

NORTH VIEW Housing Association

*North View is a registered Scottish charity – charity registration number
SC032963*

April 2009

Information about the way we allocate our properties

Please read this before you fill in your application form

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



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



INFORMATION TO APPLICANTS

Purpose of this information booklet

- To explain how your application is dealt with.
- To let you check the points you may be entitled to.
- To tell you how to appeal/complain if you feel that you have not been dealt with fairly.

Equal access to our housing lists

North View Housing Association operates in the Windlaw Area of Castlemilk and owns approximately 700 properties.

North View does not discriminate

We are an equal opportunities organisation and will not discriminate on the grounds of race, ethnic or national origin, religion, gender, age, disability, sexual orientation, family circumstances or marital status in the allocation of housing.

Everyone aged 16 or over has the right to apply for housing and to be admitted to our housing list.

To help us build up an overall picture about who is applying for housing, you will be asked to complete an equal opportunities monitoring form. The information provided will be anonymous and confidential.

If you need any of this information in any other format, i.e. Braille, audio tape, sign or large print, other language formats, contact us and we will arrange for this to happen.

If you need help to fill in this form, please contact us and we will arrange an interview to help you to complete the form and give you an explanation of the allocation system.

SOME COMMONLY ASKED QUESTIONS:

What will happen when I apply for housing?

You can request an application form by contacting the Association by telephone, in person, by email or in writing.

You will be sent a pack which will contain an application form and a leaflet about the other landlords in Castlemilk. This leaflet will show you a map to tell you what areas of Castlemilk are covered by the four other landlords who use this form to let their properties. If you want to apply to any of these other landlords, just tick the box on the front page of the form and your application will be circulated to them.

If you have applied to North View, you will also get this booklet to tell you about how we allocate our properties.

How do you work out who gets an offer and who doesn't?

We use a points system based on housing need to work out who gets priority for housing.

Once your application has been received, it will be assessed to see whether you qualify for any points and, if you do, how many.

Those with the most points have more chance of being rehoused than those with fewer points.

What happens when I get accepted onto the housing list?

We will write to you with information about:

- The apartment size you qualify for;
- The level of points you have been awarded.

How are the allocations made and will I be offered a house?

We cannot guarantee that an offer will be made to everyone on the housing list. This is influenced by:

- The number of points you have compared to other people on the list. Usually the applicant with most points receives the offer, although there are rare exceptions to this;
- The number of properties which become available for let;
- The type of properties which are available.

How will you check that I have given the correct information on my form?

If you have a realistic chance of getting an offer of a house, we will visit you at home. We will go over your application to see if everything checks out. At that point, you can discuss any support needs you think you have so that you can get help to live in your new home.

If appropriate, we will contact any previous landlords to:

- confirm your tenancy with them;
- check if you paid your rent and that you didn't behave in an anti-social manner.

If we find that your tenancy check is poor, we will tell you about it and you can contact the landlord to find out what the problem was and how you can remedy the situation.

The Association can suspend applications where we have received an unsatisfactory tenancy report. If we do this, we will tell you about it and what you may need to do for your application to become active again.

If we find that you have given false information and have been allocated a house, we can go to court to end your tenancy.

How many offers will you be made?

We do not set a limit on the number of offers you can receive. If you have said “no” to two offers, you should come in and speak to us about your application and what you would like to be offered.

You should remember that the properties we own are all contained within one area of Castlemilk, within a few streets of each other. If you refuse, because of the location of the property, you should rethink. Do you really want to be considered for the Windlaw area?

Who else gets to know what information I have put on my application form?

We will not ask for information from anyone unless you have agreed to us asking for that information. When you sign the mandate on the application form, this allows us to take up references from any landlords where you were a tenant.

All information provided by you or a third party will be treated in the utmost confidence and will not be forwarded to anyone else without your prior consent.

Remember the more relevant information you provide to support your application, the better we can assess your particular housing need.

You talk about a points system which gives you a priority for housing, how does that work?

The higher number of points you get the better chance there is of you getting an offer of housing. Details of the points system are given at the end of this booklet. Depending on your needs, you should be able to work out the points you will receive.

I have to leave because my relationship with my partner has broken down and I am experiencing domestic violence, what should I do?

You will receive housing need points from us if you are experiencing domestic abuse.

You should also think about approaching Women's Aid, which helps people who are suffering from domestic violence.

If you are affected by domestic violence, you should also seek help from the Local Authority, who should give a high priority to rehousing you and your family. This can sometimes help with getting an offer of rehousing as quickly as possible.

In Castlemilk there is an agency called Domestic Abuse Resource and Advocacy Project, based at 121 Castlemilk Drive, G45 9UG. Their telephone number is 0141 634 4053 and email address is domviol2000@yahoo.co.uk. They provide support and help to people suffering from domestic violence and you can approach them for assistance to get suitable rehousing from North View Housing Association.

I have a health problem and need a wheelchair adapted house. Do I have to apply separately?

No, as with any medical condition, the information we need will be taken from your application form.

Anyone who thinks they need a move of house on medical grounds has to fill in the part of the application form which is used to make a medical assessment and provide information to support their application.

The more relevant medical information you can provide the better. This will help us to match you to the type of house you need to improve your quality of life and help alleviate your medical condition.

I own my own home but due to debts I am in danger of losing it. Can I apply for a house?

Yes, you are eligible to be considered for rehousing whether or not you currently live in a property you own or are buying with a mortgage.

If you would prefer to remain in your existing home, there may be another option open to you. The Scottish Government operate a scheme called “Mortgage to Rent” which may help you if you are in mortgage difficulties and are in danger of having your home repossessed.

You can find out more information by logging on to their webpage at www.scotland.gov.uk/Topics/Built-Environment/Housing/investment/mtr or by emailing mortgagetorent@scotland.gsi.gov.uk, or by phoning them on 0845 279 9999.

When I read this, I don't think I will qualify for any points. Is there any other way I can get a house move?

Mutual exchanges are another way in which you can be in control of your move. You find another tenant of a social landlord who is willing to exchange with you and you both get permission from your respective landlords to change houses. There are conditions which have to be met before you will be allowed to exchange. Let us know if you would like more information.

I think I need some support to live on my own?

If you think you need support, put down on the form what kind of support you think you need and the reasons you think this would be helpful.

Support needs can range from a property with an alarm for emergencies to a need for carers to give assistance day and night.

If I do get a tenancy, how much rent will I pay?

The rents vary depending on the type and size of our properties and are reviewed each year. Details of our current rents are provided at the end of this leaflet.

If your tenancy has a service included (for example, for close cleaning) there will be additional service charges.

Remember if you need financial help to pay your rent and Council Tax, you can apply to your local Council for a rent and Council Tax rebate.

How long will my application be held on the housing list?

Generally, applications are only held on the housing list for a year. After that, we will write to you asking if you wish to be kept on the list and to tell us about any changes in your circumstances. You must reply when we write to you, even if there have been no changes in your circumstances. If you do not reply, your housing application may be cancelled.

If your circumstances have changed and you let us know, we will assess your application again and let you know the outcome.

Before we cancel your application, we will write to you again to remind you to reply.

Is there anything else I should know about my application and the way it is assessed?

You should always let us know if your circumstances have changed so that your application can be reassessed taking your new circumstances into account.

Keeping your application up to date

You should provide us with accurate information and let us know if there are any changes after you have applied.

It is always better to provide too much information than too little.

If your circumstances change, your application and your points total can be changed.

It is your responsibility to provide information so that we can accurately assess your application. If you do not provide this information, we cannot make an accurate assessment and you may not get all the points you may be entitled to.

Filling in the questionnaire sent with your application form.

We would be grateful if you would fill in the questionnaire we gave you when you received your application. This helps us to find out if our application process is as good as it should be.

Where does the Association have properties?

The area that the Association operates within is called the Windlaw area of Castlemilk. The street names and house numbers are as follows:

Ardencraig Road 270-322
Ardmaleish Road 2-28
Ardmaleish Street 1-6
Ardmaleish Terrace 1-3
Birgidale Road 25-35
Castlemilk Drive 190-256
Castlemilk Terrace 1-10
Cassiltoun Gardens 1-12
Lenihall Drive 4-31
Lenihall Terrace 3-5
Stravanan Road 2-101
Stravanan Street 1-7
Stravanan Court 1-20
Stravanan Gardens 1-21
Stravanan Terrace 1-29
Dunagoil Road 1-49
Dunagoil Place 1-12
Dunagoil Street 1-26
Dunagoil Gardens 1-11
Viewglen Court 14-33

The apartment size/type of the Association's properties is shown in Table 1:

Table 1

Apartment size	Refurbished	New build	Other	Example of rent 2008/2009
2apt (one bed)	92	27	8 special needs	£195.10
3apt (two bed)	265	103		£256.42
4apt (three bed)	77	57		£284.26
5apt (four bed)	33	22		£323.32
6apt (five bed)	3	7		£362.34

From 1st April 2008 to 31st March 2009, the Association made 39 general lets. The size and number of lets made were as follows:

Table 2

Size of Property	No. above ground level	No. on ground floor	No. of prop	Total
2apt 24hr	1	2	0	3
2 apt	6	0	0	6
3 apt	18	6	0	24
4 apt	4	1	1	6
5 apt	0	0	0	0
Total				39

The Association cannot guarantee that an offer will be made to everyone on the housing list. We let our houses using a Lettings Plan which contains:

- A forecast of how many houses we expect to let during the course of each year;
- The estimated number of houses we will try to let to different groups of applicants (for example, homeless people, existing North View tenants and people on the housing list).

This is to make sure that people with different needs all have a chance of being offered a property.

Annual Lettings Plan Targets for 2009/2010

The table below shows how many houses we plan to let to homeless people, how many to existing North View tenants, how many to applicants from the waiting list etc.

The purpose of these estimates is to make sure that people with different types of needs have a chance of being rehoused, while meeting the most pressing types of needs and helping to make Windlaw a sustainable community.

The estimates shown are guideline figures rather than fixed quotas. We have also shown the figures including and excluding internal transfers (lets to people who are already our tenants). The figures are different because an internal transfer frees up a house which can be let to another type of applicant and this changes the percentage of lets and increases the estimated number of lets.

Lettings Category	%	Estimated Number of Lets	% including those properties feed up after NVHA tenant moves	Estimated Number of Lets
Homeless Referrals	32.5%	16	45%	22
NVHA Transfers	15%	8	-	-
NVHA Aspirational Lets	10%	5	-	-
Other Referrals	6%	3	6%	3
Housing List	32.5%	16	45%	23
Mobility Schemes	4%	2	4%	2
Estimated Total Number of Lets for 2009/2010	100%	50	100%	50

(NVHA - North View Housing Association Ltd)

Your chances of being rehoused also depend on how many houses become empty and available for letting. To give an indication of this, we have provided information about the number of houses we let in the year 2008/9 (see Table 2 above). The number of applicants on the housing list varies throughout the year but could be as many as 400.

What will happen if I am to receive an offer of rehousing?

Firstly, we will visit you at home if you are going to receive an offer. We will contact you by letter or phone and arrange a day and time which suits you. When we write to tell you that we are carrying out a visit, we will expect you to phone and confirm if you are available as soon as possible after getting the letter. This also gives you a chance to change the arrangement if it doesn't suit you.

A home visit helps us to find out more about what kind of house you need and if you need any help/support when you move. When our Housing Officers visit you in your home, they check the details on your application to make sure everything is correct and that nothing has changed since you applied. You will be asked to confirm all the details on your application form, including who stays in your present house.

The home visit gives you a chance to ask any questions about the allocation policy and process and to cover anything else you are interested in finding out about.

If you are a homeless applicant, we understand that it is not always possible to carry out a home visit. We will only come and see you if it is appropriate.

If you are being offered a property, we will send you a written offer. We expect you to agree to go and look at it within two working days of getting the offer. After viewing, you have two working days to make up your mind if you want to take the property or not.

24 hour alarmed one bedroom properties

North View has a number of one bedroom flats with 24 hour alarms in the Dunagoil Road area of Windlaw. The alarm system is a cord in every room which can be pulled to summon help if needed.

The Dunagoil area is quiet and has well maintained backcourts with benches for tenants to sit out on and enjoy the sun. The flats are usually allocated to people who would benefit from the added security the alarm system offers. This facility can bring peace of mind to people who are older or who suffer from a medical problem and may need help and assistance.

To be considered for these flats you do not have to have a severe medical problem. If you want to find out more, contact a North View Housing Officer on 0141 634 0555.

Shared Ownership/Shared Equity

The Association has/will have a small number of shared ownership/shared equity properties. If you want to find out more about Shared Ownership or Shared Equity, please contact the Association's office on 0141 634 0555.

Appeals

Appeals can arise for a variety of reasons, including:

- You are not satisfied that your application has been assessed correctly, under our Allocations Policy;
- You have been suspended from receiving offers of housing;
- Your application has been cancelled.

If you appeal, we will look at your case. This will be done by a more senior member of staff than the person who made the original decision. If your appeal relates to our assessment of medical points, we may ask an independent medical professional to review our assessment.

If you are dissatisfied with the outcome of your appeal, you can use the Association's complaints procedure.

Where can I go for independent advice?

If you want independent advice about the way we allocate our properties, you can contact Castlemilk Citizens Advice Bureau or Castlemilk Law and Money Advice Centre. There is also an organisation called Shelter which may be able to help you:

Castlemilk Citizens Advice Bureau

27 Dougrie Drive, G45 9AD

Telephone: 0141 634 0338

Castlemilk Law and Money Advice

155 Castlemilk Drive, G45 9UG

Telephone: 0141 634 0313

Shelter

First Floor, Suite 2

Breckenridge House

274 Sauchiehall Street

Glasgow G2 3EH

Telephone: 0808 800 4444

How can I complain?

We hope you do not have cause to complain. Any complaints should first be directed to the Housing Manager of the Association and if you are still dissatisfied, you should use the Association's Complaint Procedure which is available at the Association's office. If you are still unhappy after you have used our Complaints Procedure, you can ask for the matter to be reviewed independently by the Scottish Public Services Ombudsman. Details about the Ombudsman service are available from our office.

RESPECT FOR STAFF

YOU SHOULD BE TREATED WITH RESPECT WHEN WE ARE DEALING WITH YOUR HOUSING APPLICATION AND WE EXPECT YOU TO RESPECT STAFF MEMBERS.

IF YOU USE THREATENING OR ABUSIVE BEHAVIOUR TOWARDS STAFF, YOUR APPLICATION COULD BE SUSPENDED.

CONTACT THE ASSOCIATION IF YOU HAVE:

- **UNANSWERED QUESTIONS**
- **COMMENTS ON THE ALLOCATION POLICY AND PROCEDURES**
- **COMMENTS ON THE INFORMATION YOU RECEIVED**
- **A REQUEST FOR AN INTERVIEW TO TALK OVER YOUR APPLICATION OR GET MORE INFORMATION ABOUT THE WAY WE LET OUR PROPERTIES**

Please help us improve by giving us your comments and feedback.

North View Housing Association Ltd Guide to the Points System

The points system is used to assess all housing applications, with the exception of the following:

- **People who have been assessed by Glasgow City Council as homeless and in priority need for permanent rehousing**

If you have been assessed by Glasgow City Council and passed to us for permanent rehousing, you will not receive points. Instead, you will receive an offer of housing under the procedures set down in the law and in our agreements with the City Council. This helps make sure that homeless people receive the highest priority when we are letting houses.

- **Applicants being considered for an Aspirational let**

We let a small number of houses each year to North View Housing Association tenants who don't qualify for points but who want to move to a different house within the area. These are called Aspirational moves, and offers are made based on the applicant who applied for a move first.

- **Applicants who have been referred by other agencies**

We also let a small number of houses each year to applicants who have been referred by agencies such as Social Work or agencies working to alleviate domestic abuse.

All other offers are based on the number of points you have, as described in the attached table. If two or more people have the same number of points, the person who has been on the housing list longest will receive the offer.

Please find detailed below a summary guide to the points system. This will help you work out what points you may be entitled to, when your application is assessed by the Association. The guide also summarises information you will need to provide.

THE ASSOCIATION'S POINTS SYSTEM

1. No secure accommodation

Applicants with no secure accommodation will also be provided with information about contacting the local authority homeless service.

For categories a) to h), the level of points awarded reflects the relative urgency of the applicant's housing circumstances. The Association will review whether points in these categories are still applicable at home visit stage or at the next annual review. Points may be reduced if the applicant is no longer at immediate risk of homelessness.

Points will be awarded for only **one** of the categories a) to m). Applicants receiving points for no secure accommodation can also receive points for lacking/sharing facilities.

POINTS CATEGORIES	POINTS	INFORMATION NEEDED & WHEN
a) Assessed by the local authority as homeless under the law but not in priority need	15	• Application stage: copy of homeless decision letter issued by the Council
b) Lease or tenancy has expired, or Notice to Quit has been served	15	• Application stage: copy of Notice to Quit
c) Owner occupier who is having to sell their home within the next 2 months	15	• Application stage: mortgage repossession order ¹ or signed affidavit of intention to sell
d) Having to leave tied housing within the next 2 months	15	• Application stage: letter from employer
e) Living in supported or temporary furnished or hostel accommodation (including refuges) or in long term residential care	15	• Application stage: proof of identity/residence
f) Leaving the Forces within the next 2 months	15	• Application stage: discharge letter

¹ There are no restrictions on home owners applying and being assessed for rehousing. The requirement for this type of evidence is only relevant if points for being threatened with homelessness are being considered.

POINTS CATEGORIES	POINTS	INFORMATION NEEDED & WHEN
g) No fixed abode	15	<ul style="list-style-type: none"> • Application stage: North View HA will request information about where benefit counter payments are being made, and/or addresses where the applicant has stayed and/or has had mail delivered
h) An asylum seeker who has been granted permission to stay permanently in the United Kingdom, and who is having to leave their NASS accommodation	15	<ul style="list-style-type: none"> • Application Stage: letter from NASS
i) Lease or tenancy expires within next 12 months	10	<ul style="list-style-type: none"> • Home visit/Application stage: copy of lease/tenancy agreement
j) Living as a lodger with relatives or friends	10	<ul style="list-style-type: none"> • Home visit: proof of address
k) Living in a boarding house, hostel, caravan or refuge	10	<ul style="list-style-type: none"> • Home visit: proof of address may be sufficient if other supporting information is in place
l) North View HA tenant affected by relationship breakdown	10	<ul style="list-style-type: none"> • Home visit/office interview: We will discuss circumstances during the home visit/ office interview.
m) Applying from prison	10	<ul style="list-style-type: none"> • Application stage: proof of address

2. Poor condition of current accommodation

POINTS CATEGORIES	POINTS	INFORMATION NEEDED & WHEN
a) Present accommodation is subject to a closing order	10	<ul style="list-style-type: none"> • Application stage: copy of local authority order
b) Structural defects	10	<ul style="list-style-type: none"> • Application stage: structural survey/ documented evidence and a further inspection at home visit stage
c) Dry rot	10	<ul style="list-style-type: none"> • Application stage: Documentary evidence and a further inspection at home visit stage

POINTS CATEGORIES	POINTS	INFORMATION NEEDED & WHEN
d) Roof Problems	10	<ul style="list-style-type: none"> • Application stage: Report from your landlord if you are a tenant documentary evidence and a further inspection at home visit stage.
e) Confirmed for demolition	10	<ul style="list-style-type: none"> • Application stage: Documentary evidence
<p>A maximum of 10 points will be awarded if your home suffers from any of the above a) to e)</p>		
f) No central heating or partial central heating	5	<ul style="list-style-type: none"> • Home visit: visual inspection by North View HA
g) Window frames inadequate or in poor condition	5	<ul style="list-style-type: none"> • Home visit: visual inspection by North View HA
<p>h) Other serious house condition problems such as, dampness, condensation</p> <p>A maximum of 10 points will be awarded if your home suffers from f) – h).</p>	5	<ul style="list-style-type: none"> • Application stage: <ul style="list-style-type: none"> – for applicants who are tenants, North View HA will check if the problem has been reported and if an inspection has been carried out and the problem is confirmed. <p>For other applicants, copy of survey or environmental health report</p> • Home visit stage: <ul style="list-style-type: none"> – if there is no documented evidence, points may be awarded on a provisional basis, subject to visual inspection at home visit stage. Provisional points will only be confirmed if the nature and causes of the problems are immediately apparent to the officer carrying out the home visit.

3. Lacking or sharing facilities

Points can be awarded for not having secure accommodation and for lacking or sharing facilities.

People living in hostels where they do not have a kitchen can receive points for lacking facilities and for sharing facilities.

POINTS CATEGORIES	POINTS	INFORMATION NEEDED & WHEN
a) Present accommodation lacks 2 or more facilities (inside toilet, suitable cooking facilities, hot water supply, bath or shower)	10	• Home visit stage: visual inspection by North View HA
b) Present accommodation lacks 1 of the facilities listed above	5	• Home visit stage: visual inspection by North View HA
c) Sharing the facilities listed above with family or friends or as a lodger	2	• Home visit stage: visual inspection by North View HA
d) Sharing 2 or more of the above facilities within a hostel or with more than two other households not related to the applicant	5	• Home visit stage: visual inspection by North View HA

4. Overcrowding and underoccupation

We work out whether an applicant's house is too small or too large for their needs as follows:

- A living room which is not used for sleeping in, **plus:**
- One bedroom for couples/partners
- One bedroom for single adults/parents
- One bedroom for two children of different sex up to 10 years of age
- One bedroom for two children of the same sex up to 12 years of age
- One bedroom for each child of 12 years or over

POINTS CATEGORIES	POINTS	INFORMATION NEEDED & WHEN
Overcrowding a) 3 or more extra bedrooms needed b) 2 extra bedrooms needed c) 1 extra bedroom needed.	25 15 10	<ul style="list-style-type: none"> • Home visit stage: to confirm people living in the house
Under occupation (NVHA tenants) a) Tenant has 3 or more extra bedrooms b) Tenant has 2 extra bedrooms c) Tenant has 1 extra bedroom Points are only awarded where the applicant is the tenant of the property and the property is owned by North View Housing Association.	20 15 5	<ul style="list-style-type: none"> • Home visit stage: to confirm people living in the house

5. Medical needs

Medical points are awarded if rehousing would help to relieve a serious medical problem. Points decisions are based on the self assessment information provided in the Application Form. We may also ask for supporting information (for example, information about what health related benefits you are receiving and/or information from an occupational therapist, medical practitioner or social worker)

If you receive **higher rate payments** of Disability Living Allowance or Attendance Allowance, we will regard this as a “fast track” way of demonstrating your eligibility for the highest level of medical points (25 points).

If you are receiving **middle or lower rate payments** of Disability Living Allowance or Attendance Allowance, we will regard this as a “fast track” way of demonstrating your eligibility for the second level of medical points (15 points).

If you are not receiving these payments, you may still be entitled to 25 or 15 medical points. We will carry out an assessment of the information you provide in your Application Form, and follow this up with you if we need more information.

- For the third level of medical points (5 points), we will base our assessment on the information you provide in your Application Form, and follow this up with you if we need more information.

If you disagree with our assessment of your needs, you can appeal and ask us to review our decision. The Association may appoint an independent medical professional to consider appeals about medical points.

POINTS CATEGORIES	POINTS	INFORMATION NEEDED & WHEN
<p>a) Rehousing on medical grounds is needed, as a matter of emergency, for example:</p> <ul style="list-style-type: none"> • The applicant, or a member of the household, is housebound or virtually unable to leave their home unassisted - for example a wheelchair user living above the ground floor. • Where someone is living in hospital or away from home and cannot return to their home because their accommodation is unsuitable. 	<p>25</p>	<ul style="list-style-type: none"> • Application stage: the Association will check the medical self assessment is clear and complete, and identify any additional information needed. • Home visit stage: Confirmation of information provided in medical self assessment.
<p>b) An applicant, or member of the household, has serious medical and mobility problems and their current housing is not suitable e.g. not adapted to meet their needs. For example:</p> <ul style="list-style-type: none"> • This could be due to the floor level/ number of stairs to the property, internal stairs, location of the property (e.g. up a hill or isolated location) or where the property has not been adapted for their needs. 	<p>15</p>	<ul style="list-style-type: none"> • Application stage: The Association will check that the medical self assessment is clear and complete, and identify any additional information needed. • Home visit stage: confirmation of information provided in medical self assessment.

POINTS CATEGORIES	POINTS	INFORMATION NEEDED & WHEN
<p>c) An applicant has other medical problems, which could be improved by re-housing</p> <p>This level of points will be awarded where:</p> <ul style="list-style-type: none"> • The applicant, or a member of the household, is living in accommodation which is having a detrimental effect on a proven medical condition. • The medical condition does not need to be of a physical nature or to affect the person's mobility. • If mobility is affected, this may qualify for the higher level of points described above. 	<p>5</p>	<ul style="list-style-type: none"> • Application stage: the Association will check that the medical self assessment is clear and complete and identify any additional information needed. • Home visit stage: confirmation of information provided in medical self assessment

6. Social needs

POINTS CATEGORIES	POINTS	INFORMATION NEEDED & WHEN
<p>a) Serious social problems such as racial harassment or domestic violence</p> <p>People in these circumstances can apply to the Association directly, or be referred by a specialist support agency.</p> <p>We will also provide information about making a homeless application to your local Council since this will generally provide a quicker route to rehousing for people needing to be rehoused as a matter of urgency.</p>	25	<ul style="list-style-type: none"> • Application stage: We will provide an immediate interview to anyone in these circumstances, when they first approach us. <p>We will assess each case based on the information supplied by applicants. We will ask for information in support of the application, but will not insist on documentary evidence or third party confirmation.</p>
<p>b) Problems with neighbours over a period of time which would be helped by re-housing</p>	2	<ul style="list-style-type: none"> • Application stage: Applicant to describe circumstances
<p>c) The applicant or a member of their household needs to stay in the Windlaw area to provide or receive family or other personal support</p>	5	<ul style="list-style-type: none"> • Application stage: Applicant to describe type and frequency of support to be provided or given • Home visit stage: North View HA reserves the right to confirm support arrangements with the person providing or receiving support
<p>d) You live on or above 5th floor and this is unsuitable</p>	5	<ul style="list-style-type: none"> • Home visit stage this will be confirmed at home visit
<p>e) You live in, but no longer need, a property which has been specially designed or adapted for a person using a wheelchair.</p>	35	<ul style="list-style-type: none"> • Home visit stage