Title	Allocations Policy		
Customer First, Excellence, Accountability, One Team, Respect		Policy Category	Allocations
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Equality Impact Assessment Required	Y	Data Protection Assessment Required	N
Please avoid referring to printed versions of this policy or saving to shared or individual drives or folders. All policy documentation should be accessed via CHAT to ensure the most up to date version is in use.			

This Policy applies to:

- Cairn Housing Association
- Pentland Community Enterprise

1. Policy Statement

This Allocation Policy covers the permanent letting of Cairn Housing Association's social housing stock by SST or SSST.

It does not cover the allocation of:

- Tenancies by occupancy agreement
- Mid or full market rental properties agreements
- Decant accommodation
- Garages or commercial properties
- Shared ownership or Shared equity
- Leased properties

These are subject to separate policies and procedures.

Mutual Exchanges, which represent an alternative route to housing, are also out-with the scope of this Policy and are included in the Tenancy Changes Policy.

2. Policy Scope

The Policy aims to:

- Provide good quality, affordable accommodation on a fair basis for people in housing need. Ensure applicants assessed as being in most housing need are prioritised.
- Ensure we take into consideration applicant's requirements whilst considering best use of stock.
- Work with Local Authorities to alleviate homelessness.
- Work in partnership with Local Authorities, Registered Social Landlords, voluntary organisations and other agencies to create and maintain balanced stable communities.
- Comply with all relevant legislation.

This Policy will establish standards for allocating our properties. It provides a framework within which guidelines and procedures will be implemented; these will be used in the admission of applicants to the housing list and in the letting of properties.

3. Legal & Regulatory Compliance

In formulating the policy, we have taken account of the 2014 Act amended section 20 of the 1987 Act that sets out three categories of applicants who should be given reasonable preference in a Lettings Policy. These are:

- homeless persons and persons threatened with homelessness and who have unmet housing needs;
- people who are living under unsatisfactory housing conditions and who have unmet housing needs; and
- tenants of houses which are held by a social landlord, which the social landlord selecting its tenants considers to be under occupied.

Legal Compliance

Relevant Legislation
The Matrimonial Homes (Family Protection) (Scotland) Act 1981
Housing (Scotland) Act 2014
Human Rights Act 1998
Housing (Scotland) Act 1987, as amended by
Immigration and Asylum Act 1999
Housing (Scotland) Act 2001
Civil Partnership Act 2004
Equalities Act 2010
Data Protection Act 2018
DPA Act 2018
Freedom of Information (Scotland) Act 2019 (as of Nov 2019)

Regulatory and Other Guidance

We meet the outcomes of The Scottish Social Housing Charter specified by The Scottish Government. The relevant outcomes are noted here:
Scottish Social Housing Charter November 2022 - gov.scot

4. Access to Information

All information provided in connection with an application will be treated as confidential. We will comply with the requirements of legislation and voluntary arrangements in accordance with GDPR regulations:

- Right to personal information detailed in the Housing (Scotland) Act 1987.
- Any information we hold regarding an individual will be treated lawfully and correctly in line with the Data Protection Act 2018.

This Policy and its implementation are covered by the Freedom of Information (Scotland) Act 2019.

We will not pass on or discuss with any third party any information provided by any applicant without their consent, except for the purposes of processing the application through CHRs or as may be required by law.

If there is personal information about someone other than the applicant on the application, we will not release that information unless we receive consent from that other person.

To ensure an applicant's own confidentiality within their household, we can, if instructed, contact the applicant at an alternative address, if we receive full details and consent with the application, or later.

Except as may otherwise be required by law, we will allow only the applicant access to their file, unless we have a signed mandate from the applicant authorising us to allow another named person access to the file and we are able to satisfy ourselves as to the identity of that other named person.

Further information is available by viewing our Privacy Policy & Data Sharing Policy.

5. Equality and Diversity

All applicants have their individual needs recognised, they will be treated fairly and with respect and receive fair access to housing and housing services.

Cairn Housing Association seeks to be an Equal Opportunities Organisation and recognises its responsibilities under the Equalities Act 2010, Race Relations Act 1976 as amended 2003, the Civil Partnership Act 2004, and the Disability Discrimination Act 1995 as amended 2005, the Housing (Scotland) Act 2001 section 106. The Association Ltd is committed to ensuring the promotion of equality of opportunity as a landlord and understands the importance of monitoring as well as implementing equal opportunities policies. The Association therefore aims to collect data protected characteristics at the point of application. The questions asked are voluntary and the information that is collected is used to ensure fair access to services and for statistical and reporting purposes only. The information collected is entirely confidential.

All Association information documents are available for translation into any other language where English is not the applicants first language.

6. Lettings to Employees and Board

All applicants will be asked to state whether they are currently a Cairn employee or Board member, or are related to any current or former Cairn employee or Board Member. This will ensure that we comply with the statutory requirements regarding the granting of benefits to current or former employees or committee members, or their relatives as defined by the Regulatory Standards /code of conduct.

All lettings to Board Members or employees must be approved by the Board. Where a property is let to a Board Member or employee, the tenant must submit a Declaration of Interest Form within five working days of the commencement of the tenancy, in accordance with Cairn's Entitlements, Pay and Benefits Policy.

7. Audit

An audit trail of the decision-making process will be maintained.
All application forms will be processed by the Housing Services Assistant within 5 working days and will be verified by the Housing Officer at shortlist stage. All offers of housing will be approved by a Senior Manager within Customer Services.

8. Review

This Policy and related appendices will be reviewed on a regular basis every 3 years, to ensure that the Aims and Objectives are being achieved, and that best use is being made of current housing stock.

We reserve the right to change or amend the policy, subject to approval of the Board, and to re-assess the status and priority of applicants as required.

9. Information and Advice

A copy of the Policy can be viewed at any of our offices or if requested sent to an applicant's address at no charge.

Applicants can request a meeting with a member of staff to discuss their application and may bring a friend, relative or advisor.

Applicants can seek information, advice and support with housing options. Where appropriate we may signpost the applicant to sources of independent advice and information.

10. Routes to Housing

10.1 Direct Application

In locations where we are not a member of a Common Housing Register, applications for housing should be made online. A paper application form can be provided on request.

On receipt of a completed application form, relative housing need will be assessed on the basis of our points system. The application will then be placed on the waiting list.

10.2 Common Housing Registers (CHR)

It is the aim of our Policy, where feasible, to become an active participant in (CHRs) in areas where we have housing.

A CHR enables people to apply for affordable rented housing by completing just one application form and to receive information and advice about their current housing options; tenants are selected from a single pool of applicants being considered for housing by partner providers with housing stock covered by the CHR.

Where we enter into a CHR, we will not hold our own housing list. We will allocate our housing in accordance with the common arrangements agreed, which may include the ability to enter into a common lettings policy with partner providers, applicable to the local area in question.

The agreement of the Board will be sought for any local amendment required to this Lettings Policy as a result of entry into a CHR.

10.3 Common Housing Register (CHR) Membership

Cairn is a partner in the following CHRs:

Name:	EdIndex
Area Served:	City of Edinburgh local authority area
Nature/Degree of involvement:	Cairn is a full partner
Applications are made on a common application form and pointed according to a Common Allocation Policy.	
Board approval:	July 2003

Name:	Highland Housing Register
Area Served:	The Highland Council local authority area
Nature/Degree of involvement:	Cairn is a full partner
Applications are made on a common application form and pointed according to a Common Allocation Policy.	
Board approval:	20 March 2008

Name:	North Lanarkshire Common Housing Register
Area Served:	The North Lanarkshire Council local authority area
Nature/Degree of involvement:	Cairn is a full partner
Applications are made on a common application form and pointed according to each Registered Social Landlords' Allocations Policy. Currently four RSL's have adopted the North Lanarkshire Allocation Policy: Cairn, West of Scotland, Clyde Valley and Sanctuary Housing Group.	
Board approval:	October 2008

Name:	Fife Common Housing Register
Area Served:	The Fife Council local authority area
Nature/Degree of involvement:	Cairn is an associate partner
Applications are made on a common application form and pointed according to each Registered Social Landlords' Allocations Policy. Cairn operate a 100% Nomination agreement.	
Board approval:	April 2019

Name:	North Ayrshire Common Housing Register
Area Served:	North Ayrshire local authority area
Nature/Degree of involvement:	Cairn is an associate partner
Applications are made on a common application form and pointed according to a Common Allocation Policy.	
Board approval:	

Cairn is actively involved in Rapid Rehousing Transition Plan Steering Groups with a number of other RSLs and Local Authority Partners through CHR partners, to assist in progressing the RRTP actions and to help shape and influence future service provision across all services.

10.4 Choice Based Lettings

We advertise a number of properties throughout Scotland using a choice-based lettings arrangement with another RSL or Local Authority.

One of the key features of CBL schemes is we can publish the outcomes of the bidding process. This helps applicants to understand how likely they are to be successful when they bid in future. The type of information landlords provide includes:

- the number of bids made for individual properties
- which groups were successful
- and the frequency of properties becoming available by area and type.

10.5 Nominations

Where such arrangements exist, we will assist the local authority in its contractual duties by entering a nomination arrangement for a percentage of our empty properties each year. This percentage may be increased in specific areas at our discretion.

Where nominations are requested from the local authority, but no suitable nominees are forthcoming within agreed timescales, we reserve the right to let from our own housing list.

10.6 Homelessness

Section 5 of the Housing (Scotland) Act 2001 provides a statutory mechanism for local authorities to refer applicants with a homeless assessment to us for letting of our forthcoming empty houses.

We will fulfil our statutory duty to comply with agreed quotas and requests from local authorities to re-house households assessed as statutorily homeless and will not refuse a referral without good reason.

We will, where appropriate, enter formal arrangements with local authorities and other partner landlords, often known as homeless protocols, to assist the local authority in effective discharge of its statutory obligations. This may include the provision of furnished or unfurnished temporary accommodation for persons under homeless assessment.

10.7 Management Agreements

We reserve the right to enter into agreements with other voluntary and statutory agencies regarding our properties to enable direct letting of these to specific needs groups.

Such agreements may include but are not limited to Management Agreements where an arrangement is entered into with the agency to address specific needs;

- Nomination Arrangements where the agency refers a client for housing and provides the appropriate support
- and Lease Agreements where the agency leases a property from us to deliver a supported accommodation service.

These agreements are subject to regular review as stated in their individual terms.

10.8 Transfers

We will accept applications for transfers from existing tenants.

A tenant wishing to transfer must satisfy the eligibility criteria for the type of housing applied for. It addresses the preferences of existing tenants, and this is important as preferences are a form of housing need. For example, tenants with no housing need points.

Transfer applications will be considered on a case-by-case basis, subject to regular monitoring of performance, and meet the following criteria:

- There is no more than one month's rent outstanding prior to transfer and an arrangement to clear it is in place at point of offer
- Any outstanding recharges do not exceed the equivalent of one month's rent with a satisfactory arrangement to clear in place prior to offer
- There are no ongoing actions in relation to anti-social behaviour, specifically a live Notice of Proceedings (NOP); a recent Acceptable Behaviour Contract (ABC) or Unacceptable Behaviour Notice (UBN), a live Anti-Social Behaviour Order (ASBO)

In addition to the criteria relating to outstanding arrears and behaviour, tenants being offered tenancy transfers will be subject to a satisfactory property inspection. Where issue(s) are identified, a member of staff will advise the tenant how matters can be resolved to ensure they can progress their offer of re-housing. If such issues cannot be readily resolved, the tenant will be advised that the available offer of housing is to be withdrawn and the required actions to be taken to allow for future offers of housing to proceed.

Where necessary, the tenant's housing application will be suspended until required actions are carried out by the tenant Tenants who have been allocated the correct size of house for their needs but who later require a larger house may only claim overcrowding for additional members of the household who are dependants and have reached the maximum sharing age while residing in the property.

The exceptions to this are:

- where the tenant moves in a partner and their current accommodation is for a single person.
- where a carer is required and is moving in.

We reserve the right to withhold a transfer request where the tenant has not resided in their current property for a period of 12 months.

11. Access to Housing and Housing Types

11.1 Open Housing Lists

In accordance with the Housing (Scotland) Act 1987 (as amended by Section 9 of the 2001 Act and 2014 Act), the Association will not exclude any applicants from applying for housing.

The Association will ensure that access to the housing waiting list is open to all applicants aged 16 years and over.

However, while all applicants will be placed on the relevant list, the Association receives many more applications for housing than the number of properties that become available for let.

The Association will strive to provide applicants with up-to-date advice regarding their housing prospects and, where appropriate, discuss other housing options.

11.2 General Needs Housing

This type of housing is available to any person 16 years of age and over.

11.3 Wheelchair Accessible Housing

This type of housing is built or adapted to give extra floor area, whole house heating, special features in the bathroom and kitchen and other. At least one door entry point is level access.

11.4 Independent Living – 50+

This type of housing is design based on the standards of general needs housing but with the addition of other features such as the Court Coordinator service who provide a Tenancy Management function. The age criteria for independent living is 50 years of age or older.

11.5 Sheltered Housing – 60+

This type of housing is where the main form of support is a warden service and / or an emergency alarm call service, connecting each property to a warden service.

The support service is usually provided by local authority staff or other recognised provider in accordance with the terms of a service level agreement with Cairn as landlord.

The age criteria for sheltered housing is 60 years of age or older. Younger people with a disability (whether registered or not) may be accepted if it is considered that through disability they would benefit from a Support Service.

This service provision is delivered in 5 locations:

- Lochbrae Court
- Abbotsford Court
- Cluny Court
- Dewar Court
- Nigel Henderson Court

11.6 Ground Floor Housing

Priority may be given to persons with mobility difficulties or medical requirements benefiting from level access accommodation, where a specific need has been assessed. Medical evidence may be required.

11.7 Property Size

We will, at the point of allocation, accommodate the household in a property that meets:

1. their assessed bedroom requirements
2. their bedspace requirements.

We will seek to better these by application of the following standards:

- children of different sex can share a bedroom provided they are both 6 years and under.
- two children of the same sex can share a bedroom provided the age difference is 4 years or less.

11.8 Access and Custody Arrangements

For the purposes of assessing property size required, one additional bedroom can be requested for access or custody requirements over and above what is required for permanent members of the household regardless of the number of children to whom access or custody applies; this will not be dependent upon the length of time the child stays with the applicant.

12. Assessment of Applications

12.1 Local Lettings – Initiatives

We may enter into lettings arrangements with the local authority and/or other Registered Social Landlords. Any local amendments to this Lettings Policy which may be required can be implemented after receiving the agreement of the Board.

12.2 General

Properties will be allocated on the basis of housing need therefore no account will be taken of the following:

- Length of time resident in the area
- Tenancy related debts (related to current or former tenancies) for which the applicant has no legal responsibility, which no longer exist, where the amount outstanding is less than one month's rent
- Where a repayment arrangement has been made and agreed with the landlord, in accordance with which payments have been made for at least 3 months and payments are continuing
- Non tenancy debts
- Income of the applicant and their family / ability to pay
- The age of the applicant provided that the applicant is 16 years of age or over except in the allocation of:

- houses which have been designed or substantially adapted for occupation by persons of a particular age group;
- houses to persons who are, or are to be, in receipt of housing support services (within the meaning of section 91 of the 2001 Act) for persons of a particular age group.

Cairn Housing Association reserve the right to refuse an allocation if substantial sustainment concerns have been identified.

12.3 References

We reserve the right to seek references for all tenancies held over the last three years from the current/former landlord, support providers and Social Work with the applicant's permission, regarding the conduct of the present or previous tenancy at the point of allocation.

If the applicant is or has recently been a homeowner, we reserve the right to seek non-personal references from the mortgage lender, with the applicant's permission, regarding payment record. In accordance with GDPR Regulations.

Any costs incurred in obtaining references will be borne by the applicant.

12.4 Points Award

Housing needs will be assessed and prioritised using a points system. Points will be awarded on the basis of the applicant's existing housing situation and personal housing need. Points awarded are outlined in Appendix 1.

Within any one category, only one set of points will apply, and the highest points applicable will be awarded where more than one criterion applies.

If an application is received from a household living apart and points are applicable to more than one household member, they will be awarded on the basis of whichever household member is in highest housing need, at the point of allocation.

An award of zero points does not necessarily mean that an applicant is unlikely to be housed as this will depend on relative demand at the point a property is allocated.

12.5 Overcrowding

Overcrowding will be assessed according to the total number of persons in the present accommodation measured against the total number of bedrooms and bedspaces required. This includes applicants in studio accommodation.

For the avoidance of doubt, current tenants of Cairn or of other social sector rented housing, living in 1 person/1 apartment bedsit flats that have been specifically designed with a bedspace, will not receive points for over-crowding as they are defined as adequately housed.

If the applicant's household is split because of insufficient room in the present accommodation, all members of the household who wish to be re-housed together will be included as if in the main accommodation for the assessment of overcrowding.

12.6 Under Occupation

Under occupation will be assessed according to the total number of persons in the present accommodation measured against the total number of bedrooms and bedspaces required.

12.7 Armed Forces Covenant

Insecurity of tenure points will be added 6 months prior to discharge and remain for 6 months after where permanent accommodation has not been secured.
A copy of discharge notice is required for allocation of points.

12.8 Priority Points: Exceptional Circumstances

Priority points may be awarded where an application, due to exceptional circumstances, cannot be adequately assessed via the available points criteria. The award of Priority Points will be made by the Area Housing Manager where there is independent evidence provided of the applicant's circumstances which supports the need to move from their current property.

12.9 Time in Need

Where two applicants have the same point's award, the earliest date of application will determine priority.

12.10 Additional/Alternative Local Assessments

Additional or alternative local assessments in conjunction with, for example, the local authority, social work or health board may be required. For example, where in our view an applicant is vulnerable and may require assistance or support to sustain a tenancy, a Community Care or Housing Support Assessment may be required to ensure sufficient support mechanisms are in place.

12.11 Pre-Tenancy Contact

We will make contact with applicants prior to making an offer of housing, in order to assess the housing circumstances and to offer support to ensure the prospective new tenant understands their responsibility to pay rent and keep to their tenancy conditions, along with the implications of not doing so.

The type of support offered is wide ranging and may include:

- helping with welfare-benefit applications to prevent a delay in the payment of the housing element of Universal Credit
- providing or signposting to money advice and welfare benefit checks and Housing Support to sustain tenancies

13. Suspension of an Application

13.1 General

In accordance with the requirements of the Housing (Scotland) Act 2001 to assist in the housing of homeless households, Section 5 referrals may be considered out-with the stated suspension criteria.

13.2 Period of suspension

Suspensions can be put in place for a period between 6 -12 months at a time, after which the application will be reviewed. The suspension will not be renewed if the conditions leading to it no longer apply. Further detail regarding the suspension of applications and the timescales imposed for different circumstances are contained within this policy. Statutory suspensions will not exceed three years.

As good practice a suspension will only be granted for 6 months but in expectational circumstances a maximum suspension of up to 36 months will be granted by the Area Housing Manager.

An applicant suspended from receiving an offer of housing will be notified in writing of the reasons for the suspension, the length of time and how they can appeal.

13.3 Suspension reasons and circumstances where a suspension will apply

In certain circumstances it may be appropriate to suspend an application for housing for a period of time. Where applications have been suspended applicants will not be considered for or receive an offer of housing during the period of suspension.

A suspension will not affect an applicant's points level and housing options advice will be given after first offer.

Antisocial behaviour	**Suspension timescale**
by an applicant or a member of their household annoyance, harassment, violent or intimidating behaviour towards staff, neighbours or others. **Evidenced by a Notice of Proceedings**	**Up to 36 months**
Tenancy Related Debt suspensions will be applied where the applicant has rent arrears or other tenancy related debt and an arrangement to pay the outstanding debt has **not** been made or has or not been in place for a three-month period.	**Up to 36 months**
Breach of Tenancy Conditions unsatisfactory condition of property, wilful damage, vandalism, no control of pets. **Evidenced by a Notice of Proceedings**	**Up to 36 months**

Fraud, false or misleading information — **Up to 36 months**
Where the applicant has deliberately misrepresented Information to gain advantage over other applicants in housing need.

Refusal of second offer of housing — **6 months**
Suspension applied when applicant has refused second reasonable offer made in accordance with applicant's preferences.

Housing options advice will also be offered.

We will review suspension at the end of the 6 month period .

14. Review and Cancellation of an Application

All applications for housing will be subject to periodic review which will also take place at the point of let.

An application will be removed from the housing list only:

- at the request of the applicant
- on the death of the applicant
- where the applicant has failed to respond to one letter and
- has failed to respond to the annual review with good cause

All applicants who contact us within **six** months of their application being cancelled will have their original application form re-instated. The date of registration will be based on their original application. Applicants will be required to complete a new application form if circumstances have changed.

15. Legal Action for recovery of Tenancy

If a tenancy is granted and is found to have been allocated on the basis of false and misleading information, we will take legal steps to recover the tenancy.

16. Appeals

All applicants have the right to appeal if they feel they have been unfairly treated under the terms of this policy.

Appeals may be made under the following types of circumstances:

- The applicant thinks the priority awarded is not a fair reflection of their housing needs.
- They think the landlord has applied an unfair suspension or unreasonably cancelled their application.
- The applicant thinks they have not been made a reasonable offer

We operate a two-stage appeals process for our decisions. Applicants' 1st stage of appeal will be to the Housing Officer, if an applicant remains unhappy the second stage will be an appeal to a member of the Senior Management Team. This decision is final.

Applicants with homeless status will appeal any decision regarding their homeless status to the relevant local authority to determine its reasonableness.

16.1 Appealing to the Scottish Public Services Ombudsman (SPSO)

If an applicant has followed our complaints procedure, and remains unsatisfied with the outcome, they have the right of appeal to the SPSO. The address is: SPSO, Freepost, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS. Telephone: 0800 377 7330, E-Mail: ask@spso.org.uk Website www/spso.org.uk

17. Reporting Requirements

Lettings Information will be reported to The Board as required.

Ethnic and disability monitoring will be recorded for statistical monitoring purposes for all applicants and nominations for lettings to our properties. Information will be kept confidential and will not form part of the lettings process.

KPI's will inform:

- Number of allocations
- Source of let
- Average re-let times
- Housing Demand
- Void Turnover

18. Roles and Responsibilities

Role Title	Responsibilities	Training Requirements
Area Housing Manager	Duty holder, responsible person.	Statutory, legal and legislative requirements. In-depth knowledge of allocation process.
Housing Officer	Managing applications/shortlisting and matching housing applications.	In-depth knowledge of allocation process / working knowledge of Homemaster processes when allocating.
Housing Assistant	Application processing/shortlisting.	In-depth knowledge of allocation process. Working knowledge of Homemaster processing of applications.
Cairn Connect	Housing advice	Knowledge of allocation policy and process.

19. Associated Policies

Relevant Policies
Tenancy Changes Procedure
Customer Care
Tenant Participation
MAPPA
Good Practice Guidance from relevant Bodies
Housing Sex offenders Procedure
Safeguarding Policy
Mobility Scooter Policy
Pets Policy
Equality and Diversity
Entitlements Pay and Benefits Policy

Appendix 1 - Points Award Table

EXISTING HOUSING SITUATION PERSONAL DETAILS	Points
TENURE AND SECURITY – Homelessness	
Homeless Applicants who are assessed by the local authority and determined to be homeless are entitled to permanent accommodation as defined by current legislation and associated guidance, such that the local authority has a duty to secure permanent housing for them.	**150**
Insecurity of Tenure Applications from people living in insecure accommodation will be awarded points based on their circumstances. Applicants who are homeless or threatened with homelessness can apply for housing through the council's homelessness policy which includes advice and assistance. Insecurity of accommodation covers a range of situations, including applicants who live in: ○ private sector accommodation with limited security ○ tied accommodation ○ Armed Forces personnel ○ people of no fixed abode	**50**
Armed Forces Personnel Insecurity of tenure points will be added 6 months prior to discharge and remain for 6 months after where permanent accommodation has not been secured. A copy of discharge notice is required for allocation of points.	**50**
CONDITION OF PROPERTY **Condition**	
In need of substantial or extensive repairs e.g. with structural defects, not wind and watertight or unsafe services.	**30**
Poor state of general maintenance e.g. poor internal fittings, internal joinery or plasterwork (where not the applicant's responsibility).	**15**
Lack of Facilities	
No Piped Water Supply	**15**
No Hot Water Supply to Kitchen	**15**
No Hot Water Supply to Bathroom	**15**
More than one set of points can be awarded in this section	
No Inside Toilet	**15**
No Bath or Shower	**15**

No Kitchen/Cooking Facilities	**15**
Heating	
No Fixed Heating, i.e. Portable Heaters Only.	**50**
Fixed Heating to Some but Not All Rooms	**15**
Overcrowding, Under-occupation and Shared Facilities (more than one level of points can be awarded)	
Overcrowding: Points will be awarded in accordance with the Allocations Policy for each bedroom required	**15**
Under-occupation: Points will be awarded in accordance with the Allocations Policy for each bedroom above the number required .	**15**
Shared Facilities: Household does not have exclusive use of facilities, for example, sharing one or a combination of living-room, kitchen, and bathroom with other households.	**15**
PERSONAL HOUSING NEEDS	
Domestic Abuse	
Points can be awarded following a review by the Housing Manager where the applicant or member of the applicant's household is at risk of physical, emotional, sexual or financial abuse from for example, another household member, or ex-partner.	**150**
Harassment	
Points can be awarded following a review by the Housing Manager where the applicant or a member of the applicant's household is suffering harassment or violence, e.g. continuous physical abuse, serious verbal or written abuse, which is associated with their current accommodation and would be alleviated by re-housing, other than where points have been awarded because of domestic abuse:	
Where immediate re-housing is required to ensure safety.	**150**
Other cases.	**30**
Care or Support	
Where an applicant or member of their household needs to **move** to be able to provide or receive care or support, e.g. to care for infirm, elderly or vulnerable family members or due to personal infirmity, vulnerability or age. Must clarify frequency of care/support and distance travelled to provide/receive and how moving would impact this.	**15**
Medical	
Medical needs will be assessed on the basis of a self-assessment form.	

We will request that the applicant provides their DWP/Social Security Scotland award letter to confirm disability. The applicant must provide the full award letter outlining their disability including mobility issues. The Association may also seek expert opinion from an independent medical assessor and may do so as part of local schemes for common health assessment, whether part of a Common Housing Register or not. Additional costs involved in seeking expert opinion will be borne by the applicant. Where the Association is part of a local arrangement for assessing medical needs, the following will not apply, except in so far as it represents the general principles which should underline any local arrangement. Points will be awarded ONLY where it is clear that re-housing of the applicant or the member of their household would improve or alleviate the health condition or improve or prevent determination in their ability to function independently. Medical forms will be provided to the applicant at application stage; we reserve the right to provide a medical form following an application being made. Medical points will be agreed at a weekly review meeting and added to the applicant's point award. We reserve the right to apply Management priority where there is an urgent housing medical need. Health condition refers to both physical and mental health. **Points will be awarded based on whether the Association determines the potential impact of re-housing on medical condition or ability to function independently, to be:** Substantial Slight	**50** **25**
Management Priority	
Exceptional Circumstances as determined by the Association within the Lettings Policy.	**500**