proof of your circumstances. We need this proof to support the group and priority your application has been given. If you need to supply proof, please get it to us as soon as you can so that it does not hold up your assessment.

Change of Circumstances

If your circumstances change in any way after you complete your form, you need to tell us as this will mean you either have to complete a new form (for example, if you have changed your address), or it may affect the grouping or priority of your application.

Where a change of circumstances affects your grouping or priority we will write to you to confirm what this means for your application.

Size of housing we will consider you for

The table below shows the size of house that different households will be eligible for. When we refer to children, it is our policy to offer a separate bedroom for children of different sexes aged 10 and over and children of the same sex aged 16 and over.

Household size	Eligible house size
Single person	One bedroom or studio
Couple	One bedroom
Couple or single parent with 1 child	2 bedrooms
Couple or single parent with 2 children	2 or 3 bedrooms (depending on the age and sex of the children)
Couple or single parent with 3 children	3 or 4 bedrooms (depending on the age and sex of the children)
Couple or single parent with 4 children	3 or 4 bedrooms (depending on the age and sex of the children)
Couple or single parent with 5 or 6 children	4 bedrooms (depending on the age and sex of the children)

Mobility

Applicants with a mobility problem and who need housing that suits their needs - for example, ground floor, adapted or purpose built properties for wheelchair users – will be placed in the mobility group. If more than one person in an applicant's household has a mobility need, we will only give priority to the person with the highest mobility need.

Applicants can only be placed on a queue for housing that is suitable for their medical condition. This means that if an applicant cannot manage stairs, he or she cannot be put on a queue for houses that involve climbing stairs. A house adapted for or built for a wheelchair user will be offered first to any wheelchair users on the queue.

Allocating an Empty Property

We allocate housing by setting annual targets for each of the 5 Priority Groups. The targets are a percentage of the overall lets in the year and show the lets we aim to give to each group. Please contact us if you would like to know the targets which are being applied this year.

When a property becomes available for re-let, we will first of all check if it is suitable for someone with mobility needs. This is to ensure that we make best use of our purpose built, adapted and level access properties.

Offers of Housing

We aim to assist applicants make the best choice of housing for their needs.

If you are selected for an offer of housing, you will receive a letter from us. If we are satisfied that all of the information on your application form is correct, and where required, a satisfactory tenancy reference has been received, an offer of housing will be made. You will normally have 2 days in which to accept or reject the offer. We will ensure that the offer meets your needs as stated on your application form and as confirmed by a visit to your home. If a second offer is rejected, you will be interviewed and your stated choices will be reviewed. There will not normally be any restrictions on the number of offers made.

Viewing a Property

If you are offered a property you must view it before you sign your tenancy agreement. A Housing Officer will attend the viewing with you and answer any questions you may have.

Tenancy Agreement

Generally, we will offer successful applicants a Scottish Secure Tenancy. However, in some cases we may offer a Short Scottish Secure Tenancy, for example, where the applicant has been evicted for antisocial behaviour within the last three years.

Reviewing Applications

We will write to you annually to ask if you want to remain on our housing list. It is important that you respond to these letters, otherwise your application with us will be cancelled, and you will have to reapply. Unless you can provide good reason for not responding to our letters, your date of application will be the date that we receive your new form.

Appeal Process

You have the right to appeal against decisions that we make about your application.

If you disagree with any decision about your application, or wish to appeal against suspension, you should write to the Association's Director clearly stating the reasons for asking the decision to be reviewed. Once the decision has been reviewed, if you remain dissatisfied, you can ask for your case to be considered by our Management Committee. The final right of appeal lies with the Management Committee.

False or Misleading Information

We reserve the right to make enquiries with any third party, for example, a previous or current landlord or mortgage lender, doctor, family member etc. to verify information disclosed on your application form. Where false or misleading information has deliberately been supplied in order to give you a greater housing need, your application will be withdrawn and any subsequent application will not be considered for up to one year. You will have the right of appeal to the Association's Director.

If a tenancy has been granted on the basis of such information, we will take action to repossess the property and will notify the Police of a possible criminal offence.

Data Protection

Bridgewater Housing Association will use the information you have given us on your application form for assessing your housing need as defined in our Allocations Policy. When dealing with this information, we will comply with the Data Protection Act 1998. The information you give us will be stored manually in a filing system and electronically.

Bridgewater Housing Association will also use the information given by you for administrative purposes, reporting, statistical analysis and risk assessments (for which purposes the information will be made anonymous and will not identify you).

We may share your personal information with other organisations, our agents or other service providers and third parties, Local Authorities, police and other statutory bodies but only as required by their statutory duties.

Getting Independent Advice

If you would like to obtain independent advice on your application or your housing rights in general, you can contact Citizens Advice Bureau, 43-45 George Street, Paisley on 0141 889 2121 or Shelter Scotland, who provide a Free Housing Advice Line on 0808 800 4444.