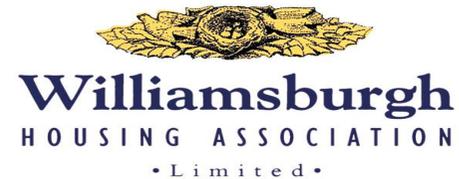


Renfrewshire Draft Common Housing Allocation Policy

Consultation Summary – November 2018



Introduction

What is a common allocation policy?

A common allocation policy is where a group of social landlords, usually in a defined geographical area, agree to use the same set of rules to let their homes. Social landlords based in Renfrewshire, have decided to have a common allocation policy and we have developed a draft policy.

The proposed Renfrewshire Common Allocation Policy has been developed in Partnership between Renfrewshire Council, Bridgewater Housing Association, Linstone Housing Association, Paisley Housing Association and Williamsburgh Housing Association.

The draft allocation policy sets out a joint approach that partner landlords will use to allocate their homes that become available to let. It proposes a group plus priority system to meet housing need.

In addition to this, Renfrewshire Council, Linstone Housing Association and Bridgewater Housing Association have worked in partnership to develop a **draft Common Sheltered Housing Allocation Policy** for our sheltered properties.

The Renfrewshire Common Sheltered Allocation Policy will be underpinned by Renfrewshire's Common Housing Allocation Policy and will sit as an appendix to this. The policy sets out an agreed, common approach that partner landlords will use as their framework to assess and allocate sheltered homes that become available for let. This draft policy is based on a priority approach and has a clear focus on meeting the need for sheltered housing.

The creation of a common sheltered allocation policy will make it easier for customers to understand the sheltered allocation policies of Renfrewshire social housing providers, as it will operate from a single set of rules across the three participating landlords.

Further detail on the draft common sheltered allocation policy is provided later in this document.

Consulting with you

This summary of the draft common allocation policy and draft common sheltered allocation policy outlines how we will assess housing applicant's needs to help you take part in our draft policy consultation. It does not cover every detail within the proposed draft policies but provides the broad principles of our proposed approach. The final proposed policies will be informed by the results of the consultation.

There are two parts to our consultation on our proposed draft policies. There is an online survey which is hosted on each partner landlord's website and we will also be holding drop in events to provide opportunities for tenants, applicants, registered tenant's associations and other interested parties to discuss the proposed policy with you. These events will be advertised on each partner landlord's website and in direct communications. The partner landlord's contact

details are at the end of this document and you can access the survey on these websites. You should also contact the partner landlord that you are a current tenant or applicant with if you require additional assistance in completing the survey. You should only complete the survey once regardless of how many of the partner landlords you have applied to.

We will use your feedback to prepare a report and inform our final common allocation policy and common sheltered allocation policy, for presentation to the Council's Communities, Housing and Planning Policy Board and partner housing association committees in early 2019. A final decision on the proposed policy taking into account any changes arising from this consultation will be made at this stage.

Why are we changing our allocation policy?

We are committed to providing high quality, affordable housing that meets housing needs. To help us achieve this, we decided to have a common approach to allocating homes across the majority of Renfrewshire's social housing stock to make our approach easier for customers to understand.

In addition, in 2014 the Scottish Government changed some of the rules for the allocation of social housing. This means that we have to review our policies to ensure we meet the terms of this legislation and this has been taken into account when developing our proposed draft policy.

What are the aims of the proposed new common allocation policy?

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

- Make sure we offer people accommodation that meets their needs.
- Maximise housing options.
- Make best use of the properties that are available for let.
- Help build sustainable communities by creating successful and sustainable tenancies
- Work to provide excellent customer services to those seeking housing in Renfrewshire.
- Meet all our legal obligations and operate under the principles set out in the Scottish Social Housing Charter.

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

- Is fair, open and transparent.
- Takes a consistent approach to decision-making.

- Promotes equality.
 - Treats all applicants with respect, including respecting the confidentiality of information given to us.
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Who can apply?

Anyone aged 16 years or over is entitled to apply and be placed on any of the lists, provided they are eligible to receive an offer of housing. You can make a joint application with another person or people who want to live with you, even if you are not living in the same household at the moment.

Housing information and advice

We recognise the importance of offering high quality information and advice to those applying for housing in Renfrewshire. Someone making an application may be invited to attend an interview with the landlord they are applying to.

We will provide information on:

- How we will process your application.
- How long it will take to process and decide on your application.
- Affordability, including the average cost of renting a property.

In addition, some landlords may also be able to discuss other housing options with you.

What size of house will I get?

We will work out the number of bedrooms you require based on who will be living with you. No more than two people should share a bedroom and where an applicant or member of their household is pregnant, we will include their unborn child/children, when working out the number of bedrooms required, from 3 months before the due date.

We will use the following criteria:

Household size	House size
Single person	1 bedroom or bedsit
Couple/partners	1 bedroom
Couple/partners or single parent with 1 child	2 bedrooms
Couple/partners or single parent with 2 children	2 or 3 bedrooms (depending on the age and sex of the children)
Couple/partners or single parent with 3 children	3 or 4 bedrooms (depending on the age and sex of the children)
Couple/partners or single parent with 4 children	3 or 4 bedrooms (depending on the age and sex of the children)
Couple/partners or single parent with 5 or 6 children	4 bedrooms (depending on the age and sex of the children)

In addition to the above, we recognise that there may be other particular circumstances where an applicant may require an additional bedroom. This is outlined in the proposed draft common allocation policy.

The type and size of properties becoming available will vary depending on the stock of each landlord. In particular, some landlords may have properties with smaller bedrooms.

The housing list and how applications are prioritised

The proposed draft policy has been developed to give priority to people in the greatest housing need. We will assess your need for housing and let you know the level of priority you have been awarded. In some instances we will require to carry out a further assessment for specific housing needs, for example applicants wishing a property that meets their mobility needs.

The housing need priorities are classified under: A (Critical), B (Urgent), and C (Moderate) and have been decided taking into account areas we must legally give Reasonable Preference to and also recognising unmet housing needs. This provides a common definition of priority and weights different housing needs within these priorities. These housing need areas are the same as those used in the draft common allocation policy.

Plus award for more than one assessed housing need

If you have more than one type of housing need, the draft policy proposes that you be awarded an additional level of priority. This is called 'cumulative need', or a 'plus' award.

For example, an applicant is overcrowded having 2 bedrooms fewer than the number they need and is awarded a 'B' priority. They also provide care to their parent to support them to carry out day-to-day tasks but require to move closer to enable them to continue to do so and receive a 'C' award for this. This means that the higher priority 'B' plus the lower priority 'C' results in a 'B+' award by recognising both needs.

Factors we must take into account when assessing your application:

There are certain factors that the law states we must consider when deciding to whom we offer any homes that become available. Housing legislation states that we must give reasonable preference to:

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

There are also certain factors which the law states we cannot consider when allocating housing. These are:

- How long an applicant has lived in the area.
- Any debt relating to a house of which the applicant was not a tenant.
- Any rent or other debt the applicant built up on a previous tenancy which has now been paid.
- Any amount which still needs to be paid where:
 - The amount owed is not more than 1/12th of the yearly amount due (or which was paid) by the applicant to the landlord for the tenancy; or
 - The applicant has an agreement in place with the landlord to repay the money, has made payments in line with the arrangement for at least three continuous months, and is continuing to make these payments.
- Any outstanding debts (including missed Council Tax payments) which do not relate to the tenancy of a house.
- The age of the applicant, as long as he or she is 16 or over except when allocating:
 - Houses which have been designed or substantially adapted for a particular age group; or

- Houses for people who are, or will be, receiving housing support services for people of a particular age group.
 - The income of the applicant and his or her family.
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Our proposed draft Common Allocation Policy Group system

It is proposed that our housing list will be divided into five groups. Your application will be assessed based on your circumstances and will then be placed into one of the groups.

Homelessness: Applicants will be placed in this group if the Council has found them to be unintentionally homeless.

Mobility Group: Applicants will be placed in this group if they require a home which is suitable for someone needing an adapted or accessible property. All applicants, including those who are already a tenant of the landlord they are applying to but are looking for a move, will be placed in this group.

General Applicants Group: Applicants will be placed in this group if they have been assessed as having a housing need but are not a tenant of the landlord to which they have applied. This group includes but is not restricted to: owner-occupiers, tenants of private landlords, people living 'care of' and tenants of social landlords other than the one to which they are applying.

Transfer Applicants Group (with housing need): Applicants will be placed in this group if they have been assessed as having a housing need, are a tenant of the landlord to which they have applied, and they do not need an adapted or accessible property (in which case they will be placed in the Mobility Group).

Transfer Applicants Group (no housing need): Applicants will be placed in this group if they are assessed as not being in housing need, are a tenant of the landlord to which they have applied, and they do not need an adapted or accessible property (in which case they will be placed in the Mobility Group).

Depending on the group your application has been placed in, we may also award a level of priority to your application. We use four levels of priority, with Priority A being for those in the most urgent need. If you have more than one type of housing need you will be awarded an additional level of priority. We refer to this as a 'plus' award.

Our approach to group and priority is set out in the following table:

Statutory Homeless	Level of Priority	Mobility	General housing need (not landlord's own tenant)	Transfer with housing need	Transfer with no housing need
No other award required	<p>Priority A: Critical Need</p> <p>Priority A +: Critical Need and one or more other need (Priority A to C)</p>	<ul style="list-style-type: none"> • Requires a mobility property • Critical health and social care, mobility, domestic abuse, harassment, insecure accommodation, leaving institutions or specialist accommodation, overcrowding or below tolerable standard. • + award: another of the above or one or more of the B or C awards below. 	<ul style="list-style-type: none"> • Critical health and social care, domestic abuse, harassment, insecure accommodation, leaving institutions or specialist accommodation, overcrowding or below tolerable standard. • + award: another of the above or one or more of the B or C awards below. 	<ul style="list-style-type: none"> • Critical health and social care, domestic abuse, harassment or overcrowding. • + award: another of the above or one or more of the B or C awards below. 	<p>No need based award possible</p> <p>Based on date of application</p>
	<p>Priority B: Urgent need</p> <p>Priority B +: Urgent Need and one or more other need (Priority B or C)</p>	<ul style="list-style-type: none"> • Requires a mobility property • Urgent health and social care, mobility, social, community or family support, harassment, overcrowding, under-occupying or relationship breakdown. • + award: another of the above or one or more of the C awards below. 	<ul style="list-style-type: none"> • Urgent health and social care, social, community or family support, harassment, overcrowding, under-occupying, relationship breakdown. • + award: another of the above or one or more of the C awards below. 	<ul style="list-style-type: none"> • Urgent health and social care, social, community or family support, harassment, overcrowding, under-occupying, or relationship breakdown. • + award: another of the above or one or more of the C awards below. 	

Statutory Homeless	Level of Priority	Mobility	General housing need (not landlord's own tenant)	Transfer with housing need	Transfer with no housing need
	<p>Priority C: Moderate need</p> <p>Priority C+: Two or more moderate housing needs</p>	<ul style="list-style-type: none"> • Requires a mobility property • Moderate health and social care, mobility, social, community or family support, insecure accommodation, leaving institutions or specialist accommodation, overcrowding, under-occupying, take up or stay in employment. • + award: another of the above. 	<ul style="list-style-type: none"> • Moderate health and social care, social, community or family support, insecure accommodation, leaving institutions or specialist accommodation, overcrowding, under-occupying, take up or stay in employment. • + award: another of the above. 	<ul style="list-style-type: none"> • Moderate health and social care, social, community or family support, overcrowding, under-occupying, take up or stay in employment. • + award: another of the above. 	
	<p>Priority D: No housing need</p>	<ul style="list-style-type: none"> • Lives in a property that meets their mobility needs. • Would need to be rehoused into a mobility property. • No housing need. 	<ul style="list-style-type: none"> • No housing need. 	<p><i>(Placed in Transfer with no housing need group)</i></p>	

Our proposed housing priority awards are as follows:

Critical housing needs (Priority A)

The following housing needs will be awarded an A priority:

Can be awarded to Mobility, General Applicants and Transfer with Housing Need Group

Health and social care A: To be given an A award by the Health and Social Care Panel, you will have critical health or social care needs, other than mobility needs, which are not met by your current housing situation and which are impacting on your well-being. The Panel will make an A award to people whose needs are critical. This can include where current accommodation makes it impossible to carry out day to day tasks.

Domestic abuse A: We use the Scottish Government's definition of domestic abuse as gender-based abuse which can be perpetrated by partners or ex-partners and can include physical abuse, sexual abuse and mental and emotional abuse. If you give domestic abuse as the reason for applying for a house, we may seek information to support your case, including from Police Scotland, but will not contact the person that is responsible for the abuse.

Harassment A: You are experiencing harassment that is specifically targeted at you, in or around your current accommodation and you are not safe in your current accommodation. Harassment can take many forms including intimidating, threatening or aggressive behaviour, both verbal and physical, and can involve attacks on property as well as people. Harassment is often premeditated and reoccurring. The A level priority will, unless in exceptional circumstances, require a recommendation from Police Scotland that a move is required to ensure your safety.

Overcrowding A: Your current home has three or more bedrooms fewer than the number you need. We will calculate the number of bedrooms you are short by comparing the number you have and the number we have assessed you as needing. If members of the household applying to live together are currently living in different properties, we will assess overcrowding against the home which comes closest to meeting the combined household's needs.

Can be awarded to Mobility Group only

Mobility A: Your current accommodation makes it impossible for you or a member of your household to perform day-to-day tasks or poses a danger to life because it does not meet your or their mobility needs. If you receive a mobility award your application will be placed into the Mobility Group. The assessment process will include a recommendation of suitable house types or adaptations needed in the house to meet your mobility needs and we will only make offers in line with this recommendation.

Can be awarded to Mobility and General Applicants only

Insecure accommodation A: If you have a definite date, within two months, when you will lose your accommodation through no fault of your own. For example, you are losing accommodation which is linked to your employment or have been issued with a Court Notice to leave your private rented or owned accommodation within two months (such as a Notice to Leave or Mortgage Repossession papers).

Leaving institutions or specialist accommodation A: You are leaving the armed forces, hospital, long-term residential care, supported accommodation or accommodation provided by Renfrewshire Council as a corporate parent, and have a date to leave but have nowhere to live when you leave.

Property below tolerable standard A: You are living in a property which is below tolerable standard according to the definition is set out in the Housing (Scotland) Act 1987 (as amended by the Housing (Scotland) Act 2001). Being below tolerable standard will include things such as not having a sink with a supply of both hot and cold water or not having an effective system for getting rid of waste water. The full definition is contained in the appendices of the draft Common Allocation Policy. Renfrewshire Council must confirm in writing that a house is below the tolerable standard for this to be applied.

Urgent housing needs (Priority B)

The following housing needs will be awarded a B priority:

Can be awarded to Mobility, General Applicants and Transfer with Need Group

Health and social care B: To be given a B award by the Health and Social Care Panel, you will have urgent health or social care needs, other than mobility needs, which are not met by your current housing and which are impacting on your well-being. The Panel will make a B award to people whose needs are urgent and this can include where current accommodation makes it difficult to carry out day to day tasks.

Social, community or family support B: You need to move to be closer to a family member to give or receive essential support to carry out day-to-day tasks and the support you give or receive is necessary to allow you or your family member to live independently. You would receive this award if it is not possible or reasonable for you to give or receive the support where you currently live and you are looking to move to within a reasonable distance of the person giving or needing the support.

Harassment B: You are experiencing harassment that is specifically targeted at you, in or around your current accommodation, but you are safe in your current accommodation. Or you fear violence, and this fear is justified. Harassment can take many forms including intimidating, threatening or aggressive behaviour, both verbal and physical, and can involve attacks on property as well as people. Harassment is often premeditated and reoccurring. The B level priority will usually require a recommendation from Police Scotland that a move is required to ensure your safety.

Overcrowding B: Your current home has two bedrooms fewer than the number you need. We will calculate the number of bedrooms you are short by comparing the number you have and the number we have assessed you as needing. If members of the household applying to live together are currently living in different properties, we will assess overcrowding against the home which comes closest to meeting the combined household's needs.

Under-occupying B: You live in a social rented property and your current home has two or more bedrooms more than you need. We will calculate how many extra bedrooms you have by comparing the number in your current home and the number we have assessed you as needing. You will only receive this level of priority if you are looking to move to a property that has two or more fewer bedrooms than you currently have.

Relationship breakdown B: If the relationship between you and a partner with whom you live has broken down, you are still living together and you wish to move to another property. The priority will only be awarded to the household wishing to move out of the current home.

Can be awarded to Mobility Group only

Mobility B: Your current accommodation severely restricts your or a member of your household's ability to carry out day-to-day tasks because it does not meet your or their mobility needs. If you receive a mobility award your application will be placed into the Mobility Group. The assessment process will include a recommendation of suitable house types or adaptations needed in the house to meet your mobility needs and we will only make offers in line with this recommendation.

Moderate housing needs (Priority C)

The following housing needs will be awarded a C priority:

Can be awarded to Mobility, General Applicants and Transfer with Housing Need Group

Health and Social Care C: To be given a C award by the Health and Social Care Panel, you will have health or social care needs, other than mobility needs, which are not met by your current housing and are impacting on your well-being. The Panel will make a C award to people who have health or social care needs, which can include where current accommodation makes carrying out day to day tasks less easy.

Social, community or family support C: You need to move to be closer to a family member to give or receive support to carry out day-to-day tasks and the support you give or receive is necessary to allow you or your family member to live independently. You would receive this award if it is difficult for you to give or receive the support where you currently live and you are looking to move to within a reasonable distance of the person giving or needing the support.

Overcrowding C: Your current home has one bedroom fewer than the number you need. We will calculate the number of bedrooms you are short by comparing the number you have and the number we have assessed you as needing. If members of the household applying to live together are currently living in different properties, we will assess overcrowding against the home which comes closest to meeting the combined household's needs.

Under-occupying C: You live in a social rented property and your current home has one bedroom more than you need. We will calculate how many extra bedrooms you have by comparing the number in your current home and the number we have assessed you as needing. You will only receive under occupation priority if you are looking to move to a smaller property.

Take up or stay in employment C: If you need to move so you can keep your job, or you have an offer of employment and need to move to take up the offer. We will only make this award if the move you are looking for will mean you live closer to your place of employment and/or to suitable public transport links.

Can be awarded to Mobility Group only

Mobility C: Your current accommodation does not fully meet your mobility needs and moving will improve your ability to carry out day-to-day tasks. If you receive a mobility award your application will be placed into the Mobility Group. The assessment process will include a recommendation of suitable house types or adaptations needed in the house to meet your mobility needs and we will only make offers in line with this recommendation.

Can be awarded to Mobility and General Applicants only

Insecure accommodation C: You have no home of your own and are living in accommodation you have no right to occupy but you do not have a date when you will have to leave.

Leaving institutions or specialist accommodation C: You will be leaving the armed forces, hospital, long-term residential care or supported accommodation etc. and will have nowhere to live when you leave but you do not have a date when you will have to leave. Also, if you are leaving prison and irrespective of whether you have a date to leave or not.

No assessed housing needs (Priority D)

This means that you do not have any of the housing needs set out above. However, you are looking to move to another property. This might be because you would like to live in different area or you would like a property of a different type.

You may already live in one of our properties, you could be a tenant of another social rented sector landlord or you might not have a social rented sector tenancy but would like one.

Statutory Homeless applicants

If you have made a homeless application to Renfrewshire Council and you are found to be unintentionally homeless, your application will be placed in the homeless group. No other priority awards are required within the homeless group.

How we allocate properties

When a property becomes available for re-let, we will check if it is suitable for someone with mobility needs. If so, it will normally be offered to Mobility Group applicant first. With all other lets, we will decide to which of the remaining groups we will allocate to. This decision will take account of our letting targets along with the number and profile of applicants in each group and the types and level of housing need they have.

We will always aim to make an offer to applicants looking for a property of that type and in that location. We will then take account of overall level of priority. If more than one applicant has the same priority, the first offer will be made to the applicant who has held that level of priority the longest. The date on which the level of priority is awarded is known as the eligible date. If you have no assessed housing need, the eligible date will be the date on which that assessment was made. If your circumstances change and your level of priority increases, the eligible date for your application will change to the date on which the new, higher level of priority is awarded. However, if your level of priority decreases, we will continue to use the eligible date for the application before the change in circumstances.

Applicants are selected for available properties in order of priority (then date order) from each group in line with targets. Targets are set for the percentage of all lets to each group in the year (each partner landlord will set their own targets for lets to each group and review them annually).

Number of offers

We aim to work with applicants to help them make the best choices. We make offers based on your housing needs and preferences after contacting you to confirm that the details we hold on your application are accurate. This is good practice as it allows us to reduce inappropriate offers and ensures that your application details are up-to-date and accurate as they can be. We may make up to two offers of housing.

If you refuse a first reasonable offer of housing from one of us, that landlord may invite you to a housing information and advice interview to discuss your choices. We would not normally make any further offers until that interview has taken place. After receiving this housing advice, if you refuse a further reasonable offer from that landlord within the next 12 months they may suspend you from their list for up to 6 months.

Sheltered housing

In addition to our general needs housing, Renfrewshire Council, Linstone Housing Association and Bridgewater Housing Association also provide sheltered housing.

What is sheltered housing?

Sheltered housing aims to meet the needs of people generally aged 60 years and over, who wish to live independently in their own homes with support and who would benefit from this type of housing. These self-contained properties are easy to maintain and offer tenants the safety of living in a secure environment, whilst also enabling people to retain their independent lifestyle.

If you want to apply for sheltered housing, you should be aged 60 years or over and should contact the landlord you wish to apply to directly, who will assess your application and award priority accordingly.

What are the aims of the proposed new common sheltered allocation policy?

The Renfrewshire Common Sheltered Allocation Policy is underpinned by Renfrewshire's Common Housing Allocation Policy. You should refer to this policy for additional detail and rules about how we allocate our homes, including sheltered homes.

With this as its foundations, the Renfrewshire Sheltered Allocation Policy was developed in partnership with Renfrewshire Council, Linstone Housing Association and Bridgewater Housing Association

We are committed to the provision of high quality, affordable sheltered housing that meets both people's housing needs and housing support needs. When allocating sheltered properties we will aim to:

- have consistency of approach across Renfrewshire Council, Bridgewater Housing Association and Linstone Housing Association in how we deal with sheltered housing applications
- work in partnership to provide excellent customer service to those seeking sheltered housing in Renfrewshire
- make sure we offer people accommodation that meets their needs
- make best use of the properties that are available to let
- give people as much choice as possible
- help people live independently
- offer a safe, secure environment
- offer support and social activities

- reduce isolation
- meet all our legal obligations and operate under the principles set out in the Scottish Social Housing Charter.

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

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

Who can apply for sheltered housing?

Sheltered housing is designed for older people and therefore we hold a separate waiting list for applicants seeking this type of housing. To apply for sheltered housing, applicants must generally be 60 years of age or over and be able to live independently with support and/or personal care. If you apply as a couple or with another household member, normally both applicants will generally be aged 60 years or over.

What size of properties are available?

Sheltered housing sizes can range from 0 bedroom (bedsit), 1 and 2 bedroom properties. We will work out the number of bedrooms that you require based on who will be living with you, taking account of any health, care or mobility reason for needing an additional bedroom.

The housing list and how applications are prioritised

The proposed draft policy has been developed to give priority to people in the greatest sheltered housing need. We will assess your need for sheltered housing and let you know the level of priority you have been awarded.

Assessing your Sheltered housing needs

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

Sheltered Category A – Critical

Category A – Critical

The applicant is experiencing one or more of the following:

- Experiencing acute social isolation with little or no contact with family/friends. This could include:
 - Someone with very little or no contact with family/friends.
 - Someone who is unable to access social activities within the community or they cannot be accessed by the applicant because of their circumstances i.e. too far away or require support to access which is not available.
- Applicant is housebound and unable to leave property due to mobility issues and/or cannot access upper floors of their home.
- Applicant is in hospital and cannot return home because their current home is unsuitable to meet their needs and cannot be reasonably adapted.
- There has been a history of falls which may or may not have resulted in hospitalisation

Category B – Urgent

The Applicant is experiencing one or more of the following:

- Experiencing significant social isolation with only has some contact with family/friends.
This could include:
 - Someone with very limited contact with family or friends.
 - Someone who is able to access social activities within the community, but requires support to do so and this is not always available
- Applicant requires support to get in and out of property but has restricted access within the property due to mobility issues i.e. unable to access upper floors of their home, without support/stair lift
- Applicant is in hospital and will be discharged; however there is a risk to them due to location/accessibility and it cannot be reasonably adapted to meet their long term needs
- The applicant's circumstances puts them in a high risk category for falls

Category C – Moderate

The applicant is experiencing one or more of the following:

- Experiencing minor social isolation, but has sufficient contact with family/friends, however would benefit from a move to sheltered housing.
- Applicant does not require support to get in/out and around property but circumstances indicate that they may experience difficulties within the next 12 months
- Applicant could be at risk due to location/accessibility of their current property and it cannot be reasonably adapted to meet their long term needs.

Additional housing need

We want to ensure our policy reflects the needs of our applicants. To make our sheltered housing allocation policy follow a similar approach to our main common allocation policy, we want to recognise when an applicant has more than one housing need.

This means that in addition to the assessment of need for sheltered housing, we will also assess any additional housing needs you may have. If you have another housing need you will be awarded an additional level of priority. This combined with your sheltered priority is referred to as a 'plus' award.

These additional housing need priorities are classified under: A, B, and C and have been decided taking into account areas we must legally give Reasonable Preference to and also recognising unmet housing needs. This provides a common definition of priority and weights different housing needs within these priorities. These housing need areas are the same as those used in the draft common allocation policy.

By awarding an additional housing need to a sheltered housing need, this is called 'cumulative need', or a 'plus' award. For example an applicant want to move into sheltered housing may also need to move to be closer to a family member who gives them support. By recognising both needs, this would give them additional recognition on our sheltered housing lists as a 'plus' award at either A, B or C priority. This is used to decide on an applicant's highest priority on our sheltered housing list.

Here is a summary of how we propose this will work:

Level of Priority	Sheltered list
<p>Priority A: Critical Need</p> <p>Priority A +: Critical Need and one or more other need (Priority A to C)</p>	<ul style="list-style-type: none"> • Requires a sheltered property and: • Critical health and social care, domestic abuse, harassment, insecure accommodation, leaving institutions or specialist accommodation, or below tolerable standard. • + award: another of the above or one or more of the B or C awards below.
<p>Priority B: Urgent need</p> <p>Priority B +: Urgent Need and one or more other need (Priority B or C)</p>	<ul style="list-style-type: none"> • Requires a sheltered property and: • Urgent health and social care, social, community or family support, harassment, overcrowding, under-occupying or relationship breakdown. • + award: another of the above or one or more of the C awards below.
<p>Priority C: Moderate need</p> <p>Priority C+: Two or more moderate housing needs</p>	<ul style="list-style-type: none"> • Requires a sheltered property and: • Moderate health and social care, social, community or family support, insecure accommodation, leaving institutions or specialist accommodation, overcrowding, under-occupying, take up or stay in employment. • + award: another of the above.

How we allocate sheltered properties

We will allocate sheltered housing from a single sheltered group. However if you register a housing application with Renfrewshire Council, you may also receive an offer of mainstream housing unless you tell them you only want sheltered housing.

The Council has nomination agreements with other social housing landlords which have sheltered housing in Renfrewshire. If you have joined the Council's housing list and have agreed to be nominated to a housing association, you may be referred to a housing association landlord for an offer of sheltered housing.

When a sheltered property becomes available for let, we will consider the applicant with the highest need that requires a sheltered property in their area of choice, taking account of the property size and floor level against the applicant's details and requirements.

In some exceptional circumstances, we may have to re-house an applicant whose circumstances are not covered within the allocation policy. This will be done through a 'special let' or a 'management transfer' after assessing their particular needs. More information about this will be contained within the proposed draft common allocation policy.

Number of offers

We make offers based on your housing needs and preferences. We may make up to two offers of sheltered housing in keeping with the common allocation policy. If you receive an offer of housing, you must respond as soon as possible to this offer, or it will be offered to someone else and could count as a refusal.

If you refuse a first reasonable offer of housing, that landlord may invite you to a housing information and advice interview to discuss your choices. We would not normally make you any further offers until that interview has taken place. After receiving this advice, if you refuse a further reasonable offer from that landlord within the next 12 months, your application with that landlord may be suspended for up to 6 months.

In terms of the draft Common Allocation Policy and draft Common Sheltered Allocation Policy, the following elements will apply:

Changes to your application

If you wish to change your choice of area, type of house or advise us of a change in your circumstances, you must contact us as soon as possible.

Suspending your application

Although we will aim to suspend as few applicants as possible, there may be occasions where a suspension is necessary. A suspension is where a new or existing waiting list or transfer applicant will not be eligible to be offered housing for a defined period of time. The Housing (Scotland) Act 2014 clarifies the reasons that a social landlord may use to suspend a new applicant for housing. If you are suspended you will receive a letter detailing why we have taken that decision. Full detail on the circumstances that may result in an application being suspended, will be contained in the proposed draft common allocation policy.

Removal from our housing list

We will remove your application from our housing list if:

- You request this in writing.
- Upon the death of the applicant.
- If you do not respond to our annual review notification and reminder.
- Your housing needs have been met through being housed through a local authority or housing association.
- Your housing need has been met through assignation, succession or mutual exchange.

We will write to you to tell you why we have removed you from the housing list.

Reviewing your application

We will review all housing applications once a year. The date of this review is based on the date you registered your housing application with the landlord(s) you applied to. When we contact you to review these details, you must provide us with the information requested within the timescale specified. If you do not respond your application may be removed from the housing list.

The partner landlords

Renfrewshire Council: Communities, Housing and Planning Services

Paisley: Customer Service Centre, Renfrewshire House, Cotton Street, Paisley, PA1 1AN.	Johnstone: Customer Service Centre, Johnstone Town Hall, 25 Church Street, Johnstone, PA5 8FA.	Renfrew: Customer Service Centre, 14 Renfield Street, Renfrew, PA4 8RN.	Housing Advice & Homeless Service 15 Abercorn Street, Paisley, PA3 4AA
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Opening hours: Monday to Thursday 8.45am to 4.45pm, Friday 8.45am to 3.55pm.

Telephone: **0300 300 0222**

Homeless Service outwith office hours **0800 121 4466**

Bridgewater Housing Association: **0141 812 2237** www.bridgewaterha.org.uk

Head office: 1st Floor Bridgewater Shopping Centre, Erskine, PA8 7AA.

Opening hours: Monday to Friday – 9.00am – 12.00pm and 1.00pm – 4.00pm.

Linstone Housing Association **01505 382838** www.linstone.co.uk

Head office: 17 Bridge Street, Linwood, PA3 3DB.

Opening hours: Monday, Tuesday, Thursday and Friday 9.00am – 4.30pm, Wednesday 1.30pm – 6.00pm.

Paisley Housing Association **0141 889 7105** www.paisleyha.org.uk

Head office: 64 Espedair Street, Paisley, PA2 6RW.

Opening hours: Monday to Thursday 9.00am – 5.00pm and Friday 9.00am – 4.00pm.

Williamsburgh Housing Association **0141 887 8613** www.williamsburghha.co.uk

Head office: Ralston House, Cyril Street, Paisley, PA1 1RW.

Opening hours: Monday, Wednesday, Thursday and Friday 9.00am – 12.30pm and 1.30pm – 5.00pm. Tuesday 1.30pm – 5.00pm.

You can complete our online draft common allocation policy survey at www.renfrewshire.gov.uk/commonallocationpolicy or from any of the partner websites.