

We let a fair proportion of our houses to the people who need them most



ALLOCATIONS POLICY

We let houses in a way that gives reasonable preference to those in greatest housing need, makes best use of available stock, maximises choice and helps to sustain communities.

Our Allocations Policy governs how we let our houses and flats, and who we let them to.

Like all Registered Social Landlords, we are required by law to let houses to people

in most housing need. But we have a responsibility to meet the housing needs of our own tenants. Our tenants' housing needs will change through time and it is important that they have the opportunity to move as their needs change. So to that end, we have developed our Allocations Policy to meet the requirements of both new non tenants and current tenants, and use separate Housing Lists to help us manage the whole process.

HOUSING LISTS

Broadly speaking, there are three groups of people that we let houses to – homeless referrals from the City Council, people who are not current tenants of North View (external applicants), and existing tenants who want to move to another one of our properties (internal applicants). We also let a small number of properties to people referred on from other agencies, but most relets go to people from these three groups.

Applicants who are not current North View tenants go on the External Housing List, while those that are North View tenants go on the Internal Housing List or the Aspirational Housing List.

The Internal Housing List

If you have a good reason and need to move to another property of a different size or type, say on medical grounds, or overcrowding, or you have bedrooms you don't need, you should join the Internal Housing List for the size of property that you require.

The Internal Housing List operates on a points system. The Association measures your housing need and gives you points for different categories of need. The more need you have, the more points you get, and the higher up the List you go. The person at the top of the List is offered the next suitably sized house that becomes available for offer to someone from the Internal Housing List.

We also use these principles to manage the External Housing List. The External Housing List is for people who are not North View tenants, so if someone in your household (other than the tenant) applies to us for housing, they will go on the External Housing List.

The Aspirational Housing List

The Aspirational Housing List is for North View tenants who want to move to a similar sized house in the area. It could be that you live in a flat, and would like to move to a house, or it could be that you want to move from Birgidale Road to Castlemilk Drive, whatever; it doesn't matter! The important thing is that the size of the property that you want to move to is the same size as the property that you are in at the moment, in that they both have the same number of apartments!

As there is no housing 'need' element (in that your current home meets your housing needs), we do not award 'housing points' for aspirational applications. Instead, we add the person to the List, and when a suitable property becomes available for offer to someone from the Aspirational Housing List, it is offered to the person who has been on the List longest.

You can't be on both the Internal Housing List and the Aspirational List at the same time; if you require a bigger house, or a smaller house, or another property because of a medical condition, then you have an element of 'housing need' and go on the Internal Housing List; whereas you go on the Aspirational Housing List if you want to move to another similar sized property in our area.

How long you have to wait for an offer depends on how high up on the List you are, how quickly properties of the required size become available, and how often offers are made to people on that List. The number of offers that are made to each List depends on how we are doing against the Quota Targets.



Around one in four of our relets go to North View tenants. We help support the Windlaw community by giving people the opportunity to stay in the area

Quotas

When a property becomes available to let, it is offered to the person at the top of the Housing List. But, there are three Lists, so we have to decide which one to go to make the offer. We use a quota target system to help with this.

Each year we work out how many properties we think we should let to applicants from the External Housing List, the Internal Housing List, and the Aspirational List, and homeless referrals from Glasgow City Council and others. We try to make sure that every group gets a fair share of the properties. Once we are satisfied that we have got the mix right, we set percentage quota targets for each group. For example, we may decide that 30% of re-lets will be offered to

referrals from the Council, 30% will go to applicants on the External Housing List, 20% to 'internal' applicants, 10% to referrals from other organisations, and 10% to tenants on the Aspirational Housing List. It is a balancing act, and it is nigh impossible to meet all the targets each year. Because of this, we review the quota targets annually, to make sure we redress any imbalance that has occurred in the previous twelve months.

When it comes to reletting a house, we look at how we are doing against the Quota Targets and then decide which group to make the offer to. So if a property goes to one group, say the External Housing List, chances are that the next offer will go to another group, like the Internal Housing List.

Sustaining Communities

We use the Quota System to help make sure that North View tenants get their fair share of relets. As stated earlier, the housing needs of our tenants change through time. When that happens, we want them to have the chance to move to another one of our properties, so that they can stay here, in the community. To help achieve this, we set relet quota targets for North View tenants. The target can vary a wee bit from year to year, but we usually end up with about one in four properties being allocated to North View tenants.

MUTUAL EXCHANGES

You can exchange your house with a North View tenant or even someone who is a tenant of *another* social landlord. If you want to exchange your house you must write to us first and ask for our permission. We will let you know our decision within a month of receiving all the relevant information from you.

We will only refuse permission if there are reasonable grounds for us to do so. Permission will be refused if:-



You can swap your house with a tenant of another social landlord