

# Summary of Key Changes

## Policy: Allocations Policy



Forth Housing Association is reviewing the Allocations Policy. The Policy explains how we let houses to people on our housing list and tenants wanting to move house.

The policy was reviewed in 2022, however over the past 12 months, we feel there are some things which were still missing or indeed could be clearer for applicants. A copy of the policy is on our website and is open for your views, therefore any comments you have would be most welcome.

The main things that have changed are:

### **NEW:**

- The policy now includes that an applicant must be a tenant for a 12 month period prior to moving/exchanging unless there is a change of circumstances. This will assist tenancy sustainment and ensure we get it right first time.

- There will be a transfer list for tenants now which is entirely separate from every other group, list or quota.
  
- The previous allocations policy makes reference to an 'Appeals Committee' and we don't have one, therefore this has been removed and appeals will be dealt with via the Complaints Policy.
  
- Medical needs were previously only accounted for as an 'accessibility issue'. This has now been changed to include mental health needs and medical points will be awarded on how a property is exacerbating a medical condition. We will further require supporting evidence in order to award points. Only one set of points will be awarded and will be given on the higher of the two awards.
  
- The previous policy made no mention of household members in Forth Housing Association properties. This has now been changed to outline that no overcrowding points will be added for applicants who are overcrowding a tenant's property i.e. they have not been awarded permission by the Association to stay there.

- The policy is now specific to advise that the list an applicant is placed on cannot be specified by either the applicant or staff and it is as per the policy.
  
- In relation to under-occupation, applicants who are tenants of other Registered Social Landlords will only be loaded for the property size they need, however Forth Housing Association tenants who are applicants may apply to move to housing that lessens present under-occupation even if their new house is still under-occupied e.g. leaving a 3 bed to move to a 2 bed even although only a 1 bed is required.
  
- We have added in that where the age gap of same gender/same sex children is 7 years or greater, we will award an additional bedroom.
  
- Harassment points will now only be awarded if the harassment is ongoing or within the last 6 months of consideration of points.  
  
Previously no timescale was given for this.

- We have added in an extra contact method i.e. text messaging when sending out reviews of applications. This is to ensure we are exhausted all contact attempts with an applicant who may not be receiving mail for any reason. Previously only two letters were issued.

The previous quotas were as follows:

<b><u>Groups</u></b>	<b><u>Quota</u></b>
Referrals of applicants from Stirling Council	50%
People affected by homelessness /threatened homelessness	15%
Unsatisfactory housing conditions	20%
Underoccupancy	5%
The General Group	10%
Total	100%

The new quotas proposed are:

<b><u>Groups</u></b>	<b><u>Quota</u></b>
Transferring tenants - NEW	10%
Referrals of applicants from Stirling Council	50%
People affected by homelessness /threatened homelessness	5%
Unsatisfactory housing conditions	20%
Underoccupancy	5%
The General Group	10%
Total	100%

It would be helpful if you could complete the attached questionnaire and return it.

You can contact Mareta Greig, our Head of Tenant Services on 01786 446066 or [mareta.greig@forthha.org.uk](mailto:mareta.greig@forthha.org.uk) with any questions or comments. All ideas are welcome before 14<sup>th</sup> September 2023. All responses will be entered into a prize draw.

