

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 properties for rent and over 40 shared ownership properties.

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

We operate a points system to ensure applicants with most housing need are offered houses first.

If you have a medical condition which means your current home is unsuitable for you, then you need to complete a separate medical application form, which is available from our office or online on our website.

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

Our full Allocations Policy is available on request from our office or it 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)

Adapted or amenity properties will be allocated to those in most need of that type of accommodation or adaptation.

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

### Is everyone accepted onto the waiting list?

Everyone over the age of 16 is accepted onto our list. Unfortunately, we are unable to rehouse everyone who applies as there are more people on our waiting list than we have properties to let.

We may suspend your application if you have failed to conduct your current or previous tenancy in a satisfactory manner, e.g. if you had unaddressed rent arrears or anti-social behaviour.

You can request an interview with us if you want any further information on this.

To stay on our list it is important that you to respond to all correspondence we send you.

### What areas does the Association cover?

A full list of all areas and streets we cover, as well as a map of our areas is included in the application form. We recommend that applicants familiarise themselves with the areas and select only the streets that they wish to be housed in. Please note though, that the more streets you exclude, the more difficult it may be for you to be housed as properties in some streets rarely become available.

### When will my application be assessed?

Your application will normally be assessed within **10 calendar days** from the day we receive it. You will receive an acknowledgement shortly after submitting your form. We will advise you of your points total in writing following assessment.

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

If we need any further information from you, we will let you know. It is important that you provide us with any required information quickly and in full to avoid missing out on any potential offers of housing.

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 to verify information in certain circumstances. We will let you know if we require to do this.

### How do I complete this application form?

Please ensure all parts of the form are completed in full. Incomplete information could lead to delays. Missing postal information may also mean your form is not received by us.

Full details of everyone who lives at the same address as you must be included to allow us to properly process your form.

We may ask you to verify the details on your form. If so, you must be able to provide the proof we ask you for, be it for yourself or others living with you. We will let you know if you need to do this and the type of information we need.

You must keep us up to date with any changes to your circumstances or household. Your application will be re-assessed if your circumstances change. Your priority could be lower or higher because of this.

If you are applying jointly with someone else who lives at a different address, they must complete a separate form. Both forms should be submitted together. 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 accurately as we cannot predict availability.

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.

It will depend on:

- Your points in relation to other applicants. We can tell you roughly how well placed your form is on our list at any given time. Your points letter will also give you a rough idea of what your chances of being housed are.
- The type of property you have asked for. We get more flats becoming available than houses.
- The streets you are looking for. Some have higher turnover than others.
- The number of properties we have available for let at any given time.

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.

### 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.

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

Ambulant disabled and wheelchair adapted properties will only 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 send you a letter containing advice on what you can do.

We will still point your form based on the circumstances you tell us.

### 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](mailto: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 your 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 November 2017 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.

### 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 if:

- 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

All appeals should be addressed to the Housing Manager in the first instance. It may be necessary for your appeal to be heard by our Housing Management & Maintenance Sub-Committee. You may be asked to attend the Committee meeting where the appeal will be discussed. We will let you know if this becomes necessary.

| 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 | 65p (first class stamp)  | 56p (second class stamp)  |
| A5 with medical form and/or other information    | 65p  | 56p   |
| A4 without medical form or any other information | 98p  | 76p   |
| A4 with medical form and/or other information    | 98p  | 76p   |

### 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 Multi-storey Flat*   |
| Couple  | 1 bedroom property or 2 bedroom Multi-storey Flat*   |
| Single parent or couple with one child over 12 years old  | 2 bedroom property or 2 bedroom Multi-storey 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<br>Two children under 16 of same sex = share a room<br>Two children under 10 = share a room<br>Two children 10 – 16 of different sex = own room<br><br>No more than two children can share a room irrespective of age.<br><br>Each couple or adult single person will be entitled to their own room.<br>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

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

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

West Dunbartonshire  
Council  
10 Sylvania Way South  
Clydebank G81 1EA  
Tel: 01389 737000

Cube Housing Association  
65 High Street  
Dumbarton G82 1LS  
Tel: 0800 027 3456

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

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

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](http://www.homeswapper.co.uk)



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

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

Link Housing Association  
12 Seedhill Road  
Paisley PA1 1JS  
Tel: 03451 400100



Clydebank Housing Association Ltd  
77-83 Kilbowie Road, Clydebank G81 1BL  
Tel 0141 941 1044 info@clydebank-ha.org.uk  
Fax 0141 941 3448 www.clydebank-ha.org.uk

twitter: @clydebankha  
facebook: @clydebankha

