

POLICY

CLIENT GROUPS

Passed:-

31st October 2007

Review Date:-

September 2012

All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 INTRODUCTION

- 1.1 The purpose of this Policy is for the Association to clearly establish the groups of people that receive a service from the Association, and the groups that potentially could receive a service from the Association.

These groups of people are known as the Client Groups.

3.0 CLIENT GROUPS

- 3.1 North View serves many different groups of people and therefore has a variety of Client Groups. Each Client Group is listed and discussed below.

- 3.2 **The tenants who transferred to North View Housing Association from Scottish Homes in November 1993 through Large Scale Voluntary Stock Transfer.**

These tenants have a Scottish Secure Tenancy Agreement, but retain the *Right to Buy* his/her/their house/flat under the “Right to Buy Provisions” within the Housing (Scotland) Act 1987.

- 3.2 **Tenants who have transferred to North View Housing Association from Scottish Homes through the development programme.**

These tenants within this Client Group have a Scottish Secure Tenancy Agreement. Some of them have a contractual *Right to Buy* his/her/their house/flat as per the “Right to Buy Provisions” within the Housing (Scotland) Act 1987, while the majority have a “Modernised Right to Buy” (as set out within the Housing (Scotland) Act 2001).

- 3.3 **Tenants who have transferred or will transfer to North View Housing Association via *Tenants Choice*.**

These tenants within this Client Group have a Scottish Secure Tenancy Agreement. Some of them have a contractual *Right to Buy* his/her/their house/flat as per the “Right to Buy Provisions” within the Housing (Scotland) Act 1987, while the majority have a “Modernised Right to Buy” (as set out within the Housing (Scotland) Act 2001).

- 3.4 **Tenants allocated a house or flat through our housing list or through agreements with other agencies (including) Glasgow City Council.**

These tenants within this Client Group have a Scottish Secure Tenancy Agreement. A small proportion of them have a contractual *Right to Buy* his/her/their house/flat as per the



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



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“Right to Buy Provisions” within the Housing (Scotland) Act 1987, but the vast majority have a “Modernised Right to Buy” (as set out within the Housing (Scotland) Act 2001).

3.5 The organisations with whom the Association has entered into an agreement to provide houses or flats for clients with particular needs.

Organisations falling within this Group include:- Fair Deal, SAMH, Community Integrated Care, and Social Work. The majority of clients of these organisations have a Scottish Secure Tenancy Agreement, but Occupancy Agreements and Short Scottish Secure Tenancy Agreements are also used for members of this Client Group.

3.6 Owner Occupiers residing in the flats provided by the Association through Improvement for Sale, or in properties that have been bought by tenants under ‘right to buy’ legislation.

The Association provides a factoring service to people in this Group.

3.7 The Sharing Owners of the *Shared Ownership* houses provided by the Association through the development programme.

The Association provides a factoring service to people in this Group.

4.0 EQUALITY PROOFING

4.1 After due consideration, the Association is satisfied that no individual, or group of people is (or will be) adversely affected by this Policy.

If it is found that an individual or group is adversely affected by the Policy, the Association shall amend the policy to address the situation.

END OF POLICY

reviews and amendments

28/1/98	-	Policy established
24/11/99	-	Policy reviewed
31/10/07	-	Policy reviewed



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