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clydebank housing association

Applicant Update

Our Housing Applicants' Newsletter

This is the current version of our Housing Applicant newsletter. We hope you find the information contained in it useful while you remain on our waiting list.

Please contact us if you have any suggestions for improving this newsletter or if you need it in any other format, for example, large print or on audio CD.

What your points level currently means...

0 points	You have no defined housing need and it is very unlikely we will be able to offer you housing.
1 to 9 points	You have low points and it is unlikely we will be able to offer you housing in the near future
10 points or more	Depending on your choices, we may be able to offer you housing at some point in the future.

Our property availability

We currently have 1214 properties. Last year we re-let 67 properties which became vacant (shown below by area). These were let to people on our waiting list, transfer list and to homeless referrals. We have over 1400 people on our housing list.

Our property turnover by area

Area	Number of lets 2024/25*
Central	32
Radnor Park	17
Whitecrook	11
Linnvale	6
Drumry	1

Housing Checklist

Have you thought of everything you need to do to move house?

Have you told us everything about your circumstances? ☑

Are you happy with the area choices made in your application? ☑

Are you prepared to move quickly? ☑

Have you got all the proof we need to verify your circumstances? (See article below) ☑

Have you budgeted for the cost of living in your own home? For example: ☑

- Council tax
- Gas/Electricity
- Rent
- Contents insurance
- Furniture
- Decoration & flooring
- Travel costs
- TV license

Please note that rent is payable in advance. We will ask all customers to pay 1 month's rent when accepting a tenancy, therefore it is important to budget for this when planning to move.

Verifying Applicant Circumstances

To ensure that we are correctly assessing the housing needs of applicants, we generally require applicants to provide information to verify their circumstances. All applicants will be required to provide their national insurance number which will be used as an identifier. All applications will be initially assessed and further verification/corroboration will be sought thereafter.

The type of proof we would require for verification includes:

Proof of Identity: Photographic ID *(where possible)*

Proof of Identity/Current Address: Bank/Building Society statement / Utility Bill / Missive of let / DWP benefit confirmation letter / Council Tax Annual Statement / Or similar

Homeless or threatened with homelessness: Confirmation of unintentional homelessness from local authority

Asked to leave secure accommodation: Copy of valid notice to quit/letter from landlord; certificate of discharge; employers notice letter

Access arrangements: Letter from child's other parent and/or lawyer confirming access

Household member temporarily living away from home: Letter from individual confirming position and/or letter from institution, place of work etc

Property Below Tolerable Standard: Certificate from Environmental Health / Confirmation from Rented Social Landlord/Council

In need of rehousing as health affected by current housing circumstances: Medical Assessment Form plus any supporting documentation

Pregnancy: Mat B1 Form / Pregnancy confirmation document

Foster Carers: Letter from Social Work

Care provision to/from a friend or relative: Confirmation from Social Work, Medical body or similar confirming the level of care and proximity required for care provision.

Please note this list is not definitive or complete and we may ask for other relevant information or documentation in order to satisfy our needs assessment.

Paying Rent

Our average monthly rents including service charges to for 2024-2025 are:

1 bedroom: £306.63 2 bedroom: £332.45
3 bedroom: £397.67 4 bedroom: £481.26

We use the Scottish Federation of Housing Associations' rent affordability tool and all of our rents passed their affordability criteria.

You may be able to get help to pay your rent from Housing Benefit/Universal Credit depending on your circumstances and we can help with the forms at the sign up appointment.

We will offer you many ways to pay, for example:

- by Direct Debit
- by cheque
- by rent payment card (which we provide):
  - at a payment outlet (using cash or a debit card)
  - over the telephone (using a debit card)
  - over the internet (using a debit card)



We are here to help you

If you get a property with us and need help with budgeting, keeping out unwanted visitors, decorating, personal problems etc., Clydebank Housing Association will be here to help you.

Either through our own support services or by signposting you to another agency, we will be able to help you maintain your home and also help you deal with any issues which may be make it difficult for you to live in a house or flat.

Please let us know if you require assistance with any of the above now or as early as you possibly can. Contact a member of our Housing Services team to discuss in more detail.

Up to date information?

Please make sure you keep us up to date about who is living in your house, your contact details and your address, as this may impact on your points. Please do this as things change but also complete and return the annual review form we will send you, so that you stay on our housing list.

Spotlight on... Radnor Park







- Spacious 2 bedroom flats
- Available to single persons, couples & families*
- Low-cost, low-carbon heat & hot water
- Silver Award
- Community garden
- Spectacular views
- Dedicated caretakers
- On-site laundries
- Close to local amenities
- Significant investment including new windows in 2023.

Contact a Housing Assistant to add Radnor Park onto your areas of choice

** not suitable for children under 12*

Your Housing Options

As well as waiting to be rehoused by us, there are other options you may wish to consider...

Shared Ownership This is a part-buy, part-rent solution to owning your own home. We often have shared ownership properties for sale. Contact the office to be added to the notification list.

Other Landlords There are 10 other landlords in West Dunbartonshire. Refer to the You and Your Application booklet received with your application or contact us for details.

Mutual Exchange We operate a mutual exchange register for tenants who reside locally and wish to swap homes. The register is available to view at our office.

Homeswapper If you are a tenant of a member of Homeswapper, an internet based online home exchange service, you can look free of charge for other tenants to swap with throughout the UK: **www.homeswapper.co.uk**.

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