

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 1,210 properties for rent and over 30 shared ownership properties.

We have properties in **Central Clydebank, Linnvale, Radnor Park, Whitecreek, 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, any other housing debt or anti-social behaviour.

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

To stay on our housing list it is important that you 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 and full details are on our website <https://www.clydebank-ha.org.uk/cha-properties/>. We recommend that applicants familiarise themselves with the areas and select only the streets that they wish to be housed in.

Please note 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.

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 promptly.

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 size of property you need. We generally have low turnover of 4 and 5 apartments.
- 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 local and national 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 or less 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.

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 please use our full postal address. It is essential that you also pay the correct postage amount. If you provide additional documentation with your form you will have to pay a higher rate. Please check with the Post Office.

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 Head of Housing Services in the first instance. It may be necessary for your appeal to be heard by our Housing Services 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.

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	20
Homeless	2	15
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	20

Please note all information is correct at the time of going to print (October 2023).

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 Two children with >5 years age gap = 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

Cordale Housing Association
167 Main Street
Renton G82 4PF
info@cordalehousing.org.uk
www.cordalehousing.org.uk

Dalmuir Park Housing Association
631 Dumbarton Road
Clydebank G81 4EU
Tel: 0141 952 2447
admin@dpha.org.uk
www.dpha.org

Dunbritton Housing Association
1st Floor, 32 High Street
Dumbarton G82 1LL
Tel: 01389 761486
admin@dunbritton.org.uk
www.dunbritton.org.uk

Knowes Housing Association
10 Field Road
Faifley G81 5BX
Tel: 01389 877752
info@knowes.org
www.knowes.org

Trafalgar Housing Association
430A Dumbarton Road
Dalmuir, Clydebank G81 4DU
Tel: 0141 952 4676
admin@trafalgarha.co.uk
www.trafalgarha.co.uk

West Dunbartonshire Council
10 Sylvania Way South
Clydebank G81 1EA
Tel: 01389 737000
www.west-dunbarton.gov.uk

National Housing Providers

Link Housing Association
Waitling House, Callender Business
Park, Falkirk FK1 1XR
Tel: 03451 400100
csc@linkhalt.co.uk
www.linkhousing.org.uk

Caledonia Housing Association**
167 Main Street
Renton G82 4PF
Tel: 0800 678 1228
info@caledoniaha.co.uk
www.caledoniaha.co.uk

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



** Includes the former Faifley and Bellsmyre Housing Associations

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

Tel 0141 941 1044 info@clydebank-ha.org.uk www.clydebank-ha.org.uk

Facebook and twitter: @clydebankha

Fax 0141 941 3448



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