

## Complaints

If an applicant is unhappy about any aspect of the Association's allocations service they should refer to our complaints policy and procedure. Copies of the policy are available from our offices.

## Right to Buy

The right to buy is governed by Part III of the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001. Forth Housing Association was granted charitable status in 1988 and exempt from the Right to Buy under the Housing (Scotland) Act 2001 Section 57 (2).

## Groups plus Points System

### What is a groups plus points system?

This system involves:

- establishing groups to meet the different types of housing needs;
- giving applicants points based on their housing need; and
- placing applicants in one of the groups that addresses their need.

## What groups are there?

Our groups are as follows:

**Group 1:** referrals of applicants from Stirling Council.

**Group 2:** legal group that covers the following needs:

- people affected by homelessness and those threatened with homelessness;
- people living in housing below the tolerable standard;
- people living in overcrowded houses or in large families;
- people living in unsatisfactory housing conditions;

**Group 3:** transfers

**Group 4:** the general list

### Points elements

Homeless / Threatened homelessness ...	100
Below the tolerable standard.....	30
Overcrowding per bedroom .....	15

### Unsatisfactory housing

Accessibility.....	40 or 20
Harassment .....	20

### Transfers

Under-occupation – per bedroom not used above one spare bedroom .....	20
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## General

Applicants wanting to be nearer to specific facilities, namely workplace or educational or health facilities..... 10

Applicants wanting to be nearer relatives or friends to provide or receive support..... 10

Applicants seeking accommodation for reasons of preference..... 10

Applicants seeking accommodation who are unable to afford present housing costs..... 10

Applicants with families residing above ground level if there is no internal lift within the property..... 10

Applicants sharing amenities, that is, a bathroom (including shared toilet) or kitchen. .... 20

Applicants living in insecure accommodation. .... 30



**Forth Housing Association Ltd**



### Forth Housing Association Ltd

4th Floor Wallace House  
17 - 21 Maxwell Place  
Stirling FK8 1JU  
Scotland

tel: 01786 446066  
fax: 01786 445846  
email: [info@forthha.org.uk](mailto:info@forthha.org.uk)  
[www.forthha.org.uk](http://www.forthha.org.uk)



Forth Housing Association Limited is a  
Registered Scottish Charity, No SC003550

# Allocations Leaflet

## About Forth Housing Association

Forth Housing Association is a Registered Social Landlord and a Registered Scottish Charity. We are regulated by the Scottish Housing Regulator on behalf of the Scottish Government.

We are controlled by a voluntary Management Committee who are elected from the membership of the Association. The Committee meets at least monthly throughout the year.

An Annual General Meeting of the Association is held each September with members of the Association being entitled to attend and vote. Membership is open to anyone aged 18 years or over (or 16 or over if a tenant) and costs £1.

Our main aim is to provide good quality, well managed, barrier free, affordable properties for rent.

We currently have over 600 homes and an ongoing new build housing development programme. We have a mixture of general needs, low cost home ownership and properties specifically for special needs groups.

## Our Policy Aims

Our policy aims and objectives are commitments that we promise to meet when delivering services.

## What do these aims cover?

Our aims apply to all of our allocation practices.

Examples of key aims are as follows:

- to meet allocation law and good practice standards;
- to promote equal opportunities and establish communities in which people want to live and work;
- to work closely with Stirling Council to address housing need, for example, housing needs concerning homelessness;
- to let houses quickly to increase our rental income and minimise rental loss;
- to provide housing list applicants with comprehensive advice and information about their housing options;
- to train our staff comprehensively to implement our policy effectively;
- to monitor and review our letting practices on a regular basis and report on this to tenants and other service users; and
- to deal with any appeals about decisions, or complaints about service delivery quickly and effectively.

## Processing Applications

We aim to reply to all applications within 10 working days.

Acceptance onto the list does not automatically guarantee an offer of housing. Applicants will be interviewed before an allocation is made. An interview does not automatically guarantee an offer of housing. Points may go up or down after an interview.

Under the terms of our groups plus points system, the applicant who is in greatest need of housing will be offered the next available property of the right size, type and location. Applicants who refuse three offers of housing will be suspended from consideration for six months.

## Referrals from Stirling Council

We work in partnership with Stirling Council to address the various forms of housing need that can arise.

This partnership arrangement involves taking referrals of:

- people affected by homelessness; and
- other nominated applicants

## Transfers/Mutual Exchanges

The Association aims to allocate a small percentage of properties to transfer applicants. The transfer list is open to all our tenants. Applications for transfer or mutual exchanges will be considered subject to Forth's approved policy and procedures.

## Size of Housing

Applicants will not be allocated a house or flat where there will be statutory overcrowding or where more than one bedroom will be unused.

## Type and Location of Housing

Applicants may decide to wait for a particular type of house or flat in a particular area or areas but they should be aware that there may be a long waiting time for very popular house types or areas.

## Housing List Review

The Association will from time to time carry out a review of the housing list. Applicants who do not respond to the Association's review by the due date will be removed from the housing list.

## Appeals

Any person wishing to appeal against any decision affecting them, taken by us, under the terms of the Allocations Policy, should make their appeal, in writing, to the Director. Appeals will be considered, in confidence, by the Management Committee whose decision will be final.