clydebank

clydebank housing association

You and Your Application

A Handy Guide to Our Allocation's Policy

The Association aims to be non discriminatory in its policies and practices.

We will not unfairly discriminate on grounds of sex or marital status, on racial grounds, or on grounds of disability, age, sexual orientation, language or social origin or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

If you would like this booklet produced in another format, for example, large print, on CD or in another language, please let us know.

General Information

We currently have over 1,070 rented properties and over 40 shared ownership properties.

We have properties in **Central Clydebank, Linnvale, Radnor Park, Whitecrook, Mountblow** and **Drumry**. A full list of the streets we cover is shown in the application form.

We operate a **points system** which means applicants are awarded points for each 'needs factor' recognised in our Allocation Policy. In addition, we accept nominations from West Dunbartonshire Council for up to 40% of our available properties.

To possibly benefit from a **nomination**, applicants should fill in the Council's application form and tick the box which asks if you wish to be nominated to a Housing Association.

When you requested this application form you will have been asked if you required a **medical assessment form**. This only applies if you have a longstanding medical condition which is being made worse by your accommodation. If you obtained one of these forms, please read the guidance attached to it before completing it. You should then return it to us along with the application form. Medical assessment forms can be requested at any time in the future from our office.

We would be grateful if you could complete the **equal opportunities questionnaire** included within the housing application form for monitoring purposes.

The full Allocation Policy is available on request from our office or can be downloaded from our website (details on page 4).

How does the points system work?

Properties are generally allocated to the person with the highest points. We have 3 lists:

- Homeless nominations (group 1)
- General (group 2)
- Transfer (group 3)

However adapted properties and amenity properties will be allocated to those in most need of this type of accommodation.

A summary of the points system is shown on page 3.

Is everyone accepted onto the waiting list?

Yes! Although this does not guarantee that you will be offered housing with us. There are more people on our waiting list than we have properties to let.

Rent arrears or anti-social behaviour may lead to your application being suspended.

Further information on this can be explained at an interview (on request).

It is important to respond to all correspondence. If you do not do this it can lead to your application being removed from the waiting list.

Who can apply?

We will accept applications from anyone **aged 16 or over**.

What areas does the Association cover?

A list of all areas and streets we cover is included with the housing application form. We strongly recommend you familiarise yourself with the streets. The more streets you exclude, the more difficult it will be for you to be housed as properties in many streets rarely become available.

When will my application be assessed?

Your application will normally be assessed **within 15 calendar days**. We will advise you of your points total shortly afterwards.

You can ask for an appointment to discuss your housing options at any time if you wish.

Some applicants will be asked to make an appointment with us so that we can get further information from you or give you advice. We also need to collect relevant information. For example, get references for applicants who are currently tenants or who have previously held a tenancy.

Your application will be delayed if we are not able to process it until further information is received.

Applicants must be able to provide proof of their circumstances if asked to do so.

House visits will be carried out by our staff in certain situations.

How do I complete this application form?

Please give your full address including flat position and 'care of' name if applicable. Incomplete addresses could lead to any letter sent to you being returned by the postal services.

Full details of everyone who lives at the same address as you should be given to allow us to be able to process your form.

Even if your circumstances may change in the future, complete the form with your current details.

You may be asked to verify the details on your application form. If so, you must be able to provide official proof for yourself and for all those living with you. For example, benefit books or council tax registration.

It is your responsibility to tell us of changes in your circumstances. Your application will be re-assessed if your circumstances change. Your priority could be lower or higher because of this.

If you are applying for a house with someone else who lives at a different address, they must complete a separate application form. One form should be put inside the other before sending to us. This will allow us to process your application more quickly.

How long will I have to wait for a house?

Unfortunately we are not able to tell you.

It will depend on:

- Your position on the waiting list. This changes frequently as new applicants, maybe with more points than you, are placed on the list and when applications are removed.
- The type of property you have asked for. We get more flats becoming available than terraces or cottages.
- The number of properties we have available for let.

We will send you a letter shortly after we process your application which will tell you how many points you have and an indication of your chances of being rehoused.

For you to have the best chance of being housed, **you should apply to as many landlords as possible**. We have included a list of local housing providers on page 4 of this booklet. All operate a different Allocation Policy therefore your priority on the list with one Association may differ from that of another landlord.

Can I apply for any property?

The majority of properties are for **general needs** and anyone can apply.

Amenity properties are usually for those 60 years of age or over or for those who need this type of property due to medical or social needs.

The **multi-storey flats** in Radnor Park are generally for applicants with children over 12 years old or applicants without children. All our multi-storey flats have 2 bedrooms. Before you apply for one you should be sure you can afford to heat and furnish it if you only require one bedroom.

With the exception of our multi-storey flats we will not be able to offer you more bedrooms than your family composition requires. We have included a table on the back page, showing how we calculate how many bedrooms your family will require.

Ambulant disabled and **wheelchair adapted** properties will be allocated to applicants whose medical condition or disability would benefit from this type of accommodation.

What happens if I am homeless?

We will accept your application form and we will ask you to come in for an interview to give you further advice.

We would also encourage you to make an appointment with West Dunbartonshire Council's **Homeless Persons Unit**.

What do I do if I am not happy with the way my application has been dealt with?

If you have a **complaint** about the way your application has been dealt with, you should ask for a copy of our Complaints Procedure or download it from our website. You can also appeal.

How can I appeal?

You can lodge an appeal for the following reasons:

- You feel your application has not been properly assessed
- You feel your application has been unjustly suspended
- You feel your application has been unjustly removed from the list
- You feel an imposed suspension should be lifted and this has not been agreed to

All appeals should be addressed to the Secretary of the Housing Management & Maintenance Sub-Committee who will arrange for the Committee to hear the appeal. You may be asked to attend the Committee meeting where the appeal will be discussed.

How do I return my housing application form?

If the form is downloaded in editable format from our website, it should be saved, completed and returned to us by email at: applications@clydebank-ha.org.uk.

If the form is completed in hard copy, it should be either posted to or handed in to our office at:

Clydebank Housing Association
77-83 Kilbowie Road
Clydebank G81 1BL

To ensure that this application reaches us it is essential that you pay the **correct postage** amount. If you provide additional documentation with your form you will have to pay the higher rate. Please refer to the table below for guidance. Costs are correct at **April 2016** but may be subject to change by Royal Mail.

An A4 envelope is a large envelope the same size as the form. For reference an A5 envelope is the size of the application when it is folded in half.

Envelope size & application size	First Class – minimum cost to post to Clydebank HA from the UK	Second Class – minimum cost to post to Clydebank HA from the UK
A5 without medical form or any other information	64p (first class stamp)	55p (second class stamp)
A5 with medical form and/or other information	64p	55p
A4 without medical form or any other information	96p	75p
A4 with medical form and/or other information	96p	75p

Points System Summary

Criteria	Group	Number of Points
Section 5 Homeless referral	1	60
West Dunbartonshire Council nomination	1	As per group 2
Insecure tenancies	2	12
Sharing amenities	2	5 (awarded to non-householders only)
No housing need	2	0
Medical	2 & 3	20, 10 or 5 (Grade dependant)
Unsatisfactory housing	2 & 3	15 (per lack of amenity as described)
Family support	2 & 3	14
Overcrowding	2 & 3	10 (per bedroom required for all applicants)
Underoccupancy	2 & 3	10 (per extra bedroom, group 3), 5 (per extra bedroom, group 2)
Children in MSF	3	10
Transfer points	3	5 (one off award)

Household Bedroom Calculation Summary

Household Size	Accommodation Size
Single person	1 bedroom property or 2 bedroom Multistorey Flat*
Couple	1 bedroom property or 2 bedroom Multistorey Flat*
Single parent or couple with one child over 12 years old	2 bedroom property or 2 bedroom Multistorey Flat*
Single parent or couple with one child under 12 years old	2 bedroom property
Expectant Mother	2 bedroom property
Single parent or couple with two or more children	All children aged 16 and over = own room Two children under 16 of same sex = share a room Two children under 10 = share a room Two children 10 – 16 of different sex = own room No more than two children can share a room irrespective of age. Each couple or adult single person will be entitled to their own room. For marital or relationship breakdowns both persons will be counted as a single adult for bedroom calculation purposes.
Access Arrangements	In accordance with Household Size above (proof of at least 50 % access/custody required for extra rooms)*

** More detail can be found on this in our Allocations Policy*

Other Local Housing Providers

Trafalgar Housing Co-operative
430A Dumbarton Road
Dalmuir, Clydebank
G81 4DU
Tel: 0141 952 4676

Cube Housing Association
50-52 Cook Road
Haldane
Balloch G83 8AE
Tel: 01389 710544

Dalmuir Park Housing Association
631 Dumbarton Road
Clydebank G81 4EU
Tel: 0141 952 2447

Dunbritton Housing Association
1st Floor
32 High Street
Dumbarton G82 1LL
Tel: 01389 761486

Faifley Housing Association
Skypoint Faifley
Lennox Drive
Clydebank G81 5JY
Tel: 01389 877924

Knowes Housing Association
10 Field Road
Faifley
Clydebank G81 5BX
Tel: 01389 877752

Bellsmyre Housing Association
16 Merkins Avenue
Bellsmyre
Dumbarton G82 3EB
Tel: 01389 765179

Cordale Housing Association
1 Red Row
Renton G82 4PL
Tel: 01389 721216

Link Housing Association
81 Beardmore Way
Dalmuir G81 4HP
Tel: 0845 140 0100

West Dunbartonshire Council
Council Offices
Rosebery Place
Clydebank G81 1TG
Tel: 01389 737000

The following website is where you can get a list of people who wish to **home swap** in the United Kingdom.

www.homeswapper.co.uk

HomeSwapper

Clydebank Housing Association Ltd
77-83 Kilbowie Road
Clydebank
G81 1BL
Tel **0141 941 1044**
Fax 0141 941 3448
info@clydebank-ha.org.uk
www.clydebank-ha.org.uk
twitter: **@clydebankha**
facebook: **search for us**

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